



11 November 2022

[REDACTED]

Ref: OIA-2022/23-0327

Dear [REDACTED]

### Official Information Act request about citizenship processing delays

The Department of the Prime Minister and Cabinet (DPMC) notes that you submitted an Official Information Act 1982 (the Act) request to the fyi website on 11 October 2022.

You have requested:

*“1) Did DPMC reach out to DIA’s Citizenship Office to understand, query, or monitor the performance of the processing of Citizenship By Grant Applications regarding its huge delays?*

*2) If there is any, can you please provide any communications, e-mails and etc from DPMC requesting information regarding the delays of Citizenship by Grant applications?*

*3) If it hasn’t been considered, could you please provide the reason DPMC didn’t manage to question DIA regarding the Citizenship by Grant application processing delays and offer support and/or guidance?”*

Unfortunately, your request made on the fyi website was not received by DPMC due to a technical error. We apologise for the delay in responding to your request.

Matters relating to citizenship processing are not within the purview of DPMC. DPMC is not in a position to query or monitor the performance of the processing of applications for citizenship by grant. This would likely fall within the responsibilities of the Department of Internal Affairs (DIA), and the Minister of Internal Affairs, Hon Jan Tinetti.

I can also advise that there are no communications or emails from DPMC requesting information regarding the delays of applications for citizenship by grant.

As such, parts one, two, and three of your request are refused under section 18(e) of the Act, as the documents alleged to contain the information requested do not exist.

If you would like further information about citizenship processing, you may wish to contact DIA by emailing [info@dia.govt.nz](mailto:info@dia.govt.nz).

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response may be published on the Department of the Prime Minister and Cabinet’s website during our regular publication cycle. Typically, information is released monthly, or as

otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely



Clare Ward  
**Executive Director,  
Strategy, Governance and Engagement**