



## MINISTRY OF INTERNAL AFFAIRS

### Directorate of Citizenship and Immigration Control

17/11/2022

#### PUBLIC STATEMENT

#### MULTIPLE CHARGES ON E-VISA APPLICATIONS

We have experienced a system glitch on our e-Visa platform ([www.visas.immigration.go.ug](http://www.visas.immigration.go.ug)) where some applicants for visas are being charged twice or more for visas that cost 50USD among other facilities on the platform.

This is an issue we are working on with our service providers for the payment gateway to ensure we resolve at the earliest possible time. We have already reversed some of the multiple payments and applicant's funds have been sent back to them and we continue to do this.

We apologise for all inconveniences caused to our applicants. We once again assure the public that we are working round the clock to have it resolved without causing any further inconvenience to our esteemed applicants.

It should be noted that this is not a general problem as the majority of applicants are submitting their applications without being affected by these glitches and we are processing and approving visas to Uganda within our standard 48 hours.

We also urge the public to avoid being fleeced by fraudulent application portals as the only e-Visa application portal to Uganda is [www.visas.immigration.go.ug](http://www.visas.immigration.go.ug)

#### MANAGEMENT

For More details and to report such incidences, please contact the Ministry of Internal Affairs Public Relations Office on mail, [info@immigration.go.ug](mailto:info@immigration.go.ug) and on our Twitter platforms; @DCICUg and @mia\_uga