



11 October 2023

Wendy Yang

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DOIA 2324-0592

Tēnā koe Wendy,

Thank you for your email of 13 September 2023 to Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following:

- 1. Please help provide the criteria for priority processing of each visa category, including all temporary and residence categories.*
- 2. Please help provide Immigration New Zealand's response plan when technical problems occur in the system during the application submission process.*
- 3. If the visa application is delayed due to technical problems, will it be eligible for priority processing after the technical problems are resolved?*

Our Response

Question 1: *Please help provide the criteria for priority processing of each visa category, including all temporary and residence categories.*

The order and manner of processing visa applications can be found in Immigration Instructions A16.1: <http://inzkit/publish/opsmanual/#44854.htm>

Question 2: *Please help provide Immigration New Zealand's response plan when technical problems occur in the system during the application submission process.*

If an applicant is experiencing difficulties in submitting their application, they should first try submitting their application again at a later time. If the applicant continues to experience difficulties, they should contact the Immigration Contact Centre (ICC). Depending on the issue, ICC may be able to resolve the issue with some basic troubleshooting. If the issue is more complicated, it will be escalated to an information technology specialist to resolve. Applicants will generally be asked to provide the following details in an email:

- Client name,
- Client/application number,
- Client contact details,
- Wording of any error message.



Question 3: *If the visa application is delayed due to technical problems, will it be eligible for priority processing after the technical problems are resolved?*

Technical issues, in and of themselves, are not necessarily grounds for priority allocation of a visa application. The following criteria will be considered when a request for priority allocation is made:

- Compelling personal circumstances
- Humanitarian factors
- Matters of national interest

You have the right to seek an investigation and review by the Ombudsman of the Ministry's response to your request, in accordance with section 28(3) of the Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss any aspect of your request or this response, please contact inzoias@mbie.govt.nz.

Ngā mihi nui



Jock Gilray
Director Visa
Chief Operating Officer Branch
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Ministry of Business, Innovation & Employment