

HOW DO I START TO APPLY FOR ASYLUM?

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.

IMPORTANT NOTE



It is very important to be documented in South Africa. Documents protect you from arrest and deportation, and ensure access to certain services. People who are fleeing conflict or persecution should apply for asylum in South Africa. In doing so, you are asking the South African government to offer you protection in the form of asylum or refugee documentation. This process can take a long time. It is important that you provide true and correct information throughout the process. If you do not speak or write English well, it is very important that you ask for a translator to help you at the Refugee Reception Office. This document will be made available in the following languages. Go to www.scalabrini.org.za/information-about-asylum-in-south-africa to see this document in other languages.

STEP 1



CHOOSE WHICH REFUGEE RECEPTION OFFICE (RRO) YOU WANT TO APPLY AT

STEP 2



PEOPLE FROM DIFFERENT COUNTRIES NEED TO GO TO THE REFUGEE RECEPTION OFFICE ON DIFFERENT DAYS. USE OUR TABLE ON THE NEXT PAGE TO FIND YOUR DAY TO GO.

STEP 3



GO STRAIGHT TO THE REFUGEE RECEPTION OFFICE ON THAT DAY. THERE, BOOK AN APPOINTMENT TO APPLY FOR ASYLUM.

STEP 6



ONCE YOU ARE GRANTED ASYLUM YOU CAN GET YOUR ASYLUM VISA ISSUED BY FOLLOWING THE PROCESS FOR ONLINE APPLICATION

STEP 5



AFTER THIS YOU WILL GO TO A SECOND APPOINTMENT WHERE YOU WILL BE INTERVIEWED BY A REFUGEE STATUS DETERMINATION OFFICER. YOU WILL THEN BE GIVEN A DECISION ON YOUR APPLICATION.

STEP 4



GO TO YOUR APPOINTMENT FOR BIOMETRICS AND DATA CAPTURING.

FIND OUT MORE ON THE NEXT PAGE



STEP 1

CHOOSE WHICH REFUGEE RECEPTION OFFICE TO APPLY AT AND WHEN TO GO



You may only apply for asylum in South Africa if you are currently within the borders of South Africa. You should apply for asylum as soon as possible. To apply for asylum in South Africa, you will start this process by going to the Refugee Reception Office where you want to apply.

Your choices are:

- Durban Refugee Reception Office
- Pretoria (Desmond Tutu Refugee Reception Office)
- Musina Refugee Reception Office
- Gqeberha Refugee Reception Office (formerly Port Elizabeth)
- Cape Town Refugee Reception Office



Look at the table below to find out what day you can go to the Refugee Reception Office.

This depends on what country you originally come from.



DAY	COUNTRY	LANGUAGE
MONDAY	Angola, Botswana, DRC, Tanzania, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Zimbabwe, Swaziland, Egypt, Algeria, Pakistan, India, China	French, Swahili, Lingala, Tshiluba, Shona, Chichewa, Portuguese, Arabic, Bangali, Urdu, Gujarat, Punjabi, Hindi, Tsonga
TUESDAY	Angola, Botswana, DRC, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, Zimbabwe, Swaziland, Egypt, Algeria, Pakistan, India, China	French, Swahili, Lingala, Tshiluba, Chichewa, Portuguese, Arabic, Bangali, Urdu, Gujarat, Punjabi, Hindi, Ndebele
WEDNESDAY	Ethiopia, Burundi, Rwanda, Uganda, Eritrea, Kenya	Amharic, Hadiya, Kambati, Oromo, Swahili, French, Kirundi, Kinyarwanda, Tigrinya, Luganda,
THURSDAY	Somalia, Cameroon, Senegal, Eritrea, Ethiopia, Ghana, Burundi	French, Wolof, Swahili, Lingala, Twi, Somali, Amharic, Hadiya, Oromo, Tigrinya, Kambata, Kirundi
FRIDAY	Somalia, Senegal, China French, Swahili and Lingala speakers	French, Swahili, Mandarin, Lingala, Somali, Wolof

STEP 2

GO TO THE REFUGEE RECEPTION OFFICE TO MAKE YOUR APPOINTMENT



Once you know which Refugee Reception Office you want to apply at and you know what day you can visit the Refugee Reception Office, go straight there to make your appointment to apply for asylum.

Take your country ID or your section 23 (asylum transit visa) if you have one.

If you do not have these you should get an affidavit stating when you entered the country and take this with you to make an appointment.

We encourage you to keep the piece of paper that you are given when you make your appointment. We also encourage you to take a photograph of yourself at the Refugee Reception Office when you are there, as proof.

STEP 3

GO TO YOUR APPOINTMENTS



Go back to the Refugee Reception Office on that date that you were given for your appointment.

At the first appointment, the officers will take your biometrics and capture your data. This simply means that they will take your fingerprints and record your personal details.

You will then be given a second appointment

At this second appointment, you will be interviewed by a Refugee Status Determination Officer (RSDO). Before the interview the RSDO must explain the procedure to you. During the interview, the RSDO should ask you the reasons why you fled your country and why it may be unsafe to return. They may request evidence or clarification of what you tell them.

You will then be given a decision on your asylum application.

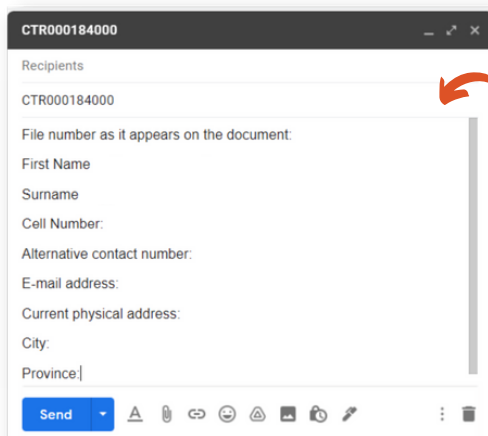
STEP 4

AFTER YOUR INTERVIEW, YOU CAN APPLY ONLINE



After your appointment with a Refugee Status Determination Officer (RSDO), you will be given a file number. Using this file number, you can apply online for your asylum permit using the same process as the online extensions.

EXAMPLE OF WHAT YOUR E-MAIL SHOULD INCLUDE....



CTR000184000

Recipients

CTR000184000

File number as it appears on the document:

First Name

Surname

Cell Number:

Alternative contact number:

E-mail address:

Current physical address:

City:

Province|

Send

The subject line is your file number.

Your File Number usually starts with three letters. It could start with CTR, MUS, PTA, ECZ, or DBN, and then several numbers.



See our infographic for the online extension process [here](#)
or visit our website (scalabrini.org.za/information-about-asylum-in-south-africa)

We encourage all people to apply on their own and follow the process explained above. The Scalabrini Centre of Cape Town provides very limited assistance where possible to individuals accessing or applying for online Home Affairs services.



**APPLYING FOR ASYLUM
AT A REFUGEE
RECEPTION OFFICE IS**

**FREE OF
CHARGE.**