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**MINISTRY OF FOREIGN AFFAIRS
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"ALL CORRESPONDENCE TO BE ADDRESSED TO THE SECRETARY FOR FOREIGN AFFAIRS AND INTERNATIONAL TRADE"

Ref: B/19

CIRCULAR

To: All Heads of Missions

Re: MALFUNCTIONING OF THE Evisa PAYMENT SYSTEM

Please be advised that the Immigration Department has been experiencing evisa payment challenges as from 17 October 2022 to date, resulting in visa applicants being unable to complete online application processes. Engagement with Afrosoft was done hoping to have the challenge solved expeditiously.

In view of the above, you are requested to advise clients to temporarily use the email evisazim@gmail.com to send in their applications for manual processing. In addition, companies and organisations expecting to host foreign nationals who need prior visa applications can also physically approach the Visa Section at Immigration Headquarters for assistance.

Visa Processing Officers can be contacted through calls, texts messages and Whatsapp on the following numbers:

+263 716801141; +263 712321210 or +263 772257364.

The Immigration Department hopes to rectify this anomaly soon.

Your cooperation is appreciated.

A handwritten signature in blue ink, appearing to read 'P.T. Chigiji'.

P.T. Chigiji

Acting Secretary for Foreign Affairs and International Trade

2 November 2022

