

**INFORMATION SHEET****SUBMISSION OF DOCUMENTS TO THE LEGALISATION SECTION**

***Please take note that the addresses for submission of documents to the Legalisation Section differ, depending on the manner in which documents are submitted.***

**NEW PROCESSING TIMES WEF 11 OCTOBER 2018**

<b>NUMBER OF DOCUMENTATION SUBMITTED (DURING PUBLIC HOURS)</b>	<b>COLLECTION (DURING PUBLIC HOURS)</b>
1 to 5 documents	Next working day
6 to 19 documents	3 working days
20 documents or more	5 working days
Specimen signature requests	<u>Note:</u> It is regretted that we are not able to provide an undertaking as to how long it will take the signatory to forward their specimen signature to the Legalisation Section. Therefore, it is depending on response time from the relevant Department/institution.

**Option 1: PERSONAL SUBMISSION**

Physical address: Department of International Relations and Cooperation (DIRCO), OR Tambo Building, 460 Soutpansberg Road, Rietondale, Pretoria, 0084 – Ground Floor or request the security to direct you to the Legalisation Section (reception area).

Requirements: No letter of permission or ID book etc., is required to submit and collect documents in person. Customers are required to retain the blue (process) slip with the reference number to ensure that they are able to collect the documents when finalised.

Our public hours are strictly from 08:30 to 12:30 (weekdays, except for public holidays). The Legalisation Section will provide a seven (7) day notice of any closure that is not a public holiday.

**Option 2: SUBMISSION VIA A COURIER SERVICE**

Physical address: Department of International Relations and Cooperation (DIRCO), Attention: Legalisation Section, OR Tambo Building, 460 Soutpansberg Road, Rietondale, Pretoria, 0084.

Requirements for submitting documentation: It is essential to include a covering letter, addressed to the Legalisation Section, **stating the country for which the document is needed, as well as contact information and**

**especially an e-mail address iro the customer.** Public opening hours are strictly from 08:30 – 12:30 for deliveries and collection.

**IMPORTANT:** *If an e-mail address was included within the covering letter, the customer will then receive an e-mail notification (within this e-mail notification will be the procedure to be followed to make arrangements for collection via a courier service including the specific allocated reference number). It must be noted that the e-mail notification will only be forwarded once the documents were actually received and processed accordingly. The customer may also follow-up directly with the Legalisation Section by forwarding an e-mail to [legalisation@dirco.gov.za](mailto:legalisation@dirco.gov.za) (providing the name of the courier company; airway bill number and the date of delivery). Processing period: Refer to page 1 for the relevant processing times for documentation. However, if the specimen signature is not available on our database, the processing period will then depend on the response time from the relevant Department/institution concerned.*

Note: *Procedure iro collection purposes via a courier service:* The customer must firstly receive the e-mail notification from the Legalisation Section, it will be confirmed that the documents were processed and is in fact ready for collection. The customer will then be requested to make arrangements with the courier service directly, and provide the courier company with a letter of authority, which must include the specified address where it must be forwarded to, and the specific reference number which was allocated by the Legalisation Section (which will be contained in your e-mail notification). Therefore, without this letter of authority containing the required information and the reference number provided, the courier company will not be able to collect the documents on behalf of the customer.

**IMPORTANT:** The customer will be responsible to provide protected materials / bubble-wrapped envelopes etc., for transportation purposes, or make arrangements directly with the courier company (of your choice) to provide such materials when collecting from our office. The DIRCO – Legalisation Section is not responsible to provide these materials and will therefore not be held responsible for documentation during the transportation via a courier service from our offices to the final destination, etc.

### **Option 3: SUBMISSION VIA REGISTERED MAIL / FAST MAIL**

Postal address: Department of International Relations and Cooperation (DIRCO), Attention: Legalisation Section, Private Bag X152, Pretoria, 0001.

Requirements: Include an **A4-size** self-addressed/pre-paid return envelope, a covering letter stating the country for which the document is needed, as well as a contact number/e-mail address for the customer. The documents will be processed and returned to the customer via the pre-paid/self-addressed envelope provided.

Important note: The customer must ensure that the correct current RSA Post Office rates for domestic deliveries are adhered to, and to ensure that the correct value of stamps are placed on the return envelope. For further information visit the SAPO website – <http://www.postoffice.co.za>.

**Note:** It is recommended that customers that are based abroad must not make use of the normal postal services, but rather make use of a courier company for submitting documentation, as the Department will not be responsible for additional handling fees / charges resulting in requiring to clear the international item at customs / Post Office.

## **Option 4: VIA THE SOUTH AFRICAN DIPLOMATIC OR CONSULAR MISSION ABROAD (EMBASSY, HIGH COMMISSION OR CONSULATE GENERAL)**

**Contact details:** Refer to the DIRCO website – <http://www.dirco.gov.za> – under Foreign Relations – South African Representation Abroad (Embassies and High Commissions) for the relevant contact information.

If you are residing abroad, the services of the local South African Diplomatic or Consular Mission (Embassy, High Commission or Consulate General) could be utilised - submit to the mission for onward transmission via the diplomatic bag to the Department of International Relations and Cooperation (DIRCO) – Legalisation Section. It is advised that the customer confirm directly with the relevant mission on the availability of the diplomatic bag to South Africa and vice-versa, as well as to provide the customer with an estimated time-frame for sending and receiving the documents back at the mission.

**Note:** Unfortunately, this service will not be applicable in cases where the customer has to submit documentation to other departments/institutions for verification purposes, before submitting to our offices for the actual legalisation thereof. In these cases, it is recommended that the customer utilises the option of a courier service or utilise the assistance of friends and/or family members in South Africa that will be able to assist with the verification procedures, before submitting to our office.

**Requirements:** The mission must include a covering letter stating the country for which the document is needed.

### **CONTACT DETAILS: DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION (DIRCO) – LEGALISATION SECTION:**

Tel: (012) 351-0775 / 0033 / 1231 / 0595 / 1490 / 1268 / 1269 / 1717 or 1232 (Supervisor).

**Note:** As the Legalisation Section receives a high volume of incoming calls pertaining to general enquiries, it is therefore recommended that you forward your enquiry via e-mail to [legalisation@dirco.gov.za](mailto:legalisation@dirco.gov.za), as to ensure that you are able to receive the relevant assistance and guidance in writing from the Legalisation Section.

E-mail: [legalisation@dirco.gov.za](mailto:legalisation@dirco.gov.za)

Website: [www.dirco.gov.za](http://www.dirco.gov.za) (Consular Information – Consular Notarial Services (Legalisation of Official (Public) Documents))

### **IMPORTANT NOTE:**

Documents to be legalised by the DIRCO – Legalisation Section are determined by the customer. Legalisation staff are not able to advise customers as what documents they need to submit for i.e. foreign work/residence permits; application for foreign citizenship or registration of birth; or to obtain a foreign passport, etc.

Customers are therefore advised to contact the foreign representative in South Africa directly to determine what documents they will need to submit and what their countries specific requirements are.

Your cooperation is appreciated.

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