



10 October 2021

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Thayr

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[dia.govt.nz](https://www.dia.govt.nz)

Tēnā koe Thayr

OIA request 21/22 0212 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 7 September 2021.

You requested –

- 1. Can you provide how many paper applications was received from Dec 2020 to September 2021 per office?*
- 2. Can you provide how many paper applications was processed from Dec 2020 to September 2021 per office?*
- 3. Can you provide how many staff are currently working on paper applications per office?*
- 4. Which month (prefer with day) are currently in process for online and paper applications?*

As advised in our interim response of 5 October, pursuant to section 15(1)(b) of the Act, the Department gave notice of its decision to provide you with the information you sought. However, as we were still working to prepare the Information for release, we advised we would provide it as soon as practicable.

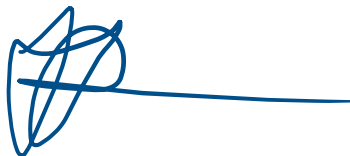
Please now find Appendix A attached alongside this letter with the information sought in questions one, two and three.

In response to question four, I can confirm that as at 4 November 2021, the oldest paper application waiting to be allocated to a staff member for processing was from 4 December 2020, and the oldest online application waiting to be allocated for processing was from 6 January 2021.

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 the DIA 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 or freephone 0800 802 602.

Ngā mihi

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal line extending to the right.

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