

# **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**



#### 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 Adresses E-mail
Cape Town	demandeur d'asile/Section 22 Cape Town

#### 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

a. Un scan de votre permis b. Adresse résidentielle (contrat de location, facture de services publics ou affidavit indiquant votre adresse) NB : c. 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. RÉPONDE

Attendez que le DHA vous réponde soit avec :

a) un permis renouvelé

b) un e-mail demandant des informations complémentaires



#### **QUESTIONS FRÉQUEMMENT POSÉES**

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.



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.





Puis-je vérifier que le permis prolongé qui m'a été envoyé est correct ? Musing RRO------verification.musina@dha.gov.za Cape Town RRO------verification.ctrro@dha.gov.za



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



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

C'est un service gratuit. Méfiez-vous des escroqueries

#### 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 zvakagumisidza kushanda kubva musi wa26 Kukadzi 2020, vava kukwanisa kutorazve 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	Permit/S
Cape Town	<ul> <li>CTrrc.extension24@dha.gov.za</li> </ul>	Cape To
Pretoria/Marabastad	- DTRRC.Extension24@dha.gov.za	Pretoria/
Musina	Musinarrc.Extension24@dha.gov.za	Musina
Port Elizabeth	PERRC.Extension24@dha.gov.za	Port Eliza
Durban	DurbanRRC.Extension24@dha.gov.za	Durban

remporary Asylum Seeker	Kuemaii
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

----- DurbanRRC.Extension22@dha.gov.za

#### 2. FOMU

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

- A. Zadzisa 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 rwakakwana
- c. tsamba inobva kuDHA ichikuyambira kuti udzokere kuhofisi yeRefugee Reception Office (RRO).

#### MIBVUNZO INOBVUNZWA KAZHINJI

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 yanhu yose yari mufaira make.



Ndingashandise email imwe chete here kuforera zvitupa?

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

Ndinotenderwa kuchaira DHA nhare here kuteera kuforera chitupa kwangu?
Kwete, DHA inokuridzira nhare ivo pachavo.







#### Rubatsiro Rwuri Pachena here?

Rubatsiro urwu rwuripachena, hapana anofanira kubhadhariswa mari.

#### **ENGLISH**

# **ONLINE RENEWAL OF SECTION 22/24 PERMITS**



## 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	Temporary Asylum Seeker Email Address Permit/Section 22	
Cape Town	CTrrc.extension24@dha.gov.za	Cape Town CTrrc.extension22@dha.g	ov.za
Pretoria/Marabastad	DTRRC.Extension24@dha.gov.za	Pretoria/Marabastad DTRRC.Extension22@dha.	gov.za
Musina	Musinarrc.Extension24@dha.gov.za	Musina Musinarrc.Extension22@d	ha.gov.za
Port Elizabeth	PERRC.Extension24@dha.gov.za	Port ElizabethPERRC.Extension22@dha.s	gov.za
Durban	DurbanRRC.Extension24@dha.gov.za	DurbanDurbanRRC.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.



- 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

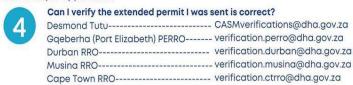


### FREQUENTLY ASKED QUESTIONS

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.

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.

Do I need to follow up with DHA if I have not heard anything? No, do not send more then one email per application.



Are the Refugee Reception Centres open? No, the Refugee Reception Offices remain closed.



Is this a free service?



#### **SWAHILI**

#### NAMNA YAKU GONGESHA AMA KUONGEZWA 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 kibaruwa chako hewani ukiomba kuongezwa masiku kwa kituwo ambacho chaku hudumia kwa jambo hiyi

Temporary Asylum Seeker Email Address Permit/Section 22
Cape Town CTrrc.extension22@dha.gov.za
Pretoria/Marabastad DTRRC.Extension22@dha.gov.za
Musina Musinarrc.Extension22@dha.gov.za
Port ElizabethPERRC.Extension22@dha.gov.za
DurbanDurbanRRC.Extension22@dha.gov.za
•

#### 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) yenyi kuitajika:
  - a. Kitambulisho chako (kibali)
  - b. Kartasi ya mjengo mahali ume ishi ama kibarua cha serekali
  - c. Muhuri wako kama ilivyo kwa kitambulisho chako





#### 3. KURUDI

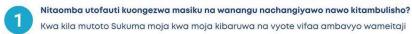
Tafazali tuma kibaruwa chako hewani ukijaza bila kusahau number ya kitambulicho chako na kichwa cha baruwa yako ama lengo yako

#### 4. MAJIBU

Mabaruwa yote ya sukumwe hewani subiri jibu

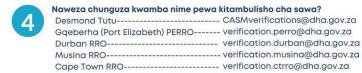
- a. Kitambulisho kitakujiya
- b. Hewani wawezwa kupokeya maswali kazaa
- c. Kibaruwa ambacho kusema unaitajika kwenda ofisini

#### **WENGI WANA MASWALI**



Yawezekana kutumia njia moja (emaille) kwa jamaa yote?
Ndiyo ila Sukuma baruwa moja kwa kila mutoto

Yani bidi kufwatiliya na kituwo kihusikacho na mambo ya ndani ikiwa sija pokea jibu yawo? Apana huja ruhusiwa kutuma Zaidi ya kibaru moja tu



Ofisi zi usikazo na wakimbizi tayari zime funguwa milango kupokeya watu?
Apana bado zote nizenyi kufungwa



#### LINGALA

#### NDENGE NINI OKOSENGA BABAKISELA MIKOLO NA NGUNDA NAYO

Mikanda nyoso oyo ewuti kosila mikolo na tanao yako kanaama(confinement)uta 26feyrier ti lelo



#### 1. NKANDÁ

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

Refugee Permit/ Section 24	Email Address	Temporary Asylum Seeker Email Address Permit/Section 22
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 ElizabethPERRC.Extension22@dha.gov.za
Durban	DurbanRRC.Extension24@dha.gov.za	DurbanDurbanRRC.Extension22@dha.gov.za

#### 2. FORMULAIRE

Eyano ekoyela yon a Mikanda nyoso osengeli kotinda

- A. Remplir formulaire na suka tiya signature na maboko
- B. Mikanda oyo osengeli kotinda:
  - a. Ngunda nayo oyo esili mikolo
  - b. Preuve ya addresse esika ofandaka ou bien mukanda ya la police
  - c. 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

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



#### MITUNA BAZALI KOTUNA

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

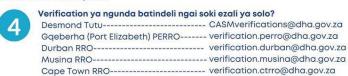
Oui na addresse emaille moko tinda mikanda ya mwana moko na moko

2

Nakoki kosalela emaille addresse moko?

400

Esengeli nakoma mukanda mosusu kosala suivie?
Te, mokanda moko kaka nde oko tinda ozeli reponse



Office na biso oyo etalaka makambo ya kati(affaire interieure) ebandi kosala?
Ezali kaka yako kangama



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/011 4037560/0032/0033

Vimbai Mataruse Communications and Media Officer communications @cormsa.