Establishing a Help Desk at Uthukela District

The Communication Team of the KZNDoE, Dr VP Wela and Mrs Nosipho Ndlovu, recently had a meeting with the District Manager Mr MJ Mazibuko of the Uthukela District Office on 20th February 2013. The purpose of the meeting was to discuss the establishment of a Help Desk at the Uthukela District.

It has been recommended that each District Office establish its own Help Desk in line with the Batho Pele Principles of service delivery. The opening of the Help Desk will reduce unnecessary backlog. It will also provide a channel of communication between the KZN Department of Education and the employees including the public. Queries that are mainly HR related will be handled by the Help Desk once it is established. For this reason it is important that Help Desk officials undergo PERSAL training and other in-service training.

Mr MJ Mazibuko confirmed that easily accessible office space will be identified. In the meeting the importance of signage indicating the direction to the office was emphasised. The District Manager agreed to make arrangements for the staffing of the Help Desk. The Help Desk contact number will be generated and made known to the employees and the public.

The District Manager, Mr Mazibuko, agreed to establish a Help Desk and sees it as a good initiative, but said that it must be supervised and monitored. He confirmed to be ready for action within the Department’s timelines.

Mr M.J. Mazibuko: Uthukela District Manager