



**home affairs**

Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA



VFS.GLOBAL

## JOINT MEDIA STATEMENT

For release on 13 June 2022

### DEPARTMENT OF HOME AFFAIRS LAUNCHES A PILOT PROJECT FOR PASSPORT RENEWAL FOR SOUTH AFRICAN CITIZENS IN THE UNITED KINGDOM

The Department of Home Affairs will on Monday 13 June 2022 launch a pilot project to ease the Passport renewal process for South African nationals living in the United Kingdom (UK). The pilot will be in three cities, London, Edinburgh and Manchester.

To deliver this service, the Home Affairs Department is extending its partnership with VFS Global to implement the pilot in the UK. VFS Global will receive applications for passport reissues at its centres in the three cities. South African nationals will be able to visit the VFS Global centres to renew their South African passports.

The new passport service is being introduced to make the application and delivery process more efficient.

The key services delivered are:

- Passport Application processing for Adults (Renewal)
- Passport Application processing for Minors (Renewal)

VFS Global has been serving the Republic of South Africa worldwide since 2010 through a network of 45 Visa Application Centres in 18 countries. The South African diaspora in the United Kingdom can now lodge applications at three convenient locations run by VFS Global. The centre in London is located at 66 Wilson Street, London, EC2A 2BT, while in Edinburgh at 1 Rennie's Isle, Leith, Edinburgh EH6 6QT and in Manchester at 50 Devonshire Street North, Manchester, M12 6JH.

Key benefits for applicants:

- Operating times in London, Edingburgh and Manchester (08.30am to 16.00pm)
- Dedicated courier service for processed passports
- Dedicated email for applicant queries
- Quicker turnaround time for passport renewal

- Passport photo service also available in London, Edinburgh and Manchester
- Application tracking facility with SMS service.

“The new passport service will advance the department’s movement from manual, paper-based processes to digital systems, for smart, faster and reliable services. With this system in place our citizens in the UK will no longer wait for extended periods when renewing their passports. This will also ease space constraints at SA’s embassy in London”, said the Minister of Home Affairs, Dr Aaron Motsoaledi.

Jiten Vyas, Regional Group Chief Operating Officer for VFS Global, said, “We would like to thank the Department of Home Affairs in the Republic of South Africa for its continued faith in us. Our focus and commitment will be to provide world class service to the South African diaspora in United Kingdom and possibly soon in other countries to ease the passport renewal process for South African nationals”

VFS Global provides passport and consular services for 15 client governments in 34 countries, operating 182 centers worldwide.

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### **Notes to editors:**

For further information visit: <https://passport.vfsglobal.com/ppt/en/zaf/>

Customer helpline: [09057650123](tel:09057650123) (open between 08:30 and 17:30, from Monday to Friday)

### **About VFS Global**

VFS Global is the world's largest outsourcing and technology services specialist for governments and diplomatic missions. VFS Global is the trusted partner of 64 client governments, operating a global network with more than 3,500 Application Centres in 141 countries. The company has processed over 241 million applications since its inception in 2001. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, enabling them to focus entirely on the critical assessment task. VFS Global has its headquarters in Zurich, Switzerland.

VFS Global is majority-owned by funds managed by Blackstone, the world’s largest alternative asset manager. Blackstone seeks to create positive economic impact and long-term value for their investors, the companies in which they invest, and the communities in which they work. Blackstone’s USD 915 billion in assets under management include investment vehicles focused on private equity, real estate, public debt and equity, infrastructure, life sciences, growth equity, opportunistic, non-investment grade credit, real assets, and secondary funds, all on a global basis.

The Swiss-based Kuoni and Huentobler Foundation and EQT, a global investment organisation, headquartered in Stockholm/Sweden, hold minority stakes in VFS Global.