



KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

DIRECTORATE:

Communications and Publications

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Ref: 5/3/6

Date: 24 January 2024

TO: DEPUTY DIRECTOR GENERALS

CHIEF DIRECTORS

DIRECTORS IN HEAD OFFICE

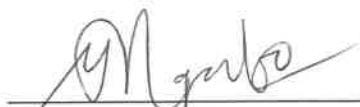
DISTRICT DIRECTORS

SECTION HEADS

CIRCULAR NO. 12 OF 2024

SECTION HEADS ARE HEREBY REQUESTED TO TIMEOUSLY RESPOND TO MEDIA INQUIRIES POSED BY THE COMMUNICATIONS AND PUBLICATIONS DIRECTORATE

1. The Directorate Communication and Publications receives numerous media inquiries about the department's services, programmes and incidents which require swift and accurate responses from authorized personnel within the Department.
2. Timely reporting on media queries is crucial for effective communication and public relations, it helps to maintain transparency and to manage the department's favorable public image.
3. Thus, Section Heads are requested to promptly furnish the Directorate Communications and Publications with all the necessary information and incident reports as and when they are requested to do so.
4. Media houses work on stringent deadlines that must be met, missing deadlines result in poor communication on our end, therefore jeopardizing positive relations with both the media and the public.
5. To this end, officials are urged to note receipt of inquiry and to respond to it at their earliest convenience when such calls are made.


MR. G.N NGCOBO
HEAD OF DEPARTMENT
KZN EDUCATION


DATE