



SOUTH AFRICAN HIGH COMMISSION

MEDIA STATEMENT

In an effort to improve our service to Ugandans and other nationals residing in Uganda who wish to travel to South Africa, a South African Visa Facilitation Service (VFS) will start operating in Kampala from Tuesday, 2 June 2015.

This Visa Facilitation Service has had global success and is currently facilitating visas for South African Missions on the African continent in countries such as Kenya, DRC, Angola, Nigeria and Ghana.

The South African Mission in Kampala, as with other Missions that are utilising the VFS system globally, aims to improve the services to applicants by:

➤ **Improving on efficiency:**

As there will be double the number of staff available at the VFS Centre compared to those at the South African High Commission to receive applications, applicants will no longer have to wait in long queues to submit their applications, especially considering Uganda's weather conditions. Staff at the South African High Commission will instead be able to focus on processing the applications expeditiously.

➤ **Extending working hours:**

Visa applications can be submitted and passports collected from 08:00 to 15:00 at the VFS Centre from Mondays to Fridays, excluding Weekends and Public Holidays (Ugandan and South African, as pronounced by the High Commission). The processing time for visa applications will be seven (7) working days, including the day of submission and the day of collection.

➤ **Tracking system:**

A tracking system will be available whereby applicants can check the status of their application online. In addition to the tracking system that will be freely available on the website of the VFS Centre, applicants can also register to receive sms messages informing them of the status of their application at an additional cost. Furthermore a Helpline will be available from 08:00 – 16:00 which applicants can utilise to obtain assistance regarding their application.

➤ **Premium Lounge service:**

All applicants would be able to utilise the services of a Premium Lounge whereby, at an additional cost, they would be assisted in completing their applications in a separate lounge to expedite the time spent at the Centre applying for a visa/permit.

The South African Visa Facilitation Centre will be situated on the 1st Floor, B Wing, Lugogo House, Plot No. 42 Lugogo Bypass in Kampala.

All Ugandans carrying normal passports should start submitting their visa applications at the VFS Centre from 2 June 2015. During the transition period, the final date for submission of visas at the South African High Commission is Wednesday, 27 May 2015. The South African High Commission will process these final applications and no application can be submitted until the VFS Centre starts receiving applications at midday on Tuesday, 2 June 2015.

Costs for utilisation of the Visa Facilitation Centre's services will be made known in due course.

Please Note: Holders of Diplomatic Passports who submit their applications under cover of a Note Verbal for travel to South Africa for official purposes should continue to submit their applications at the South African High Commission in Nakasero Road.

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KAMPALA

15 MAY 2015

