

THE ONLINE ASYLUM/REFUGEE EXTENSION SERVICE

Asylum seekers and refugees whose documentation expired from 26 February 2020 onwards, can renew their document by email.

1 CHECK EMAIL ADDRESS

You must email the Refugee Reception Office where you received your most recent extension.

CAPE TOWN	Asylum seeker documents (Section 22) Refugee documents (Section 24)	ctrcc.extension22@dha.gov.za ctrcc.Extension24@dha.gov.za
PRETORIA	Asylum seeker documents (Section 22) Refugee documents (Section 24)	dtrrc.extension22@dha.gov.za dtrrc.extension24@dha.gov.za
MUSINA	Asylum seeker documents (Section 22) Refugee documents (Section 24)	musinarrc.Extension22@dha.gov.za musinarrc.Extension24@dha.gov.za
DURBAN	Asylum seeker documents (Section 22) Refugee documents (Section 24)	DurbanRRC.Extension22@dha.gov.za DurbanRRC.Extension24@dha.gov.za
PORT ELIZABETH	Asylum seeker documents (Section 22) Refugee documents (Section 24)	perrc.extension22@dha.gov.za perrc.extension24@dha.gov.za

REMEMBER, THIS
WHOLE ONLINE
PROCESS IS
**FREE OF
CHARGE.**



2 DOWNLOAD, FILL FORM + SEND EMAIL

You must use your own email address so that you can see any replies that the Department of Home Affairs will send to you. If you are a family in one asylum or refugee file, you can send one email and attach individual forms for each and every person documented in your file. In your email, you must attach the 'Request for Extension or Reprint of Section 22/ 24 Visa Template.' You can download this form [here](#), or by clicking on the icon below.



DOWNLOAD FORM

It is important that this form is filled out correctly. Either, you can print this form and fill it out by hand, and then scan it as an attachment when you reply to the Department of Home Affairs. Or, you can fill it out electronically using PDF editor. However you fill it out, make sure that (a) You write all information clearly and make sure it is absolutely correct (b) You fill out one form per person in your file and (c) If you have children under the age of 18, that you as parent or legal caregiver, sign on their behalf. Make sure to attach all three documents that the form requests (template completed and signed, copy of the permit, recent proof of address).

3 INFORMATION TO FILL IN

CTR000184000

Recipients

CTR000184000

File number as it appears on the document:

First Name as it appears on visa:

Surname it appears on visa:

Cell Number:

Alternative contact number:

E-mail address:

Current physical address:

City:

Province:

Send

The subject line is your file number as written on your permit

Body of the email



If you do not receive a response from the Department of Home Affairs after a month, please get in touch with our Advocacy Team. To do this you can send a WhatsApp message to 078 260 3536.

**CHECK ALL INFORMATION IS CORRECT
BEFORE YOU SEND THE EMAIL**