



6 September 2021

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Raj Reddy

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[dia.govt.nz](http://dia.govt.nz)

Dear Raj

**OIA request 21/22 0127 Request for information relating to citizenship processing timeframes**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 9 August 2021.

You requested –

- 1. Do we have any right to know why the processing time is getting extended? 5 to 7 months, 7 to 9 months, 9 to 14 months?*
- 2. Applications submitted in early Nov 2021 through direct appointment were completed in 3months where as applications submitted at same time through online are still waiting for case officer to be allocated? Is this true?*
- 3. There is no set processing time for citizenship applications to be allocated to case officer, is this true?*
- 4. Does constitution allow us, do we have right know the exact time frame for processing citizenship applications?*
- 5. Please advise if applications submitted till end of September 2021 are now completed?*
- 6. When are you anticipating to finish applications submitted end of nov 2021?*
- 7. Please advise measures department of internal affairs is taking to speed up citizenship processing times?*
- 8. Why can't department of citizenship provide live updates on real me login of applicant with real time application status?*
- 9. Why can't department communicate with applicant when time frame changes? Example: 5 to 7 months changed to 9 to 14 months?*

You have since clarified in an email of 10 August 2021 that for question two you are seeking data from November 2020.

In response to your request, I can advise that pursuant to section 15(1)(b) of the Act, the Department has decided to provide you with the information you seek. However, we are still working to prepare the Information for release and will provide it as soon as practicable. We anticipate having the requested information to you no later than 30 September 2021.

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.

Yours sincerely

A handwritten signature in black ink, appearing to be 'JT' with a flourish.

Julia Taylor  
Manager Operational Policy and Official Correspondence  
Service Delivery and Operations