



## **KWAZULU-NATAL PROVINCE**

**EDUCATION**  
REPUBLIC OF SOUTH AFRICA

Office of the Head of Department

Private Bag X9137, PIETERMARITZBURG, 3200  
Anton Lembede Building, 247 Burger Street, Pietermaritzburg, 3201

Tel: 033 341 4830 Fax: 033 341 0986

Enquiries: Mr T C Mbanjwa  
Tel. 033-392 1054  
Email: thami.mbanjwa@kzndoe.gov.za  
Ref. No. 2/1/1/2

### **DEPUTY DIRECTORS-GENERAL**

### **CHIEF FINANCIAL OFFICER**

### **CHIEF DIRECTORS**

### **DIRECTORS AT HEAD OFFICE**

### **DISTRICT DIRECTORS**

## **KZN CIRCULAR NO. 104 OF 2022**

### **OBSERVATION OF PROTOCOLS AND DIFFERENT ROLES OF MANAGEMENT STRUCTURES WITHIN THE DEPARTMENT**

1. This circular seeks to provide direction and clarity on matters of protocol and observation of recognized structures of the Department in order to create and maintain order and stability within the Department.
2. For that to be achieved and for the Department to operate smoothly, all officials should know and understand the levels and roles of the different structures.
3. The highest structure at the level of administration is the Top Management which comprises of the Head of Department, the Chief Financial Officer and the three (3) Deputy Directors-General.
4. Top Management as the highest structure is responsible for processing all matters to be tabled to the Hon MEC or the MEC's Management meetings. Ordinarily the members of Top Management are the only officials from administration who should sit in the MEC's Management meetings, unless it is an Extended MEC's Management meeting or officials attending on request.
5. There will be times when the Head of Department would want to hold Extended Top Management meetings and those will then include Chief Directors.
6. It is the responsibility of the Branch Heads to ensure that all matters that get elevated to the Top Management are submitted through their offices after being discussed or addressed at Branch Level. Such matters would be presented at Top Management meetings for either decisions or for noting.



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7. At the level below, there will be Senior Management meetings which will be attended by all Senior Managers of the Department and chaired by the Head of Department. It is advisable that all matters brought to Senior Management meetings be discussed at Branch Level first and get submitted for discussion at Senior Management meetings through the Offices of Branch Heads.
8. The benefit of observing above protocols is that dealing with matters at appropriate levels and only elevating them to upper structures for decisions or for noting will significantly shorten the duration of meetings and allow officials to spend more time on task. The opposite of that is that meetings become work and that is undesirable.
9. In all instances, all matters elevated to the Hon MEC should be processed through the Head of Department who is the only direct link between administration and the political office.
10. In instances where officials within administration get direct instructions or requests from the Office of the MEC, they should process their reports or submissions through their Branch Heads to the Head of Department.
11. As part of protocols, it is also important for the Offices responsible for communication to know what needs to be communicated by Media Liaison Officer in the Office of the MEC and the Directorate responsible for communication. That will minimize confusion and communication of mixed messages.
12. Your co-operation is highly appreciated.

**Mr G N Ngcobo**

**Head of Department: Education**

**Date:** 12/09/22