



## KWAZULU-NATAL PROVINCE

EDUCATION  
REPUBLIC OF SOUTH AFRICA

### DIRECTORATE:

Communications and Publications

Private Bag X9137, PIETERMARITZBURG, 3200  
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Tel: 033 846 5477 Fax: 033 341 0986

To: DEPUTY DIRECTORS GENERAL  
CHIEF DIRECTORS  
DIRECTORS AT HEAD OFFICE  
DISTRICT DIRECTORS  
HEAD OF CIRCUIT MANAGEMENT CENTRES

### KZN CIRCULAR NO:29 OF 2022

#### SUBJECT: UPDATING OF THE INTERNAL DIRECTORY

1. The Call Centre is facing a challenge in trying to channel queries from callers to the relevant officials as available contact details are either incorrect or no longer in use. The result is often that the call centre staff try to handle queries themselves or transfer the calls to try and locate the relevant officials.
2. The Communication and Publication Directorate which is responsible for the Call Centre is in the process of updating internal directory or contact details of all employees of the department.
3. Managers are therefore requested to urgently submit necessary details to [Nonkululeko.Ngcobo@kzndoe.gov.za](mailto:Nonkululeko.Ngcobo@kzndoe.gov.za) or [Nomonde.Mncube@kzndoe.gov.za](mailto:Nomonde.Mncube@kzndoe.gov.za) by not later than 31 March 2022.
4. Attached is a template (**Annexure A**) that should be completed and signed off by the responsibility managers.
5. Your co-operation is highly appreciated.

Mr G.N Ngcobo

Head of Department: Education

Date

