



Adrian Foot
fyi-request-19077-6133a3c4@requests.fyi.org.nz

Ref: DOIA 2122-1940

Dear Adrian,

Thank you for your correspondence of 7 April 2022 requesting under the Official Information Act 1982 (the Act) the following information:

“Please can you provide, by INZ processing branch, the number of 2021 Resident Visa Applications that are awaiting quality check/2nd person check by Technical Advisors? Could you also provide the date of the oldest application in each queue and the average time taken to process applications in the queue.”

Our Response

In response to your first two requests please see the below table. These figures are accurate as at 29 April 2022.

Branch	Total no. of quality checks on-hand	Oldest quality check on hand
Manukau	126	27 April 2022
Hamilton	166	14 April 2022
Christchurch	238	22 April 2022

Information on how long an application spends in a quality check (QC) queue before a QC is completed is not held in a reportable format. All 2021 Resident Visa applications must go through QC before being finalised. As at 24 April 2022 over 18,784 applications had been decided, therefore, all of these applications would need to be reviewed manually in order to obtain the average time it takes to complete a QC.

As such, we have refused this part of your request under section 18(f) of the OIA, because the information requested cannot be made available without substantial collation or research. This task would remove Ministry staff from their core duties and therefore the greater public interest would not be served. I have considered whether the Ministry would be able to respond to your request given extra time or the ability to charge for the information requested but I have concluded, in both cases, the Ministry’s ability to undertake its work would still be prejudiced.



However, I can inform you that the standard operating procedure for this process states these should be completed within five working days.

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.

If you wish to discuss any aspect of your request or this response, please contact INZOIAs@mbie.govt.nz.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Nicola Hogg', written in a cursive style.

Nicola Hogg
General Manager Border and Visa Operations
Immigration New Zealand