



19 July 2023

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Engr

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Tēnā koe Engr

### **OIA request 22/23 0961 Request for information on citizenship by grant processing**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 21 June 2023.

You requested –

- 1. Could you please elaborate on the system logic applied to the submitted application in order to clarify and understand the automated process?*
- 2. In the event that an application does not pass the automatic check, why have the applicants not provided any feedback?*

In response to your request, I can provide you with the following information.

#### **Question one**

When applications are received, our systems run a series of preliminary automated checks which are used to triage them into different workstreams. The system checks for whether the citizenship requirements have been met, whether an application can be automatically matched to a record held by Immigration New Zealand, whether there are any alerts or conditions associated with the record, and whether there is any other information in the application that would suggest further manual intervention might be needed.

When a new automated check is introduced, or an existing check is refined, it is applied to all applications in the system, regardless of when the application was received. Within each workstream the system allocates applications by the date of receipt of the application (and not the date the automated check was run). This means that applicants who applied earlier are not disadvantaged, and if the new (or refined) automated check confirms they meet requirements they will be triaged into the appropriate workstream.

It is important to note that applications still need to go to a Life and Identity Services Officer (LISO) for an overall assessment (in other words, the decision-making is not automated). The LISO then makes a recommendation for the Minister's approval about the applicant's eligibility for citizenship. Where the applicant meets the requirements, the Minister's authority is delegated to the General Manager, Services and Access.

Should you be interested, the Department proactively releases Official Information Act responses on its website, including information about citizenship by grant processing and the automated checks. The responses relating to your OIA request can be found here <https://www.dia.govt.nz/Official-Information-Act-Requests-2> with the reference numbers 2223-0871 and 2223-0911.

## **Question two**

Once an application has been placed into a workstream it will be assigned to a LISO for manual assessment. The LISO will assess the application and contact the applicant if any additional information is required. We are otherwise unable to share the results of automated checks.

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 its 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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Ngā mihi

A handwritten signature in black ink, appearing to be 'KR', written in a cursive style.

Kate Raggett  
Manager Operational Policy and Official Correspondence  
Service Delivery and Operations