



16 July 2021

45 Pipitea Street, Wellington 6011

Phone +64 4 495 7200

Kay

[fyi-request-15826-](mailto:fyi-request-15826-cbd5277b@requests.fyi.org.nz)

cbd5277b@requests.fyi.org.nz

dia.govt.nz

Dear Kay

OIA request 2021-0733

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 18 June 2021.

You requested –

1. Please provide the data for 2021 applications you've processed so far (Monthly). Total number of applications you've received during these months.
2. Also, since January your staff is keep claiming that they're allocating applications received in August 2020. It's been 6 months now & still getting the same answer that August 2020. I mean, really? We deserve to know the truth please.
3. Why the department is not hiring more staff members?? We're aware that you've trained more staff but I guess that's not enough. Why there is no initiative to remedy this delay? Processing time is increasing day by day and our patience is on the edge.

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

1. Number of applications received and processed so far in 2021

Below is a table which reflects the number of applications received and processed per month so far for the year 2021.

Month	Number of applications received	Number of applications processed
Jan-21	2,932	1,208
Feb-21	2,614	1,222
Mar-21	3,028	1,823
Apr-21	2,512	1,156

Month	Number of applications received	Number of applications processed
May-21	3,524	1,533
Jun-21	3,123	1,561
Total	17,733	8,503

For this table, a processed application is one that has been sent to the Minister for decision or is awaiting decision by a delegated official.

2. Month citizenship staff are currently working on

As you are aware, the Department recently introduced and transitioned to a new Customer Centred Management System (CCMS) that supports a fully online process. This is a centralised system so does not differentiate between office location. A case officer picking up new work, will take the next available application in the queue.

As at 1 July 2021, applications being worked on in CCMS were received on or after 16 September 2020.

The applications that are received via paper however, are processed through the Department's old application system called COS. Paper applications are entered and processed in COS throughout three office locations in New Zealand, so I have broken this information down into office location for you.

As at 1 July 2021 Paper applications currently being worked on were received on or after the following dates

Wellington – 16 September 2020

Auckland - 21 September 2020

Christchurch - 17 October 2020

3. Deployment of staff to address the back log

I acknowledge your frustration and would like to reassure you the Department has a number of initiatives to reduce the backlog, speed up processing and improve customer experience generally.

In the immediate term this includes hiring an additional 20 temporary staff who will be in place from early August, and who will focus on reducing the backlog of paper applications, freeing up most existing staff to work exclusively on online applications.

We expect that the time taken for staff to process in the online system should reduce, as they become more familiar with the new system. We are also continuing to develop the new system and train more existing staff to process citizenship applications. Taken together the range of initiatives should see a significant decrease in the backlog in coming months.

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.

Yours sincerely



Julia Taylor
Manager Operational Policy and Official Correspondence
Service Delivery and Operations