



29 September 2023

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Tēnā koe D Desgupta

### **OIA request 23/24 0148 Request for Citizenship Timeframes**

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 1 September 2023.

You requested –

- *Between two OIA requests, there was up to a 41% increase in reported applicants in the citizenship processing queue (processing and unallocated) from the months of August 2022 to November 2022. Although this data is tagged with a disclaimer that the information comes from a dynamic system and the data may not add up between reports, this represents a very large change that cannot be adequately explained by the nature of a dynamic system. Please explain the reason for this significant discrepancy. The relevant requests are:*

*OIA 2223 0959 - Reporting Date 3 July 2023 OIA 2324 0077 - Reporting Date 9 August 2023 The total number of applicants for each of the months covered by these responses is summarised below:*

*August 2022:*

*OIA 2223 0959: 1280 pending applications OIA 2324 0077: 1806 pending applications (+41%)*

*September 2022:*

*OIA 2223 0959: 1151 pending applications OIA 2324 0077: 1477 pending applications (+28%)*

*October 2022:*

*OIA 2223 0959: 1138 pending applications OIA 2324 0077: 1504 pending applications (+32%)*

*November 2022:*

*OIA 2223 0959: 1196 pending applications OIA 2324 0077: 1618 pending applications (+35%)*

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

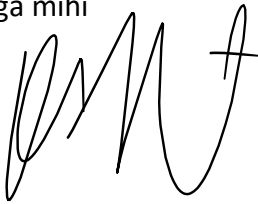
Your request identified a discrepancy in the data for OIA response 2324 0077, collated on 9 August 2023. Due to a human error, the filter for digitised (paper) applications was not removed. This resulted in the data showing both online and paper applications. We have updated the response for 2324 0077 and will proactively release and publish that here: <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

I can confirm that the error was an isolated occurrence and all data provided prior to 9 August 2023 and subsequently, remains valid and accurate.

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', with a stylized flourish at the end.

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