

15 DEC 2017



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Vipin

fyi-request-6589-748946f3@requests.fyi.org.nz

Ref: DOIA 1718-0733

Dear Vipin,

I refer to your request under the Official Information Act 1982 (the OIA) received 24 November 2017 in which you have requested the following information:

My following queries (1) - (7) are regarding the SMC Resident Visa applications from 2Degrees Mobile Limited and applied against the ANZSCO code 313112 ICT Customer Support Officer during the time frame 1 Jan 2016 - 30 Aug 2017 and the rest of the queries are general unless specified in the question.

(1) How many of the applications got approved by INZ?

(2) How many applications got declined?

(3) Did INZ arrive at contradictory decisions on these SMC Resident Visa Applications? Or Does INZ being inconsistent on the decisions for these applications even though the job descriptions are same/similar? To clarify more in above Question (3)- Does INZ declined some Residents Visa applications with the reason -INZ was not satisfied that the Applicant's Employment is a substantial match for the Claimed ANZSCO Code 313112(ICT Customer Support Officer) (Points claimed for the Skilled Employment/Offer was not awarded) and Some Resident visa's approved and INZ was satisfied that the Applicant's employment is a substantial match with the Claimed ANZSCO Code 313112? (Points claimed for the Skilled Employment/Offer was awarded) And Provided the job description provided by 2degrees are Same

(4) Are there any changes INZ has introduced/removed for analyzing the role ICT Customer Support Officer (ANZSCO code 313112) for the Resident Visa Assessment during the period 01 Jan 2016 –30 Aug 2017? If yes, what are they and what are dates of the change?

(5) If the Answer to the Question number (3) is yes, what are the circumstances which led INZ to make those contradictory decisions? Please state the Immigration Law/Rule which gives privilege to INZ for taking that kind of contradictory decisions.

(6) When considering only the declined Visa applications, Does the same Visa/immigration Officer decline all the applications? What is the name of the Visa Officer (If it's allowed to publish)?

(7) If the Answer to the first part of Question (6) is yes, did that Immigration officer followed the Standards of Integrity and Conduct, a code of conduct issued by the State Services Commissioner under State Sector Act 1988, Section 57?



(8) Again, If the Answer to the first part of Question (6) is yes, Did INZ got any formal complaints against that Visa/Immigration officer? If Yes, how many complaints received and from how many applicants/authorities/individuals? Does immigration acknowledge the complaint/complaints?

(9) Again, If the Answer to the first part of Question (6) is yes Did INZ took any formal disciplinary actions against that Immigration officer like Issue formal warning, Termination from the job, Quality training etc. till now? If yes, what action was taken and what was the reason for the disciplinary action?

(10) Again, If the Answer to the first part of Question (6) is yes, how many total SMC applications (Not only from 2degrees please consider application based on offer from all Organizations) during the time frame 01 Jan 2016- 30 Aug which are applied against Skill Code ANZSCO 313112 ICT Customer Support officer which are assessed by that Same Visa Officer? How many of these got approved and how many got declined?

(11) When Considering Question (10) among the total number of SMC Visa's declined by that Immigration officer how many applicants are from Indians (Applicants are of Indian Nationality)?

(12) Again, in line with Question number (10) how many of these total declined applications handled by that Immigration officer referred back to INZ for reassessment by Immigration and Protection Tribunal canceling the original decision by INZ?

(13) Please provide 5 email contact details of Senior Leadership Team of the Visa services in INZ, For example :1) General Manager-Visa Services (INZ),2) Assistant General manager- Visa Services (INZ) etc.

Also, please provide the email contact details of the other governing bodies who ensure fairness to us and handles complaints against Government agencies who undertake investigations and inspections. (For Example, Ombudsman). Please email me if any of the contact details cannot be published in a public Platform.

Our response is as follows:

In line with the responses provided to you on 29 September 2017 to your request DOIA 1718-0353 and on the 20 October 2017 to your request DOIA 1718-0407, information relating the specific job positions held and the specific location from which the applicants applied for a Skilled Migrant Resident visa to work at 2 Degrees Mobile and were assessed under the ANZSCO code 313112 – ICT Customer Support Officer is being withheld under 9(2)(a) of the Official Information Act 1982.

This information is being withheld under 9(2)(a) in that the release of this specific information, could lead to the identification of those individuals in question. Due to being unable to release to you the data in relation to the specific subset of applications for which you have identified, we are unable to provide answers for questions 1 – 5.

The answer to question 6 is no.

Questions 7-12 are dependent on question six being answered yes. As the answer to question 6 is no, a response to questions 7 to 12 is not required.

In response to question 13, the email contact details of the Visa Services Senior Leadership team were sent to you via email on the 12 December 2017.

There are number of agencies that are available for people to raise their concerns with in relation to how government agencies operate however I can confirm that those that relate to Immigration New Zealand are the Ombudsmen and The Immigration and Protection Tribunal. The contact email addresses are provided below.

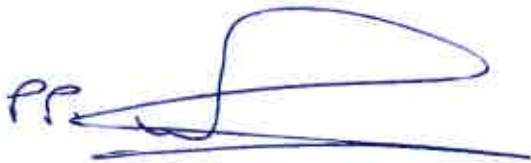
Immigration and Protection Tribunal
DX WX11086
Auckland
IPT@justice.govt.nz

You have the right to contest the decision on this request by seeking an investigation and review of that decision by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143
info@ombudsman.parliament.nz

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact Neil Bailey, Senior Business Advisor, Operations Support, Immigration New Zealand at neil.bailey@mbie.govt.nz.

Yours sincerely



Geoff Scott
Assistant General Manager – Visa Services
Immigration New Zealand
Ministry of Business, Innovation and Employment