



# home affairs

Department:  
Home Affairs  
**REPUBLIC OF SOUTH AFRICA**

DHA-57

230 Johannes Ramokhoase Street. Private Bag X114, Pretoria, 0001  
Parliamentary Office, 120 Plein Street, Private Bag X9048, Cape Town, 8000

## DEPARTMENT OF HOME AFFAIRS

## HEAD OFFICE

## PROVINCIAL MANAGERS

## DOMESTIC OFFICES

## MISSIONS

## VISA FACILITATION SERVICES GLOBAL

## IMMIGRATION CIRCULAR NO 30 OF 2025: PUBLICATION OF TURNAROUND TIMES FOR VISA AND PERMIT RELATED SERVICES

The Chief Directorate: Permits has historically operated without formally defined turnaround times for its products and enabling documents. Previously, turnaround times were informally aligned with APP and AOP targets, despite these products not being explicitly included in those plans.

In the 2025/2026 cycle, new APP and AOP targets were approved, prompting a comprehensive review of all products, including those at the Business plan level. This review confirmed publicly known turnaround times but revealed a critical gap: the absence of visible turnaround time information, leading to applicant confusion and inconsistent communication.

To enhance transparency, build public trust, reduce inquiries, mitigate fraud risks, and support stakeholder engagement, the Chief Directorate resolved to document its services and confirm turnaround times make them available for the departments staff and public reference.

### SERVICES REPORTED AT ANNUAL PERFORMANCE PLAN

| CATEGORY DESCRIPTION                           | TURNAROUND TIME |
|--|-----------------|
| <b>VISAS</b>                                   |                 |
| Business Visa - Section 15                     | 8 weeks         |
| Critical Skills Visa - Section 19(4) incl. TES | 4 weeks         |
| General Work Visa - Section 19(2) incl. TES    | 8 weeks         |
| Port of entry visa - Section 10 (TTOS)         | 5 days          |
| Port of entry visa - Section 10 (Evisa)        | 10 days         |

|                                       |          |
|---------------------------------------|----------|
| Worker – Section 26(a)                | 8 months |
| Extra Ordinary Skills - Section 27(b) | 8 months |
| Business - Section 27(c)              | 8 months |

#### SERVICES REPORTED AT ANNUAL OPERATIONAL PLAN

| CATEGORY DESCRIPTION   | TURNAROUND TIME |
|--|-----------------|
| <b>VISAS</b>   |                 |
| Visitor's Visa - Section 11(1)                                 | 60 days         |
| Visitor's Visa - Section 11(2)                                 | 60 days         |
| Exchange Visa - Section 22                                     | 60 days         |
| Study Visa - Section 13  | 60 days         |
| Medical Treatment - Section 17                                 | 60 days         |
| Crew - Section 17  | 60 days         |
| Visitor's Visa - Section 11(6)                                 | 120 days        |
| Relative's Visa - Section 18                                   | 120 days        |
| Retired Person Visa - Section 20                               | 120 days        |
| Treaty Visa - Section 14                                       | 120 days        |
| <b>PERMITS</b>   |                 |
| Spouse and dependants - Section 26 (b, c, d)                   | 12 months       |
| Extra Ordinary Skills - Spouse and dependants - Section 27 (b) | 12 months       |
| Business - Spouse and dependents - Section 27(c)               | 12 months       |
| Quota worker - Section 27(a)                                   | 12 months       |
| Refugee - Section 27(d)  | 12 months       |
| Retired - Section 27(e)  | 12 months       |
| Financially Independent - Section 27(f)                        | 12 months       |
| Relative - Section 27(g)                                       | 12 months       |
| <b>APPEALS</b>   |                 |
| Appeal section 8(4)  | 180 days        |
| Appeal section 8(6)  | 240 days        |
| <b>WAIVERS AND EXEMPTIONS</b>                                  |                 |
| Visa waivers/exemptions  | 120 days        |
| Permit waivers/exemptions                                      | 12 months       |

#### SERVICES REPORTED AT BUSINESS PLAN LEVEL

| CATEGORY DESCRIPTION          | TURNAROUND TIME |
|-------------------------------|-----------------|
| <b>RECTIFICATIONS</b>         |                 |
| Rectification Visas & Permits | 30 days         |
| <b>TRANSFERS</b>              |                 |
| Visa Transfer                 | 30 days         |

| VERIFICATIONS        |         |
|----------------------|---------|
| Visa                 | 40 days |
| Permit               | 90 days |
| PROOF OF PERMIT      |         |
| Proof of permit      | 90 days |
| WITHDRAWAL OF PERMIT |         |
| Withdrawal of permit | 90 days |
| CANCELLATION OF VISA |         |
| Cancellation of visa | 90 days |

We encourage all applicants and stakeholders to consult the published turnaround times to better plan and manage their engagements with the department.

MR M MADUMISA  
ACTING DEPUTY DIRECTOR GENERAL: IMMIGRATION SERVICES  
DATE:

02/12/2025

This Immigration Circular follows Immigration Directive no. 29 of 2025 which deals with: Amendments to 2025/26 annual performance plan for immigration law enforcement operations/ inspections.