



31 May 2023

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Tēnā koe Zane

OIA request 22/23 0814 Request for Citizenship Timeframes

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 3 May 2023.

You requested –

- *Please provide how many of the online applications of citizenship by grant submitted in April 2022 have been progressed.*

Content requested:

- Submitted Month Number of Approved Application*
- Number of Processing Application*
- How many buckets are allocated per month*
- No of applications submitted in April 2022 waiting to be allocated to a case officer in different buckets i.e., requesting the number of applications in each bucket separately*
- application status by country in each bucket separately*
- age of the oldest applications submitted in each bucket separately*
- ETA processing times for applications picked up over the last 6 months*

For ease of answering I have labelled your questions.

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

‘Bucket’ is an internal word that the Department uses. Essentially it means workstream. When you apply, your application is triaged into a workstream with similar applications. There are six different workstreams. All applications start off by being placed into workstream two and then are filtered into other workstreams using system logic. Please see basic overview of workstreams:

- *Workstream one* – Applications from workstream 2 that were not automatically able to go into workstream 3, 4, 5 or 6, and that have been pre-assessed by an administrator for completeness.

- *Workstream two* – All applications begin in this queue are filtered to other queues using system logic. Applications that are not automatically able to go to workstream 3, 4, 5 and 6 remain in this queue until they are picked up by an administrator and pre-assessed for completeness, before then being moved to workstream 1.
- *Workstream three* – Online applications that meet all automated checks.
- *Workstream four* – Applications assessed under the Citizenship (Western Samoa) Act 1982.
- *Workstream five* – Online applications that meet all automated checks except presence and/or English. Manual assessment required.
- *Workstream six* – Applications submitted on paper that meet all automated checks.

Putting applications into workstreams is an internal process which allows the Department to assign Life and Identity Service Officers to process similar types of applications based on their skills.

Please see attached alongside this letter, Appendix A which shows the following tables with information as at the 12 May 2023:

- **Table One:** the current status of applications for Citizenship by Grant submitted online during April 2022.
- **Table Two:** oldest submitted date of unassigned Citizenship by Grant applications in each Workstream.
- **Table Three:** average number of working days taken to process Citizenship by Grant applications (from assigned until outcome determined).
- **Table Four:** status of Citizenship by Grant applications for each country in each Workstream.

Response

Questions (a) and (b) Response

Please refer to Appendix A, Table One.

Question (c) Response

This question does not align with how the workstreams operate; therefore, I have refused this part of your request under section 18(e) that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Question (d) Response

All 177 unassigned applications from April 2022 are in Workstream One.

Question (e) Response

Please refer to Appendix A, Table Four.

Question (f) Response

Please refer to Appendix A, Table Two.

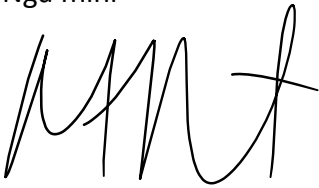
Question (g) Response

Please refer to Appendix A, Table Three.

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 or freephone 0800 802 602.

Ngā mihi

A handwritten signature in black ink, appearing to read 'KARAGGETT', written in a cursive style.

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