

HOW CAN I APPLY FOR A REFUGEE ID OR A REFUGEE TRAVEL DOCUMENT (PASSPORT) ONLINE?

This document is to help people understand the asylum system in South Africa. Please note that this is a guide only. It is not legal advice. This information might change. Visit www.scalabrini.org.za/information-about-asylum-in-south-africa for updated information. The Scalabrini Centre of Cape Town will not be held liable for action taken based on this document.

PLEASE NOTE

Please note that a refugee status document is a legal document. A "Refugee ID" and "Refugee Travel Document (Passport)" are applied for in addition to your refugee status document. You can only apply for a Refugee ID or a Refugee Travel Document (Passport) if you hold a refugee status document. A "Refugee ID" is an identity card that generates a 13-digit number for you. Once you have applied for and received a Refugee ID document, you may apply for a Refugee Travel Document (Passport).

STEP 1



MAKE SURE YOU HAVE YOUR OWN PERSONAL E-MAIL ACCOUNT.

STEP 2



E-MAIL THE DEPARTMENT OF HOME AFFAIRS.

STEP 3



GO TO THE REFUGEE RECEPTION OFFICE ON THE APPOINTMENT DATE TO APPLY FOR THE ID OR TRAVEL DOCUMENT (PASSPORT)

AWAIT A REPLY. AN APPOINTMENT LETTER WILL BE SENT TO YOU BY EMAIL.

FIND OUT MORE ON THE NEXT PAGE

STEP 1

ENSURE YOU HAVE YOUR OWN EMAIL ADDRESS



For this process, it is very important that you have your own e-mail address. If you do not have your own e-mail address, you must create one. Do not use a general e-mail address in an internet cafe or any e-mail address shared by others. It must be your own personal e-mail address. You must be able to access this e-mail account in the future, so make sure to remember your log-in details and password. Many of Home Affairs' services are now online. We recommend using the same personal e-mail account when you interact with Home Affairs.

STEP 2

SEND AN E-MAIL TO THE DEPARTMENT OF HOME AFFAIRS



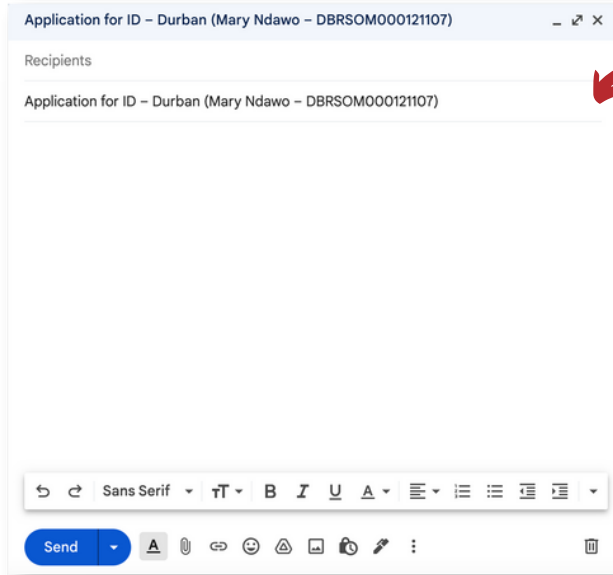
To apply for a Refugee ID or Refugee Travel Document (Passport), you start the process by sending an e-mail. However, later in the process, you will have to go to a Refugee Reception Office for an in-person appointment. Make sure you send your e-mail to the following e-mail addresses:

TO APPLY FOR REFUGEE IDENTITY DOCUMENT (ID)	refugeeID@dha.gov.za
FOR ENQUIRIES IN RELATION TO ID APPLICATIONS	enquiryRefugeeID@dha.gov.za
TO APPLY FOR TRAVEL DOCUMENTS APPOINTMENT	traveldoc@dha.gov.za
FOR INQUIRIES IN RELATION TO TRAVEL DOCUMENTS	enquirytraveldoc@dha.gov.za
FOR COLLECTIONS OF REFUGEE ID & TRAVEL DOCUMENT	
PRETORIA	collectionDTRRO@dha.gov.za
DURBAN	collectionDurban@dha.gov.za
MUSINA	collectionMusina@dha.gov.za
CAPE TOWN	collectionCTRRO@dha.gov.za
GQEBERHA / PORT ELIZABETH	collectionPERRO@dha.gov.za

- Please note: In an effort to improve service delivery the Department of Home Affairs has decided to discontinue the use of this email enabledocument.asm@dha.gov.za.
- If you sent your application to enabledocument.asm@dha.gov.za before and up until 30 September, you DO NOT have to apply again. These applications will be processed.

REQUIREMENTS FOR THE APPLICATION FOR REFUGEE IDENTITY DOCUMENT (ID)

- Copy of not less than 1 year valid Formal Recognition of Refugee Status (Section 24 Visa)
- Proof of Residence
- Indicate the office of collection
- For the email subject use the following format



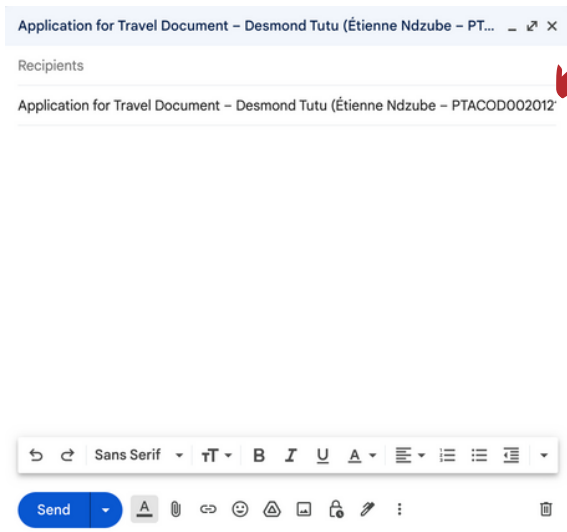
Application for ID-Name of Refugee Reception Office (Names & Surname – File Number)

For example: Application for ID – Durban (Mary Ndawo – DBRSOM000121107)

REQUIREMENTS FOR THE APPLICATION FOR TRAVEL DOCUMENT (PASSPORT)

1. Send an email to apply for the travel document accompanied by:
 - Copy of not less than 1 year valid ID document
 - Any supporting document for the request to travel (e.g. University admission letter, employment letter, invitation letter & etc.)
2. After sending your email you will receive an email with an appointment date to go to the Refugee Reception Office.
3. When you attend your appointment, take your supporting documents with you, along with 2 passport photographs. The fee for passport applications is R600.

For the email subject use the following format



Application for Travel Document-Name of Refugee Reception Office (Names & Surname – File Number)

For example: Application for Travel Document – Desmond Tutu (Étienne Ndzube – PTACOD0020121106)

STEP 3**AWAIT AN APPOINTMENT LETTER + GO TO APPOINTMENT**

After you have e-mailed the Department of Home Affairs, they will email you back with an appointment letter. This can take some time. This letter will be attached to the email. It will state when you must go to the Refugee Reception Office. It is an appointment letter.

- Make sure that you go to the Refugee Reception Office for your appointment.
- Bring your Refugee Status with you to the appointment.
- At the appointment, you will complete the application for the ID or for the ID & Travel Document (Passport) and receive a receipt confirming this application.
- Later, when the ID and/or Travel Document (Passport) are ready for collection, you will receive an email or an SMS confirming this. You can then go and collect these documents.

I HAVE NOT RECEIVED AN APPOINTMENT LETTER. WHAT SHOULD I DO?

The waiting periods for a Refugee ID and Refugee Travel Document (Passport) are long. The Refugee Reception Offices are not in control of your appointment time; it is managed by the Head Quarters of the Department of Home Affairs in Pretoria. Please make sure to check your "spam" and "junk" inboxes in your e-mail account. If you have waited over three months for an appointment from the Department of Home Affairs, please send a follow up e-mail.