



## ARTICLE – 18 JUNE 2021

### INSTRUCTIONS ON HOW TO RENEW YOUR ASYLUM PERMITS AND REFUGEE STATUSES ON LINE **IN YOUR OWN LANGUAGE**

**FRANÇAIS**  
**RENOUVELLEMENT DES PERMIS: SECTION 22/24**  
Le ministère de l'Intérieur a mis en place un système en ligne pour le renouvellement des documents des réfugiés et demandeurs d'asile qui ont expiré à partir du 26 Février 2020. Suivez les instructions ci- dessous :

**1. ENVOYEZ UN E-MAIL**

Envoyez un e-mail à l'une des adresses e-mail ci-dessous pour demander le renouvellement de votre permis / visa. Envoyez l'e-mail au centre où vous renouvelez habituellement votre permis. Voir la liste ci-dessous.

Permis de réfugié / Section 24	Adresses E-mail	Permis temporaire de demandeur d'asile/Section 22	Adresses E-mail
Cape Town-----	CTrrc.extension24@dha.gov.za	Cape Town-----	CTrrc.extension22@dha.gov.za
Pretoria/Marabastad-----	DTRRC.Extension24@dha.gov.za	Pretoria/Marabastad-----	DTRRC.Extension22@dha.gov.za
Musina-----	Musinarrc.Extension24@dha.gov.za	Musina-----	Musinarrc.Extension22@dha.gov.za
Port Elizabeth-----	PERRC.Extension24@dha.gov.za	Port Elizabeth-----	PERRC.Extension22@dha.gov.za
Durban-----	DurbanRRC.Extension24@dha.gov.za	Durban-----	DurbanRRC.Extension22@dha.gov.za

**2. LES ÉTAPES À SUIVRE**

Vous obtiendrez une réponse automatique avec des instructions et un formulaire ci-joint, expliquant ce qui est requis.

A. Remplissez le formulaire (ce formulaire doit être signé – soit numériquement ou en l'imprimant, en le signant et en le scannant).

B. Joignez les documents suivants à votre e-mail les documents suivants

- Un scan de votre permis
- Adresse résidentielle (contrat de location, facture de services publics ou affidavit indiquant votre adresse) NB :
- Formulaire signé NB : La signature doit être la même que la signature sur votre permis original.

**3. RETOURNEZ**

Retournez les informations ci-dessus en pièce jointe à la même adresse e-mail.

**4. RÉPONSE**

Attendez que le DHA vous réponde soit avec :

- un permis renouvelé
- un e-mail demandant des informations complémentaires
- ou une lettre de recommandation vous demandant de visiter le Centre où vous renouvelez d'habitude.

**QUESTIONS FRÉQUEMMENT POSÉES**

**1** **Dois-je faire une demande séparé pour mes enfants qui sont sous mon permis ?**

Oui, c'est un e-mail et une application. Le demandeur principal peut suivre les instructions ci-dessus pour chaque personne à charge sur son permis.

**3** **Dois-je faire un suivi avec DHA si je n'ai rien entendu ?**

Non, n'envoyez pas plus d'une application par personne.

**5** **Les centres d'accueil des réfugiés sont-ils ouverts ?**

Non, les centres d'accueil des réfugiés restent fermés.

**2** **Puis-je utiliser la même adresse e-mail pour différentes applications ?**

Oui, vous pouvez utiliser la même adresse e-mail. Assurez-vous d'avoir envoyé un e-mail pour chaque application.

**4** **Puis-je vérifier que le permis prolongé qui m'a été envoyé est correct ?**

Desmond Tutu-----	CASmverifications@dha.gov.za
Gqeberha (Port Elizabeth) PERRO-----	verification.perro@dha.gov.za
Durban RRO-----	verification.durban@dha.gov.za
Musina RRO-----	verification.musina@dha.gov.za
Cape Town RRO-----	verification.ctro@dha.gov.za

**6** **Le service est-il gratuit ?**

C'est un service gratuit. Méfiez-vous des escroqueries et des personnes faisant de l'argent pour la

Voici un lien pour les instructions sur le site Web du ministère de l'Intérieur:

## SHONA

### KUFORERWA KWEZVITUPA ZVEVABVAKURE PAMASAISAI EINTERNET

Bazi reDepartment yeHome Affairs remuno mu South Africa radzika mutemo mutsva unoti, Vabvakure vane zvitupa zvavo zvinotenderwa kuti vagare munyika yeSouth Africa zvagumidzisa kushanda kubva musi wa26 Kukadzi 2020, vava kukwanisa kutarazve zvimwe zvitupa vachishandisa masaisai einternet vachishandisa rairo inotevera.



#### 1. KUEMAIL

Tumira tsamba kuemail yakafanira pane dziri pasi, kwaunogara wakatorera chitupa/kwawakatanga kutorera chitupa chako pawakatanga kusvika munyika yeSouth Africa

##### Refugee Permit/ Section 24

##### Kuemail

Cape Town----- CTrrc.extension24@dha.gov.za  
Pretoria/Marabastad----- DTRRC.Extension24@dha.gov.za  
Musina----- Musinarrc.Extension24@dha.gov.za  
Port Elizabeth----- PERRC.Extension24@dha.gov.za  
Durban----- DurbanRRC.Extension24@dha.gov.za

##### Temporary Asylum Seeker Kuemail Permit/Section 22

Cape Town----- CTrrc.extension22@dha.gov.za  
Pretoria/Marabastad----- DTRRC.Extension22@dha.gov.za  
Musina----- Musinarrc.Extension22@dha.gov.za  
Port Elizabeth----- PERRC.Extension22@dha.gov.za  
Durban----- DurbanRRC.Extension22@dha.gov.za

#### 2. FOMU

Uchawana mhinduro ipapo ipapo uchangobva kutumira email yako nerairo inokutaurira zvinodiwa.

A. Zadza zvinodiwa pafomu rauchawana wobva waisa siginecha yako.

B. Batanidza zvinotevera pamwe chete nefomu rako

a. Scan yechitupa chako

b. Tsamba inoratidza paunogara

c. Siginecha pafomu. NB: Siginecha iyi inofanira kunge yakafanana neiri pachitunga chekare.



#### 3. DZORERA

Dzorera fomu iri paemail yawamboshandisa pekutanga.

#### 4. PINDURA

Uchamirira mhinduro kubva kuDHA ichikutaurira chimwe pane zvinotevera:

a. chitupa chitsva

b. email inoda kuti upe DHA ruzivo rwakwana

c. tsamba inobva kuDHA ichikuyambira kuti udzokere kuhofisi yeRefugee Reception Office (RRO).



### MIBVUNZO INOBVUNZWA KAZHINJI

1

**Ndinotenderwa here kuforera zvitupa zvemhuri yangu yese kunyangwe tiri mufaira rimwe?**

Hongu, munhu ega, ega anofanira kuforera chitupa chake. Muridzi wefaira anokwaisa kutevedzera mirairo iri pamusoro oforera vanhu vose vari mufaira make.

2

**Ndingashandise email imwe chete here kuforera zvitupa?**

Hongu, chaunofaira kungwarira kufonerera chitupa chimwe paemail imwe. Usakanganise tsamba idzi.

3

**Ndinotenderwa kuchaira DHA nhare here kuteera kuforera chitupa kwangu?**

Kwete, DHA inokuridzira nhare ivo pachavo.

4

**Ndingateere sei kuti ndizive kana chitupa changu chiri chechokwadi?**

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5

**Ko ma RRO akavhurwa here?**

Kwete, maRRO akavharwa parizvino.

6

**Rubatsiro Rwuri Pachena here?**

Rubatsiro urwu rwuripachena, hapana anofanira kubhadhariswa mari.



## ENGLISH

# ONLINE RENEWAL OF SECTION 22/24 PERMITS

The Department of Home Affairs has implemented an online system for refugees and asylum seekers whose documents expired from the 26 February 2020 to renew them. Follow these instructions:



## 1. EMAIL REQUEST

Email the relevant email address below requesting to extend your permit/visa. Email the office where you usually renew your permit.

### Refugee Permit/ Section 24

### Email Address

Cape Town----- CTrrc.extension24@dha.gov.za  
Pretoria/Marabastad----- DTRRC.Extension24@dha.gov.za  
Musina----- Musinarrc.Extension24@dha.gov.za  
Port Elizabeth----- PERRC.Extension24@dha.gov.za  
Durban----- DurbanRRC.Extension24@dha.gov.za

### Temporary Asylum Seeker Permit/Section 22

### Email Address

Cape Town----- CTrrc.extension22@dha.gov.za  
Pretoria/Marabastad----- DTRRC.Extension22@dha.gov.za  
Musina----- Musinarrc.Extension22@dha.gov.za  
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Durban----- DurbanRRC.Extension22@dha.gov.za

## 2. FORMS



You will get an automatic response from your email with instructions and a form attached, explaining what is required.

- A. Complete the form (this form must be signed – either digitally or by printing, signing, and scanning it).
- B. Attach the following documents to your email.
- a. A scan of your permit
  - b. Proof of address (provide lease agreement, utilities bill or affidavit stating your address)
  - c. Signed form **NB: The signature must be the same as the signature on your original permit.**



## 3. RETURN

Return the above information in an attachment to the same email address. Include your file number in the subject of your email.

## 4. RESPONSE

You need to wait for DHA to respond to you with either:

- a. an extended permit
- b. an email requesting further information
- c. or a referral letter requesting you to visit the RRO



## FREQUENTLY ASKED QUESTIONS

1

**Do I need to apply separately for my children who are under my permit?**

Yes, it is one email and one application. The primary applicant can follow the above instructions for each dependent on their permit.

2

**Can I use the same email address for different applications?**

Yes, you can use the same email address. Make sure you sent a separate email for each application.

3

**Do I need to follow up with DHA if I have not heard anything?**

No, do not send more than one email per application.

4

**Can I verify the extended permit I was sent is correct?**

Desmond Tutu----- CASMverifications@dha.gov.za  
Gqeberha (Port Elizabeth) PERRO----- verification.perro@dha.gov.za  
Durban RRO----- verification.durban@dha.gov.za  
Musina RRO----- verification.musina@dha.gov.za  
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5

**Are the Refugee Reception Centres open?**

No, the Refugee Reception Offices remain closed.



**Is this a free service?**

## SWAHILI

### NAMNA YAKU GONGESHA AMA KUONGEZA MASIKU KWA VITAMBULISHO HEWANI

Kituwo ihusikayo na mambo ya ndani(home affairs)imeanza hewani kuongeza siku kwa vitambulisho ambavyo vime isha kibali toka Februari 26,2020.



#### 1. ANDIKA KIBARUWA

Andika kibarua chako hewani ukiomba kuongezwa masiku kwa kituwo ambacho chaku hudumia kwa jambo hiyi

##### Refugee Permit/ Section 24

##### Email Address

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##### Temporary Asylum Seeker

##### Email Address

##### Permit/Section 22

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#### 2. FOMU

Utajibiwa na kupewa tafsiri na vitambulisho ambavyo vime itajika

A. Jaza form na utiye muhuri kama ginsi ilivyo kwa kitambulisho chako

B. Vitambulisho (documents) yenye kuitajika :

- Kitambulisho chako (kibali)
- Kartasi ya mjengo mahali ume ishi ama kibarua cha serekali
- Muhuri wako kama ilivyo kwa kitambulisho chako



#### 3. KURUDI

Tafazali tuma kibarua chako hewani ukijaza bila kusahau number ya kitambulisho chako na kichwa cha baruwa yako ama lengo yako

#### 4. MAJIBU

Mabarua yote ya sukumwe hewani subiri jibu

- Kitambulisho kitakujiya
- Hewani wawezwa kupokeya maswali kazaa
- Kibarua ambacho kusema unaitajika kwenda ofisini



#### WENGI WANA MASWALI

1

**Nitaomba utofauti kuongezwa masiku na wanangu nachangiyawo nawo kitambulisho?**

Kwa kila mutoto Sukuma moja kwa moja kibarua na vyote vifaa ambavyo wameitaji

2

**Yawezekana kutumia njia moja (emaille) kwa jamaa yote?**

Ndiyo Ila Sukuma baruwa moja kwa kila mutoto

3

**Yani bidi kufwatiliya na kituwo kihusikacho na mambo ya ndani ikiwa sija poka jibu yawo?**

Apana huja ruhusiwa kutuma Zaidi ya kibarua moja tu

4

**Naweza chunguza kwamba nime pewa kitambulisho cha sawa?**

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Musina RRO----- verification.musina@dha.gov.za  
Cape Town RRO----- verification.ctrro@dha.gov.za

5

**Ofisi zi usikazo na wakimbizi tayari zime funguwa milango kupokeya watu?**

Apana bado zote nizenyi kufungwa

6

**Naitajika kutowa pesa kwakuongezwa masiku?**

Huja ruhusiwa kutowa pesa kwa kuongezwa masiku ama kitambulisho



## LINGALA

# NDENGE NINI OKOSENKA BABAKISELA MIKOLO NA NGUNDA NAYO

Mikanda nyoso oyo ewuti kosila mikolo na tango yako kangama(confinement)uta 26fevrier ti lelo.



## 1. NKANDÁ

Koma mukanda na bureau ya affaire interieure(Home affairs)Senga kobakisalema mikolo esika ouwaki ngunda nayo ya liboso

### Refugee Permit/ Section 24

### Email Address

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## 2. FORMULAIRE

Eyano ekoyela yon a Mikanda nyoso osengeli kotinda

A. Remplir formulaire na suka tiya signature na maboko

B. Mikanda oyo osengeli kotinda:

- Ngunda nayo oyo esili mikolo
- Preuve ya adresse esika ofandaka ou bien mukanda ya la police
- Signature nayo kaka ndenge ezali na ngunda nayo



## 3. PÉSA

Mikanda Nyoso misatu tinda na office ya affaire interieur esika basungaki yo mbala libos

## 4. EYANO

Zela sikoyo bureau ya affaire interieur epasa eyano na mukanda nayo

- Mukanda ya mikolo babakisa ekotindamela yo
- Emaille mosusu ya mituna ekoki koyela yo
- Mukanda yakosenga yo okende na office mpe ekoki koyela yo



## MITUNA BAZALI KOTUNA

1 Mpona bana na ngai nyoso nakati ya mukanda na ngai nakosenga kobakisela ngai mikolo separement?

Oui na adresse emaille moko tinda mikanda ya mwana moko na moko

2

Nakoki kosalela emaille adresse moko ?

Oui

3

Esengeli nakoma mukanda mosusu kosala suivie ?

Te, mokanda moko kaka nde oko tinda ozeli reponse

4

Verification ya ngunda batindeli ngai soki ezali ya solo?

Desmond Tutu----- CASMverifications@dha.gov.za  
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Musina RRO----- verification.musina@dha.gov.za  
Cape Town RRO----- verification.ctro@dha.gov.za

5

Office na biso oyo etalaka makambo ya kati(affaire interieure) ebandi kosala?

Ezali kaka yako kangama

6

Osengeli kofuta mbongo mpo ba bakisela yo mikolo?

Te ,ezali ofele zala ekenge service nyoso ezali yako futela mbongo te

**NB// THIS IS A FREE SERVICE**

For more information, contact:

Mr Thifulutheli Sinthumule(Director)-[thifulufheli@cormsa.org.za](mailto:thifulufheli@cormsa.org.za)/011 4037560/0032/0033

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