



8 September 2023

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Fardeen

dia.govt.nz

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Tēnā koe Fardeen

OIA request 23/24 0109 – Request for information on the processing of citizenship by grant applications.

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 14 August 2023.

You requested –

1. *Can you explain what is identity check?*
2. *when identity check start after submit online application for citizenship?*
3. *how long roughly it take the processes of identity checking?*
4. *what Internal and externa agencies involve in identity checking?*
5. *some applicants waiting for their indetity check more than 8 month,how it possible take that much time?*

Clarification of your request was sought on 23 August 2023. On 25 August 2023 you advised the following –

"your application going through identity check" this is the answer from your customers services,once applicants call them on the progresses of their application so better you ask your customers services team to clarify"what they meant by "Identity check"

Identity check is not a term used in the processing of a citizenship by grant application so we have been unable to determine what information you would like. Therefore, I must refuse your request pursuant to section 18(e) of the Act: the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

We believe the term 'identity check' may have been used by mistake by the Life and Identity Services Officer (LISO) you spoke with. Using this term may have caused some confusion. The Department can look into this matter more if you are able to provide more information about the call. If you would like to do that, please get in touch with us directly at SDOOfficialCorrespondence@dia.govt.nz using a personal email address. This allows you to provide more information, such as the time of the call and your contact details.

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 be 'KR', written over the text 'Ngā mihi'.

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