

Integrity and the conduct of Immigration New Zealand staff in our India branches

As New Zealand public servants we are required to be fair, impartial, responsible and trustworthy. Immigration New Zealand is part of the Ministry of Business, Innovation and Employment and we must adhere to an internal Code of Conduct.

Important points covered in the code are:

- ▶ We refuse gifts or benefits offered to us (these would place us under real or perceived obligation to the 'giver').
- ▶ We do not have any interaction with applicants, agents or advisers outside of our official capacity and/or office hours.
- ▶ We must not use our position for personal gain or benefit.

The India branches work hard to ensure that the processes in our offices are not open to corruption. Below are some of the measures we have in place to give us 'integrity' assurance.

- ▶ Visa applications are lodged at TTS offices in nine cities across India; New Delhi and Mumbai branches do not accept applications directly from applicants.
- ▶ Application fees are only be paid by demand draft, which are banked on our behalf by TTS - no money reaches our offices.
- ▶ Immigration officers cannot select which applications they will process. Applications are randomly allocated to them by a senior staff member or someone not involved in the process.
- ▶ The decision-making process is routinely monitored to ensure correctness of the process and quality compliance.
- ▶ Complaints about integrity issues are taken seriously and are referred for investigation to the Ministry's Internal Audit Division in Wellington.
- ▶ Regular auditing of our applications - both within the branches and in New Zealand - is conducted to ensure that we are following the correct processes.

If you are considering appointing an agent or adviser please heed this advice

Only Licensed Immigration Advisers or New Zealand based lawyers are legally able to represent your application unless you are a student applicant.

If Immigration New Zealand has any reason to suspect that your application has been submitted by an adviser who does not hold a licence we are empowered to refuse to accept your application.

Do not put your future in jeopardy; select a New Zealand based lawyer or a Licensed Immigration Adviser from the Immigration Advisers Authority website. This person is qualified to help you.

Warning about dishonest agents who offer to help applicants

Unfortunately there are some student agents and unlicensed advisers working in India who may claim to be able to get you a visa through dishonest means.

Fraudulent behaviour is a criminal offence in New Zealand and in India, and Immigration New Zealand cautions applicants about the following:

- ▶ Do not be misled by unscrupulous agents into believing that it is acceptable to submit forged documents with your visa application. The application will be declined and you may face further investigation by the Indian authorities.
- ▶ Do not believe agents who say that they can, in exchange for money, influence how fast applications are processed or the final decision. They cannot. Visa decisions are made only by immigration officers employed by the New Zealand government.
- ▶ Do not be fooled by imposters pretending to be immigration officers from Immigration New Zealand. Legitimate immigration officers do not meet applicants outside their offices nor do they contact you to ask for money.
- ▶ Do not be fooled by fake websites designed to look like official government or service delivery partner websites. Always get your visa information from the www.immigration.govt.nz website.
- ▶ Do not be duped by a job or visa scam. Many people are being cheated with job offers overseas that do not exist. Stop and think before you hand over your money, passport and personal details. If the job offer sounds too good to be true, it could be a scam.
- ▶ No preferential treatment is given to ex-employees of Immigration New Zealand; individuals who claim this are doing so with the intention of misleading you.

If your agent asks you for additional money, claiming to have a special relationship with Immigration New Zealand staff in the New Delhi or Mumbai office, you should notify us at NewDelhiFeedback@mbie.govt.nz.

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