

Online renewal process:

The Department of Home Affairs has embarked on a pilot project that allows refugees and asylum seekers to renew their expired permits online. The process is straightforward and is completed via email to the relevant Refugee Reception Office (RRO). The RRO will respond to your application, and when approved will issue you with a renewed permit, which is sent to you via email.

The process is below:

1. Client emails the relevant email address requesting to extend their permit/visa\*:

Section 22 permit holders [asylum seekers]

[DTRRC.Extension22@dha.gov.za](mailto:DTRRC.Extension22@dha.gov.za)

[MusinaRRC.Extension22@dha.gov.za](mailto:MusinaRRC.Extension22@dha.gov.za)

[DurbanRRC.Extension22@dha.gov.za](mailto:DurbanRRC.Extension22@dha.gov.za)

[PERRC.Extension22@dha.gov.za](mailto:PERRC.Extension22@dha.gov.za)

[CTRRC.Extension22@dha.gov.za](mailto:CTRRC.Extension22@dha.gov.za)

Section 24 permit holders [refugees]

[DTRRC.Extension24@dha.gov.za](mailto:DTRRC.Extension24@dha.gov.za)

[MusinaRRC.Extension24@dha.gov.za](mailto:MusinaRRC.Extension24@dha.gov.za)

[DurbanRRC.Extension24@dha.gov.za](mailto:DurbanRRC.Extension24@dha.gov.za)

[PERRC.Extension24@dha.gov.za](mailto:PERRC.Extension24@dha.gov.za)

[CTRRC.Extension24@dha.gov.za](mailto:CTRRC.Extension24@dha.gov.za)

2. The Department of Home Affairs will respond with an automated response, requesting:
  - Completion of a short form (this form must be signed – either digitally or by printing, signing, and scanning it)
  - A scan of the client's previous permit
  - The client's telephone number
  - The client's email address
  - The client's residential address
3. Client returns the above via email
4. The Department of Home Affairs replies to the client with either:
  - a. a permit extended in the email (in most cases) or
  - b. a referral letter requesting further information and/or the client to visit the RRO (will be the RRO where the client's physical file is)