



6 May 2024

John

fyi-request-25649-57a83ba7@requests.fyi.org.nz

DOIA 2324-1671

Tēnā koe John,

Thank you for your email of 25 January 2024 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following:

- 1. Why the reason why the permanent resident visa with single entry is issued on the border (when the PRV holder return to New Zealand)? The purpose of such single entry PRV.*
- 2. How many such visas have been issued since Jan 2023.*
- 3. Does such single entry PRV prevent people to return to NZ? How many reported cases since Jan 2023? What is your procedure to address this issue?*

On 13 February 2024, we emailed you seeking clarification regarding Question 2 of your request, and on the same day, you clarified: *Yes, I mean Single Entry Permanent Resident Visa.*

On 12 March 2024, we advised you that we had extended the period of time available to make a decision on your request to 25 March 2024

Our Response

We sincerely apologise for the long delay in responding to your request made under the Official Information Act.

Questions 1, 3a and 3c.

- Why the reason why the permanent resident visa with single entry is issued on the border (when the PRV holder return to New Zealand)? The purpose of such single entry PRV.*
- Does such single entry PRV prevent people to return to NZ?*
- What is your procedure to address this issue?*

Due to a systems issue, Permanent Resident Visa (PRV) holders were being incorrectly granted an electronic visa with conditions allowing them a single entry into New Zealand, instead of the correct conditions for a PRV with no limits on the number of times they can leave and return to New Zealand.

Immigration New Zealand has identified and fixed the issue.

A passenger with a single entry PRV is able to enter New Zealand, as the correct PRV details are held on the immigration system.

Questions 2 and 3b.

- How many such visas have been issued since Jan 2023.*
- How many reported cases since Jan 2023?*



As at 2 May 2024, a total of 86,683 single-entry PRVs were issued from 1 January 2023 to 2 May 2024. Please note that an individual may be represented within the data more than once.

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.

Nāku noa, nā

A handwritten signature in blue ink, appearing to be 'Jock Gilray', written in a cursive style.

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