



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

REFUGEE AND ASYLUM SEEKER SERVICES FOR THE WESTERN CAPE, CAPE TOWN REFUGEE RECEPTION OFFICE:

Relocation of asylum and refugee services to the new office site

Address:

Wanga building, 12 Grenville avenue, Epping, Cape Town

The Department of Home Affairs have completed renovations at its new office accommodation for asylum and refugee services.

The Department has moved most of the officials and equipment to the new office site effective from 01 March 2023, a skeleton staff remain in the office for a limited period of two weeks, ending on 17 March 2023. Thereafter, the department will leave a notice that advises the clients on the new office location.

The skeleton staff at Custom House will mainly assist in redirecting clients and attending to minor service requests.

It should be noted that at this stage only the clients with appointments / appointment letters will be received at the new site. No client will be assisted without prior arrangements until further notice.

Clients which were issued with appointment letters to report to the old address on future date are requested to all report to the new premises.

All clients are reminded that the following services for Cape Town RRO remain only available online. Any in-person visit will be as per appointment.

Services Available Online

Extensions

Section 22	Ctrc.Extension22@dha.gov.za
Section 24	ctrcc.extension24@dha.gov.za

ID and passport applications

Refer to the information brochure attached.

Inquiries and escalations

General inquiries	inquiries.ctrro@dha.gov.za
Section 24 / Family joining	Akos.Essel@dha.gov.za Zamuxolo.Mzinyati@dha.gov.za
Section 22	Aldane.Gous@dha.gov.za
Escalation	Ncumisa.Ndodana@dha.gov.za

Standing Committee for Refugee Affairs (SCRA)

Please refer to attached brochure

Refugee Affairs Appeals Authority

General enquiries	Enquiries.rab@dha.gov.za
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For further inquiries on this communication, please contact Ms Nompumelelo Majola at nompumelelo.majola@dha.gov.za