



## home affairs

Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

# ONLINE EXTENSION OF ASYLUM SEEKERS AND REFUGEES VISAS

## 10 FREQUENTLY ASKED QUESTIONS

### 1. What is online extension?

Online extension refers to a process where a holder of an asylum seeker (section 22) or a refugee permit (section 24) makes a request to Home Affairs, via email, to have the validity of his/her visa extended. This online service makes it possible for current holders of asylum seekers and refugee visas to request an extension of their visas without having to physically go in to a Refugee Reception Office.

### 2. Who can make a request for online extension?

The process for online extension of asylum seeker and refugee visas is only available for visa holders that had a valid visa during the lockdown. All person whose visas expired before the lockdown will not be able to extend their visas through the online platform.

### 3. How do I request that my asylum seeker and refugee visa be extended online?

You will send an email to an email address for the refugee center where you last renewed/applied for your visas. You will then receive a response that outlines the process to follow as well as a template and list of documents that are required. Once all the documents are received with a signed template, DHA will then process this request and will provide a response via email to the client.

#### 4. What documents do I need to request online extension?

To request for online extension for an asylum seeker and refugee visa a client will need to submit the following documents:

**- A signed\* template that has**

- (1) visa number
- (2) full names and surname
- (3) full contact details - email address, cell numbers, physical address

*\*the signature on the template must be the same as the one on the existing or expired visa*

**- Proof of physical address (utility bill or an affidavit confirming address)**

**- A copy of the current visa.** If the visa is lost, the client must submit an affidavit confirming that the visa is lost and indicate the previous visa reference number.

**Note:** The template must be completed for each applicant. Please ensure that the information submitted on the template is correct. The writing on the template must be very clear, free of errors and must be legible. If the writing is not clear or legible it will be sent back to complete again.

#### 5. Where do I send this request?

Request for extensions must be sent to the refugee reception office where the last extension was done.

Refugee Reception office	Asylum Seeker (section 22 ) visas	Refugee (section 24) visas
<b>Desmond Tutu</b> Refugee Reception Centre	dtrrc.extension22@dha.gov.za	dtrrc.extension24@dha.gov.za
<b>Cape Town</b> Refugee Reception Centre	ctrcc.extension22@dha.gov.za	ctrcc.extension24@dha.gov.za
<b>Durban</b> Refugee Reception Centre	durbanrrc.extension22@dha.gov.za	durbanrrc.extension24@dha.gov.za
<b>Musina</b> Refugee Reception Centre	musinarrrc.extension22@dha.gov.za	musinarrrc.extension24@dha.gov.za
<b>Gqeberha (Port Elizabeth)</b> Refugee Reception Centre	perrcc.extension22@dha.gov.za	perrcc.extension24@dha.gov.za

## **6. Can my spouse and dependents request extensions of their visas using one form?**

In cases where a family has a joint file, each family member must submit their request for extension separately. This means that if there is more than one family member, each family member must submit their own request filing in a new template. Please note that you may use the same email address. Minors will have their requests signed by the principal applicant.

The signature on that request template must be the same as the one on the existing/ expired visa.

## **7. What possible outcomes will I get from my request?**

There are three possible outcomes for a request for online extension of an asylum seeker and refugee permit:

**1. A PDF visa** - if the request has been filled-in correctly and complies with all the requirements, the Department will evaluate the request and if successful will email a valid visa that the client can print and use as a new and valid asylum seeker and refugee permit. The visa will be encrypted.

**2. Letter requesting additional information** - if the request is incomplete, an email will be sent back to the requester asking for additional information to be sent to the department via email. The request will not be processed until all information and documents are submitted.

**3. Letter requesting you to appear in person at a RRO** - if the request cannot be processed online and requires that the requester to appear in person at a RRO, a letter stating this will be sent. This letter will provide such person with the office name, date and time of their appointment.

## **8. How can the validity of my visa be confirmed?**

A person or organisation that wants to verify the validity of a visa that was issued online may email the Department. The email addresses for verifications are outlined at the bottom of the visa.

Requests for verifications can be sent via email to:

REFUGEE CENTRE	VERIFICATION EMAIL ADDRESSES
<b>Desmond Tutu</b> Refugee Reception Centre	asmverifications@dha.gov.za
<b>Cape Town</b> Refugee Reception Centre	verification.ctrro@dha.gov.za
<b>Durban</b> Refugee Reception Centre	verification.durban@dha.gov.za
<b>Musina</b> Refugee Reception Centre	verification.musina@dha.gov.za
<b>Gqeberha (Port Elizabeth)</b> Refugee Reception Centre	verification.perro@dha.gov.za

### **9. How much will this service cost me?**

The Department of Home Affairs offers this service for free and a government official should under no circumstances ask for or be offered a payment for this services.

### **10. What must I do after I have sent all the relevant documents?**

If there is any additional information required or a decision has been made, the Department will contact you. You are kindly requested not to send the request multiple times as it overloads the system and can delay the time it take the department to respond to requests for extension.

**Report Corruption: 0800 701 701 or [report.corruption@dha.gov.za](mailto:report.corruption@dha.gov.za)**