



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

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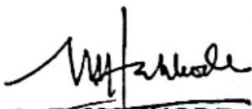
Sirs,

IMMIGRATION DIRECTIVE NO 13 OF 2024: TEMPORARY CONCESSION RELATING TO APPLICATIONS FOR APPEAL OR REVIEW AS CONTEMPLATED IN SECTION 8(4) AND (6) OF THE IMMIGRATION ACT, 2002 (ACT NO. 13 OF 2002)

1. It has come to the attention of the Department of Home Affairs (the "Department") that appellants, as contemplated in section 8(4) and (6) of the Immigration Act, 2002 (Act No. 13 of 2002) (the "Act"), have been experiencing problems with getting booking slots in order to submit their applications timeously. In terms of section 8(4) and (6) of the Act, applicants, aggrieved by the decision relating to their applications for visas and permits, must submit their applications for appeal or review within 10 workings days from the date of receipt of the outcome of their application, as stipulated in the Act, read together with the Immigration Regulations, 2014.
2. The Department has noted that the booking system, at VFS Global, has been experiencing problems ranging from applicants unable to obtain appointments, in time, to submit their applications for appeal or review due to unavailability of dates within the period stipulated in section 8(4) and (6) of the Act.

3. In order to mitigate the situation at VFS Global, I have decided to, until 31 March 2025, provide a concession as follows:
 - 3.1 That applicant must make and secure an online booking on the official VFS Global booking platform; and
 - 3.2 An applicant must ensure that they submit his or her application at VFS Global in accordance with the earliest online booking date available.
4. In the event that an applicant has secured the online booking slot, and has submitted his or her application for appeal or review, as indicated above, the Department will, on receipt of the application, proceed to deal with the application accordingly.
5. Applicants are advised that the above is a temporary measure and will lapse on the 31st of March 2025. VFS Global must ensure that each application for review or appeal includes proof of the online booking made, within the required 10-working-days, from the date of receipt of the negative outcome.

Kind regards



L. T. MAKHODE
DIRECTOR-GENERAL

DATE: 27 November 2024