



14 May 2024

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Tēnā koe John

### **OIA request 23/24 0855 Request for flowchart for citizenship by grant application**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 15 April 2024.

You requested –

*I would like to request the flowchart (or documents alike) showing how the department process citizenship by grants. The flowchart should show each steps from application received to application outcomes.*

You may be aware that the Act does not require agencies to create information in response to a request. In response to your request I can provide you with the following information, which comes from our training guide for new staff.

Please refer to the attached Appendix A:

- Flowchart one: Adult Citizenship by Grant application process
- Flowchart two: Child Citizenship by Grant application process.

The flowcharts refers to the following acronyms:

- **CCMS**, Customer Centred Management Solution – This is the new fit for purpose system, which allows citizenship by grant applicants to apply online. This system has the ability to run a number of automated checks directly into the system and also has the capability for tracking the status of citizenship applications. This ‘portal status tracking’ feature provides an insight to customers for their ‘in progress’ or completed citizenship by grant and passport applications submitted via the online portal.
- **COS**, Citizenship Operations System – This is the legacy system where applicants could only apply for citizenship by grant using paper forms posted or delivered to the Department’s offices which will be phased out.

As this information may be of interest to other members of the public, the Department has decided to proactively release a copy of this response on its website. All requestor data, including your name and contact details, will be removed prior to release. The released response will be made available here: <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

A handwritten signature in blue ink, consisting of a stylized 'J' and 'T' followed by a horizontal line extending to the right.

Julia Taylor  
Manager Operational Policy and Official Correspondence (acting)  
Service Delivery and Operations