



8 February 2022

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Thayr

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Tēnā koe Thayr

Request for information relating to citizenship processing timeframes

Re: Your Official Information Act (Act) request 2122-0415 received by the Department of Internal Affairs (Department) on 16 November 2021.

You requested –

- *Can I get how many unallocated paper citizenship application per month between Jan 2021 to April 2021 ?*
- *Can I get how many unallocated online citizenship application per month between Jan 2021 to April 2021 ?*
- *Also can we get those information monthly upload it on citizenship website instead keep asking for it here ?*

You then advised in an email of 9 December 2021 –

Just for clarification I am asking for the remain unallocated application per month between Jan 2021 to April 2021.

As explained in our reply of 14 December 2021, we had interpreted the initial wording of your request to be for the average number of unallocated applications per month and that we now understood it to be for the remaining unallocated applications at the end of each month.

You responded that same day saying yes, and linked a table of data saying you were seeking something similar.

In accordance with section 15(1AA) of the Act, your clarified request was therefore to be treated as a new request, replacing the original. We advised the deadline for response changed accordingly to 27 January 2022, but that we would respond as soon as practicable.

We then provided our response on 17 December 2021 to refuse your request under section 18(d), as the data discussed would soon be made publicly available.

You have since responded on 14 January 2022 to explain that you were in fact seeking –
How many application for each month still to need to be allocated between March 2021 to December 2021 for paper and online application separately. I clearly showed example from another request in my previous request. and here more clear one.

So data should look like this

<i>Date</i>	<i>Paper</i>	<i>online</i>
<i>March 2021</i>	<i>500</i>	<i>1000 unallocated application remain that received in March</i>
<i>April 2021</i>	<i>400</i>	<i>2000 unallocated application remain that received in April</i>

and so on

As there was a misunderstanding with your initial request, we are providing you with the correct data initially sought, without treating it as a new Official Information Act request.

I note the latest wording of your request states you are seeking data for March to December 2021. As your initial request was for January to April 2021, I clarified that as at the date this data will be pulled, we will be providing you with the current number of paper and online applications still waiting to be allocated from the months January, February, March and April 2021. You responded “Yes and thank you”.

You will now find the data you seek in the table below.

	Un-allocated	
Month submitted	Online	Paper
January 2021	2	8
February 2021	439	18
March 2021	1676	497
April 2021	1802	492

In response to your question about whether we can publish this data on our website and update it monthly, I would like to point out that the Department already publishes a range of data relating to citizenship processing timeframes on our website. This is data that is considered to be useful information for the public, and which we update monthly. I can confirm that we currently have no plans to publish more datasets.

I would like to reiterate from previous responses to you that in addition, we also proactively release all Official Information Act responses relating to the citizenship backlog and processing timeframes, and regularly update citizenship processing timeframe information our website, both of which you and the rest of the public have access to.

As previously made clear to you on several occasions, the Department considers the significant number of responses already provided to you in addition to all the information we have made publicly available, to have been more than comprehensive. It is important for you to understand that we have no further information to provide that we believe is of actual value to you.

I would also like to reiterate again that the Department is aware of the frustration experienced by many surrounding the current citizenship processing timeframes. It is important for you take note and be assured that the Department has initiatives underway to reduce the citizenship application backlog, speed up processing, and improve general customer experience.

Should you have an application in that is of concern to you, I again *strongly* encourage you to contact the citizenship office directly on 0800 22 52 52 or at citizenship@dia.govt.nz for an update.

I am confident this letter has addressed the *last of your concerns regarding official information*. If it has not, we would like you to contact us directly via phone so that we can be clear on what exactly it is that you are trying to determine. We would like to resolve this matter for you so that you are satisfied with what will be our final response, as it is not sustainable for the Department to continue putting resources into gathering data and preparing responses to your ongoing requests that are all of such a similar nature.

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>.

Ngā mihi



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