14/07/2020

Kuljinder Singh
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Ref: DOIA 1920-1684

Dear Kuljinder Singh,

Thank you for your email of 30 May 2020, requesting the following information under the Official Information Act 1982 (the OIA):

1. I would like to know, Against how many application from non priority category are allocating to Case officers against priority applications.
2. Have goverment or INZ made any set process to allocate appications Such as Priority appications Vis-a-vis non Priority applications? If so, then what is that? If not, then on what basis applications are getting allocated?
3. Also, I would like to have an update on date of submission of Last SMC file which was allocated to Case officer from both Priority and Non- Priority Que's.
4. The total number of Skilled Migrant Category (SMC) residence applications that currently in queue waiting for a case officer?
5. How many SMC applications are with Case officers?
6. How many case officers working on SMC files?

On 4 June 2020 you clarified question 1:

I would like to know, Like we have 100 application im Priority list and 1000 in non priority , Now what number of application from Priority que will be allocated to Immigration officer first against Non-Priority application.

Our response

Please note that the skilled residence applications processed in the Manukau office are made up of Skilled Migrant Category (SMC) and Residence from Work (RFW) applications. They are not split into two separate queues based on the application category. Once an application is accepted for processing it is then identified as to whether it meets the prioritisation criteria, or not, and triaged into either the priority or non-priority queue. Therefore the below data contains both SMC and RFW categories.

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Please refer to the table below. Allocation occurs weekly and the data is for the week beginning the date quoted. Please note that prior to May 2020 Manukau office did not record the split of priority and non-priority applications, therefore data is only available from 18 May 2020.

Week beginning	Priority applications	Non-priority applications	Total
18 May 2020	264	0	264
25 May 2020	0	0	0*
01 June 2020	35	13	48
08 June 2020	40	13	50
15 June 2020	89	10	99
22 June 2020	228	12	240

only re-allocation occurred, no applications were allocated from queues. Re-allocation occurs when an application that had been allocated needs to be re-assigned to another immigration officer due to staff movement.

Question 2
Have goverment or INZ made any set process to allocate appications Such as Priority appications Vis-a-vis non Priority applications? If so, then what is that? If not, then on what basis applications are getting allocated?

Immigration Instructions at A16.1 sets out the priority criteria for residence class visas and also the different tiers of priority for residence processing. Further information can be found here: https://www.immigration.govt.nz/opsmanual/#44854.htm

Question 3
Also, I would like to have an update on date of submission of Last SMC file which was allocated to Case officer from both Priority and Non- Priority Que's.

It is my understanding that you want to know the lodgement date of the skilled residence application that was most recently allocated to an immigration officer. Manukau office does not record such information. However, they record the dates of the oldest unallocated applications. As of 16 June 2020, the oldest unallocated application meeting the criteria as first priority was received on 18 December 2019. The oldest unallocated non-priority application was received on 17 December 2018. Applications are normally allocated in date order so for example, if an application in the non-priority queue is allocated on 17 June 2020, the lodgement date of the application will be 17 December 2018. However it's not always the case. For example, an application escalated through the Employment Visa Escalation (EVE) process is allocated first regardless of its lodgement date. This is in line with Instructions A16.1 (f) which allow immigration

officers prioritise applications when individual circumstances warrant this. This includes applications returned by the Immigration Protection Tribunal (IPT) for re-assessment, applications requiring reallocation due to staff movement, and those escalated through the EVE process. Information about the EVE process can be found at the following link www.immigration.govt.nz/about-us/media-centre/newsletters/korero/korero-july-2019/employment-visa-escalations-eve

Question 4
The total number of Skilled Migrant Category (SMC) residence applications that currently in queue waiting for a case officer?

As of 16 June 2020, a total of 13,521 skilled residence applications are in queues waiting to be allocated to an immigration officer.

Question 5
How many SMC applications are with Case officers?

As of 16 June 2020, 2,907 skilled residence applications are with immigration officers for assessment.

Question 6
How many case officers working on SMC files?

As of 4 June 2020, 72 immigration officers are working on skilled residence applications.

If you wish to discuss any aspect of your request or this response, please contact Dongrui Pang, Operations Support, Immigration New Zealand at Dongrui.Pang@mbie.govt.nz

Yours sincerely

Nicola Hogg
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Immigration New Zealand
Ministry of Business, Innovation and Employment