

OIA 2122-0288 Appendix A

Question five

Paper applications received

Month received	Auckland	Christchurch	Manukau	Wellington
January 2021	458	169	127	315
February 2021	503	187	135	175
March 2021	594	269	132	220
April 2021	374	147	61	82
May 2021	658	172	96	209
June 2021	680	190	52	233
July 2021	408	113	-	87
August 2021	530	219	4	283
September 2021	419	280	-	584

Online applications received

Month received	Total
January 2021	1,859
February 2021	1,614
March 2021	1,810
April 2021	1,845
May 2021	2,382
June 2021	2,111
July 2021	2,060
August 2021	2,246
September 2021	2,355

Question six

Applications processed in Auckland

Month of decision	Paper	Online
January 2021	93	294
February 2021	217	126
March 2021	285	483
April 2021	135	215
May 2021	307	255
June 2021	235	302
July 2021	210	207
August 2021	290	215
September 2021	1	172

Applications processed in Christchurch

Month of decision	Paper	Online
Jan-21	62	82
Feb-21	200	79
Mar-21	262	295
Apr-21	103	168
May-21	30	151
Jun-21	64	133
Jul-21	85	115
Aug-21	14	415
Sep-21	14	348

Applications processed in Manukau

Month of decision	Paper	Online
January 2021	170	16
February 2021	415	1
March 2021	191	14
April 2021	105	1
May 2021	87	2
June 2021	5	1
July 2021	-	1
August 2021	-	-
September 2021	-	-

Applications processed in Wellington

Month of decision	Paper	Online
January 2021	51	51
February 2021	184	64
March 2021	245	307
April 2021	111	332
May 2021	265	366
June 2021	186	741
July 2021	173	390
August 2021	104	476
September 2021	31	335

Question seven

Average FTE processing citizenship by grant applications

Month	Auckland	Christchurch	Manukau	Wellington
January 2021	10	7	11	18
February 2021	10	7	11	18
March 2021	-	-	-	-
April 2021	14	7	-	28
May 2021	12	6	-	25
June 2021	11	13	-	25
July 2021	10	11	-	24
August 2021	10	11	-	22
September 2021	11	11	-	31
October 2021	11	11	-	31

Caveats on data

- It is not possible to breakdown online applications received by office, as online applications come through a central online system, and are then allocated to citizenship trained Life and Identity Service Officers (LISOs) throughout the country in order of received date, opposed to being submitted directly to a specific office.
- To be able to compare paper to online accurately we have changed 'Processed' to mean 'application has received a decision from the Minister' rather than has been 'sent to the Minister for a decision'. This means that the numbers may differ slightly from previous publications. Please also note that an application is not necessarily completed in the same month that it was allocated to a LISO for processing.

- The accuracy of this data is subject to human error. Therefore, although it has been collated to the best of our ability, it may have a small variance to any alternative publications.

Released under the Official Information Act 1982