



- 6 SEP 2017

Rhys Walker
fyi-request-6474-c477878c@requests.fyi.org.nz

Ref: DOIA 1718-0298

Dear Mr Walker

I refer to your request under the Official Information Act 1982 received on 25 August 2017 requesting the following information:

- *I ask that you please provide up to date information regarding the percentage of online visitor visa applications that have been processed within the 20 day online application processing time.*
- *Please break this down into months, for example, February 2017: xx% processed on time.*
- *It was concerning to learn that although 20 days is stated on your website, your call centre is saying visitor visa applications are taking up to 4 months due to a lack of staff.*

Our response

Please refer to the table in Appendix A for the information requested.

While the processing timeframes published on the Immigration New Zealand (INZ) website are in working days, i.e. excluding weekends and public holidays, the system 'counts' in calendar days.

I trust that you find the information helpful.

If you wish to discuss any aspect of your request or this response, or if you require further assistance, please contact Penny Hazlett, Business Advisor, Operations Support, Immigration New Zealand at penny.hazlett@mbie.govt.nz.

Yours sincerely

Geoff Scott
Assistant General Manager
Immigration New Zealand
Ministry of Business, Innovation and Employment

Appendix A

Timeliness for Visitor Visa applications received ONLINE

Calendar days*	Timeliness % by day 24	Timeliness % by day 29
Jul-16	90.5%	93.6%
Aug-16	88.0%	91.7%
Sep-16	87.7%	91.7%
Oct-16	87.3%	91.7%
Nov-16	83.3%	88.4%
Dec-16	86.2%	91.7%
Jan-17	82.3%	86.5%
Feb-17	85.8%	90.3%
Mar-17	89.3%	91.3%
Apr-17	89.5%	91.9%
May-17	88.3%	91.3%
Jun-17	90.6%	92.8%
Jul-17	91.9%	93.7%

*Processing timeliness is calculated in calendar days.

"Timeliness % by day 29" is the proportion of Visitor Visa applications received Online processed in 20 working days.