



KWAZULU- NATAL DEPARTMENT OF ARTS, CULTURE & TOURISM
SERVICE COMMITMENT CHARTER

VISION

A unified citizenry that embraces its cultural diversity and contributes to the social and economic upliftment of all the people of KwaZulu-Natal through arts, culture and tourism.

MISSION

To **create an environment** conducive to the delivery of effective, efficient and sustainable and world class services in the arts, culture, library and archival services and tourism fields for the people of KwaZulu-Natal.

VALUES

In the execution of its mandate, the KwaZulu-Natal Department of Arts, Culture and Tourism continually strives towards the following values:

Professionalism

Demonstrating professional behaviour in the execution of tasks and in the delivery of services to the public.

Caring

Treating and assisting clients and employees with care and kindness.

Empathy

Demonstrating a genuine understanding of the circumstances of clients and the general public.

Honesty

Embracing and displaying truth and honesty in the execution of our task.

Integrity

Promoting adherence to the principles of good governance and demonstrating intolerance to fraud, corruption, nepotism and maladministration.

Fairness

Rendering services in a fair, just and equitable manner.

Transparency

Maintaining high levels of transparency and guided by appropriate legislation and policies governing the public service.

Service Excellence

Rendering excellent services to all clients.

LEADERSHIP OF THE DEPARTMENT

MRS.W.G.THUSI	-	MEC for Arts, Culture & Tourism
MRS. C.N. KHUMALO	-	Head of Department

MESSAGE BY THE MEC ARTS, CULTURE AND TOURISM : MRS.W.G.FHUSI - SERVICE COMMITMENT CHARTER.

The Service Commitment Charter of the Department is a key document which promises the services to the citizens of the Province and the level of service that they shall receive on the rendered service. The Charter takes into account the 11 principles of Batho Pele and our overall intention is to serve the people of the Province with the best quality of services in the arts, culture and tourism sectors. It is our primary intention to serve all and through the services to the people of the Province we will improve the quality of life of the people. Our commitment charter ensures that we deliver key services with elevated levels of service and in the process we will ensure sustainable growth and development.

The introduction of the Service Commitment Charter signals the start of our endeavor as a department to improve service delivery. It is through the Charter, we commit ourselves to effectively execute our mandate and address the needs of our citizens and relevant stakeholders. The Charter heralds a new paradigm shift in service delivery within the arts, culture and tourism sectors. The Charter spells out the mandate, vision, mission, functions, values, commitment and standards to serve our stakeholders. As a demonstration of our commitment to the people of the province, our service commitment Charter lays down the standards that we as a Department can be judged and the avenues that are available for redress and effective communication.

It is envisaged that the citizens of the Province will also provide regular, constructive and continuous feedback on the quality and effectiveness of our service delivery.

MRS.W.G.FHUSI

THE HONOURABLE MEC: ARTS, CULTURE AND TOURISM

MESSAGE BY THE HOD MRS.C.N.KHUMALO - SERVICE COMMITMENT CHARTER

The Departmental Public Service Week 2008 is yet another fantastic opportunity for the officials of the Kwazulu Natal Department of Arts, Culture and Tourism to engage with the arts, culture and tourism sectors to market their services to the citizens in the province. It allows the different components to move to the coal face of service delivery to identify challenges and to promote to the citizens the range of services that we are committed towards for the current financial year.

The PSW gives greater reverence to the legislative mandates of the Department and the principles of Batho Pele. I confident that the officials' of my Department are really committed towards enhancing the quality of life of our citizens through the delivery of quality and the most appropriate services. These services are aimed primarily at responding to the priorities and the developmental needs of our citizens in the arts, culture and tourism domains.

The service commitment charter of the Department highlights the interventions and initiatives that my department aims to achieve during the 2008 -9 financial year. The officials are dedicated to deliver impartial services and support as well as implement Government's agenda. It is through their interaction one will be able to demonstrate the level of expertise and professionalism that the department possesses.

As we head into the 14th year of our democracy and respond to the challenges of a developmental state, we must also take heed of the enormous steps that are needed to ensure that we meet the expectations of the citizens in the Province. Our service commitment charter clearly positions the Department and informs the citizens of our intention to strive for excellence as enshrined in the constitution of the country. We are promising and pledging our commitment to the citizens to make our services accessible and to for them to know where they can achieve these services.

MRS.C.N.KHUMALO

HEAD OF DEPARTMENT

NAME:	PURPOSE
MRS K. PILLAY ACTING CHIEF FINANCIAL OFFICER	To provide financial Management Services
MR.M.B.MNGUNI GENERAL MANAGER ARTS AND CULTURE DEVELOPMENT.	To promote and develop the diversity of culture for the benefit of the citizen's
MR J.M.MTSHALI GENERAL MANAGER TOURISM AND CORPORATE STRATEGY	To facilitate economic growth through promoting and developing tourism opportunities.
MS L.B.P.GWALA GENERAL MANAGER CORPORATE SERVICES	To promote good corporate support and services
MS S. NZIMANDE GENERAL MANAGER LIBRARY AND ARCHIVE SERVICES	Provide library and information services which are free, equitable, accessible, provide for the information, reading and learning needs of people. Acquire, preserve and manage public and non-public records in order to ensure public access to the nation's archival heritage

**Strategic
Goals**

- Strategic Goal 1:** To create an environment that fosters the development and preservation of all art forms and cultures in the province;
- Strategic Goal 2:** To contribute towards the creation of sustainable livelihoods for the people of KwaZulu-Natal and nurturing emerging entrepreneurs through arts, culture and tourism sectors;
- Strategic Goal 3:** To provide equitable access to world class library, information and archive services for the people of the province;
- Strategic Goal 4:** To facilitate transformation and economic growth through the arts, culture and tourism sectors in the province.
- Strategic Goal 5:** To improve service delivery by strengthening collaborative partnerships with other government departments, public entities and private organisations;
- Strategic Goal 6:** To transform the department into an effective and efficient learning organisation; and

**Strategic
Goals**

Strategic Goal 7: To institutionalise and sustain good corporate governance

SERVICE DELIVERY MEASURES FOR 2008/09

PROGRAMME 2: CULTURAL AFFAIRS

SUB PROGRAMME ARTS AND CULTURE

SUB PROGRAMME 2:

Output	Performance Measure	target
To establish structures and to provide institutional support	Number and type of structures established and/or supported	77
To provide and maintain facilities	Number of facilities provided and/or maintained (transfer payments) eg. RDP Arts and culture facility	12
To facilitate access to facilities and programmes	Number of programmes per facility	3
	Number of significant days hosted in the cultural calendar	8
	Number of : • Participants	110 000
	• Gender: Male	32 000
	Female	35 000
	• Youth	30 000
	• Children	10 000
• People with disabilities	3 000	
• Previously disadvantaged beneficiaries	90 000	
• Types of cultural activities conducted	Various programmes	
	Number of programmes that provide a multicultural experience	10
	Number of sector integrated programmes delivered	5
To facilitate capacity building	Number of programmes/courses provided: Accredited training	4
	Non-accredited	10
	Number of learnerships programmes initiated	1
To facilitate and support excellence enhancing programmes	Number and type of performance programmes to enhance sustainability of cultural practitioners	14
	Number of cultural practitioners supported to participate at: • Local	3200
	• Provincial	1420
	• National and/or	225
	• International level	

LANGUAGE SERVICES

To establish and support the structures	Number and type of structures established and/or supported	35
To provide language services	Number and type of language planning programmes: <ul style="list-style-type: none"> • Status planning • Corpus planning 	02 04
	Number and type of services provided: <ul style="list-style-type: none"> • Translation • Editing • Interpreting • Literary Development and Promotion programmes • Human language technology 	360 50 20 20 02
	Number and types multilingualism promotion programmes	3
	Number and type of language training interventions programmes	3

PROGRAMME 3

SUB PROGRAMME : LIBRARY AND INFORMATION SERVICES

Provide infrastructure required for public library services.	Number of new library facilities built.	6
	Number of library facilities provided with ICT infrastructure	20
	Number of library facilities upgraded	02
Provide library materials, books and other formats to public libraries	Number new items provided	230 000
Promote the use of libraries and a culture of reading	Number of promotional events or projects	04
	% increase in the number of library users per annum	2%
Monitor and support public libraries	Number of visits to libraries by provincial staff	40
	Number of libraries monitored and supported per annum	169

PROGRAMME 3

SUB PROGRAMME: ARCHIVES

To ensure the proper management and care of all public records in governmental bodies	Number of transfers or accruals received	15
	The preservation programme is properly implemented and maintained	Ongoing
Manage Archives Repositories	Number of Archives repositories: Developed and maintained	3
To facilitate access to records	Number of enquires and requests for information on received and processes	950
To render records management service to governmental bodies	Number of records management inspections conducted in the governmental bodies	90
	Number of users/researchers visiting repositories	2200
	Finding aids compiled and updated	6
	Number of data coded entries submitted on NAAIRS database	2080
To ensure the proper management and care of all public records in governmental bodies	Number of training courses scheduled and presented	21
	Number of records classification systems approved	10
	Number of governmental bodies with approved ERM systems	3
	Number of disposal authorities issued	03
To collect non-public records with	Number of oral history projects concluded	05

enduring value of provincial	Number of interviews conducted and recorded	60
Promote Awareness and use of archives	Number of awareness and support programmes coordinated and rolled out to communities	6
	Number of awarding/awareness events, functions and campaigns held	6

PROGRAMME 4

TOURISM AND CORPORATE STRATEGY SUB PROGRAMME: TOURISM DEVELOPMENT

Creation of conducive conditions for sustainable growth and development	• Number of intergovernmental & interdepartmental engagements to improve destination image	5
	• Number of awareness programmes mobilized	4
	• Number of supporting educational programmes	3
	• Availability of policy and enabling legislation produced	1
	• Level of facilitation on key tourism development initiatives	2
Improvement of skills and service standards	Number of skills programmes completed as per audit	2
Promotion of black empowerment within tourism industry	• Number of HDI SMME programmes initiated and completed	2
	• Number of awareness and advisory initiatives on the BEE charter & score card	2
Improvement of quality of service providers	• Number of qualified HDI tour guides	517
	• Number of graded establishments	815

	<ul style="list-style-type: none"> • Number of registered HDI service providers 	30
	<ul style="list-style-type: none"> • Number of youth trained in foreign languages 	20
Implementation of quality management system over public entities	Rate of adherence & compliance to agreed objectives by entities	100%
Enhancement of service delivery	<ul style="list-style-type: none"> • Number of market orientated projects completed 	8
	<ul style="list-style-type: none"> • Level of coordination across departmental structures 	100%
	<ul style="list-style-type: none"> • Number of delivery orientated projects 	3

SERVICE DELIVERY PRINCIPLES OF BATHO PELE

CUSTOMERS	SERVICES
<ul style="list-style-type: none"> * All employees in the Department of Arts, Culture and Tourism (Including Line Managers, Supervisors, Officers and operational staff) * The artists * The Public entities * The General Public of South Africa * The district municipalities and other local govt structures * External Service Providers * Amakhosi * The public * Other Departments * Organised Labour <ul style="list-style-type: none"> • Families and dependants of employees 	<ul style="list-style-type: none"> • Provide overall management of the Department, in accordance with the National Policy, the PFMA and other legislation and policies. • Assist Arts and Cultural organizations to promote, develop and preserve culture for the benefits of the citizens. • Provide public library and archival services in the province • Fund, support and oversee public entities involved in the promotion of tourism in the province

CONSULTATION

Customers should be consulted about the level and quality of the services they would like to receive. The following approaches will be used:

- Surveys
- Road shows
- Organized labour structures and committees as well as bilateral meetings with stakeholders such as Municipalities, Public entities and Amakhosi
- Suggestion boxes
- Other organisations and government departments will also be engaged in order to obtain and benchmark information.

Existing Consultation Arrangements	New consultation arrangements
<ul style="list-style-type: none">• Road-show• Workshops• Forums and committees• Visits to offices• Targeted media/ Media adverts / Press releases• Interest group meetings• Annual Reports• Departmental Journal	<ul style="list-style-type: none">• Regular bi-lateral meetings• Provincial Tourism Forum• Notice Boards• Outreach projects• Internet / Intranet• Workshops• Interest group meetings• Arts and culture forums• Language committees

SETTING SERVICE STANDARDS

The service standards will be set and communicated to customers through the Service Development Improvement Plan on the level and quality of service to be provided in terms of Departmental processes and procedures.

Services	Current Standard	New Standard
<p>SERVICES RENDERED BY THE DEPARTMENT</p> <ul style="list-style-type: none"> ▪ Promotion of indigenous languages of the province ▪ Provision of provincial archival services 	<ul style="list-style-type: none"> • Initiative have been introduced that aim to promote multilingualism and promoting the culture of reading in African languages. • Facilitation and promotion of literature programmes • Provision of translation and interpretation services to various government Departments, municipalities and Public Entities. • Acquisition and preservation of archivalia • Access to archives promoting use. • Ensuring the proper management and care of all public records in governmental bodies. • The collection of records with enduring value and provincial significance. • To encourage archival activities and professionalism in public and private bodies in terms of best records management practices. 	<ul style="list-style-type: none"> •

<ul style="list-style-type: none"> ▪ Promoting provincial cultural diversity through assisting arts and cultural organizations to preserve, promote and develop culture for the province ▪ Provide overall management of the department in accordance with national policy, PFMA and other legislation and policies 	<ul style="list-style-type: none"> • An activity plan has been developed that aims at developing sustainable entrepreneurs in arts and culture industries. • Shares services with other stakeholders. • Initiatives have been introduced that aims at creating multilingualism and multiculturalism. • Publish the service delivery Improvement plan and service commitment charter annually. • 100% compliance with management regulatory framework and department specific legislation and policies. • Delivery on all annual service delivery targets as determined in the Annual Performance Plan and the Operational Plan. • Service standards will be reviewed annually to improve on previous performance targets. 	
<p>Oversee the functioning of the Tourism Public Entities</p>	<ul style="list-style-type: none"> • Ensure transfer of funds to Public entities 	<ul style="list-style-type: none"> • Ensure compliance of public entities to prescriptions of relevant legislation. • Ensure adherence of public entities to National, Provincial and Departmental priorities

Promote tourism development in the province	<ul style="list-style-type: none"> • Support initiatives by public entities 	<ul style="list-style-type: none"> • Develop a Provincial Tourism policy and ensure implementation thereof • Maximize participation of all stakeholders in the tourism industry
Provision of public library services	<ul style="list-style-type: none"> • Provide an information service • Provide library materials and support services to affiliated libraries • Provide funding for library infrastructure and networks in Municipalities 	<ul style="list-style-type: none"> • Ensure equitable access to information in all formats • Ensure the provision of library materials which promote and sustain a culture of reading • Ensure improved access through development of infrastructure and networks
<ul style="list-style-type: none"> • Communication • Provide a comprehensive communication • Service covering the department and the public entities 	<ul style="list-style-type: none"> • Respond promptly to queries from the media & public • Issue criteria releases on Ministerial speeches • Issue media releases on departmental activities • Produce quarterly newsletter • Maintain media liaison 	<ul style="list-style-type: none"> •
<p>INCREASING ACCESS</p> <p>Equal access to all Departmental services will be given to all our customers. This will be done by ensuring that the capacity to provide relevant services, are available at all levels within the Department.</p>		
Services	Current means of access	Improved means of access
All Departmental functions	<ul style="list-style-type: none"> • Telephonic • written communication • personal visits • free postal services 	<ul style="list-style-type: none"> • e-mail • web-page • telephone and video conferencing • sms

		<ul style="list-style-type: none">• devolvement of functions• telephonic• written communication• personal visits• call centre• free postal services• All Departmental facilities to be accessible to disable persons• The Departments one stop service centre will be established between 3 to 5 years.• Strategies will be implemented to ensure that service delivery reaches all the people of the Province and this will be mapped out in the Annual Performance Plan.
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ENSURING COURTESY

The concept of courtesy goes much broader than to give clients positive gestures e.g. smile, being polite, etc. The Code of Conduct for public servants also plays a crucial role and is the guiding principle upon which the Department will ensure that customers are treated with courtesy and consideration.

Current Standard	New Standard
<ul style="list-style-type: none"> • answering of telephone when it rings • acknowledge receipt within five working days • Customer satisfaction surveys will be conducted. • Provide customer service training that includes the Batho Pele Principles and associated action plans to all frontline staff. • All officials to wear identification card with their names by the end of July 2006. 	<ul style="list-style-type: none"> • answering of telephone in three rings • workshops on code of conduct for officials • team building activities • conducive waiting rooms and consultation rooms • subjecting front line workers to communication courses • acknowledge receipt of correspondence within five working days • open door policy

INFORMATION

Information is one of the most powerful tools at a customer's disposal in exercising his/her right to good services. This will be done actively in order to ensure that all those who need the information receive it. It is also crucial to determine how, where and when information can best be provided. A number of alternatives i.e. workshops, road-shows, meetings, circulars, Departmental website, Departmental newsletters, Quarterly Tourism Magazine, Editorial Boards, visits to offices, etc, will be used in making sure that information is disseminated to all stakeholders/ customers.

Information Provided	Current Standard	New Standard
Newsletters Circulars Road-shows	<ul style="list-style-type: none"> • Quarterly, monthly, weekly, daily, hourly and as the need arises. 	<ul style="list-style-type: none"> • Quarterly, monthly, weekly, daily, hourly and as the need arises.

Workshops Information sessions Web-site Advocacy campaigns Procedure manuals Dept policies Resolutions	<ul style="list-style-type: none"> • Print media/ electronic media 	<ul style="list-style-type: none"> • Print media as well as electronic media • Effective monitoring of distribution lists • Promotion of services in affiliated institutions
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OPENNESS AND TRANSPARENCY

The client should know about the services provided within the Department. In order to achieve this objective the following will be used:

- The Master Strategic Plan of the Department
- HR information kiosk which provide information on the functions and services of the Department
- Reports and newsletters to highlight progress and major events.

Client will be invited to provide inputs in order to ensure satisfaction, openness and transparency.

Current Standard	New Standard
Departmental Newsletters Annual and Quarterly Reports Stakeholder Forum and other forums	<ul style="list-style-type: none"> • Editorial board • Call centers • MSP Aligned Reports • More consultation Forums • Departmental Newsletters • Annual and Quarterly Reports

REDRESS

The Department will acknowledge the dissatisfaction expressed by the client and apologies for failure to meet the promised service standards. The dissatisfaction will be analyzed and strategies be developed to address such gaps.

Current Standard	New Standard
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- Departmental Newsletters
- Regional visits
- Written correspondence
- Telephonic

Complaints system conform with Service Rights Charter requirements for:

- **Accessibility**
- **Fairness**
- **Speed**
- **Confidentiality**
- **Responsiveness**
- **Review**
- **Training**

- Surveys
- Suggestion boxes
- E-mail
- Quarterly Tourism magazine
- Regional and district visits (quarterly)
- Written correspondence
- Telephonic

Regional visits Telephone etiquette:

- ❖ Telephone will ring not more than 5 times without response;
- ❖ Official will identify themselves and the Office;
- ❖ Will offer to assist and refer to relevant department or organization when necessary;
- ❖ Will relay messages without unnecessary delays;
- ❖ Respond to promises to clients within 24 hours;
- ❖ Will attempt to minimize time spent on the telephone – maximum 3 minutes per call

Written correspondence:

- ❖ Acknowledged within 5 working days of receipt;
- ❖ Record all correspondence in a register;
- ❖ Respond within a week, prioritizing based on urgency;
- ❖ Faxed outgoing correspondence will be followed by posted original document.

	<p>Complaints:</p> <ul style="list-style-type: none"> ❖ Acknowledged within working 5 days of receipt • Attended to within 5 working days, based on urgency.
<p>VALUE FOR MONEY</p> <p>The Department will strive to improve its services within the available resources. By enhancing its effectiveness and efficiency, the Department will be able to reinvest into further improving the services.</p>	
<p>Current Standard</p>	<p>New Standard</p>
<ul style="list-style-type: none"> ○ Finance policies ○ Cash flow meetings and reports ▪ Site meetings ▪ Areas where efficiency savings will be sought ▪ Assets management ▪ Productivity levels enhancement (eliminate duplication) ○ Economic and efficient service provision ○ Delivery of services according to annual performance and operational plans and within the allocated budget. 	<ul style="list-style-type: none"> ○ Training personnel on efficiency and effectiveness ○ Cash flow meetings and reports ○ Promoting best value for money not yet achieved and maximized. ○ Remain within the budget with less than 2% deviation from budget spending tolerated. ○

ENCOURAGE INNOVATION AND REWARD EXCELLENCE

While being mindful of national and provincial guiding principles, the Department believes implicitly in encouraging innovation and rewarding excellence. The Department will therefore create the environment where such initiatives will flourish through the development of relevant policies such as Integrated Performance Management and Development System and Non-monetary awards policy.

Current Standard	New Standard
Encourage innovation and creativity. Recognize and reward outstanding performances. Certificates of commendation	<ul style="list-style-type: none"> • Integrated Performance Management and Development System • Non-monetary awards policy Department's participation in the Premier's Service Excellence Awards.

CUSTOMER IMPACT

The Department will continuously conduct surveys to get feed back from clients in the quality and standard of service Department is providing.

Current Standard	New Standard
<ul style="list-style-type: none"> ○ Stakeholder Forums ○ Workshops / conferences Interest group meetings DEALING WITH CUSTOMERS The Department subscribes to Batho Pele principles and deals with its customers in the spirit of such principles. ► Telephone will be answered within 3 rings & we will identify ourselves by names & section.	<ul style="list-style-type: none"> • Surveys • Suggestion boxes • E-mail • Departmental publications • Regional and district visits (quarterly) • Written correspondence • Telephonic correspondence • Workshops / conferences • Interest group meetings

<p>▶ We will acknowledge receipt of written queries within five days of receipt of a query. ▶ Should a promised service not be rendered, an apology will be conveyed a day before the due date.</p> <p>CUSTOMER SATISFACTION</p> <p>To ensure customer satisfaction, our customers are encouraged to;</p> <ul style="list-style-type: none"> ▶ Make use of suggestion boxes available in all our offices ▶ Contact our Service Improvement Monitors ▶ Make use of our clearly written contact details on our letterheads ▶ Judge us on our Service Delivery Improvement Plan <p>○ ○</p>	<p>MEASURING OUR SERVICE</p> <p>Impact of our services could be measured through the following;</p> <ul style="list-style-type: none"> ▶ Self reliant and sustained Artists, ▶ Complying Public Entities, ▶ Sustainable Arts, Culture and Tourism programs, ▶ Integration & partnerships with other stakeholders eg NGO's and other institutions, ▶ Revived and preserved once forgotten cultural activities, ▶ Accessibility and usage of library and archives services, ▶ Transparency & right of our customers to information except information protected by law, ▶ Dissemination and accessibility of our services to all our customers more especially to those who were previously disadvantaged.
<p>LEADERSHIP AND STRATEGIC DIRECTION</p> <p>As good leadership is one of the most critical ingredients for successful organization, the Department endeavours to adopt the integrated approach in the provision of services. Through the implementation of <i>inter alia</i> the job profiling system, the Department will ensure that it has the right number of skilled and competent people who can contribute to the achievement of the strategic objectives of the components.</p>	
<p>Current Standard</p>	<p>New Standard</p>
<ul style="list-style-type: none"> • encourage team work • Leadership Development Courses 	<ul style="list-style-type: none"> • develop strategic document • implement job profiling system

	<ul style="list-style-type: none"> • adopt integrated human resource approach • encourage delegation • encourage team work • Enroll more managers in management development programmes • Implement mentorship programme
COMMITMENT STATEMENT	
<p>The Department commits itself to improve its service delivery by overcoming the identified challenges in a manner that is more responsive to the needs of its clients.</p>	

CONTACT TIMES

Our business times are as follows;

Monday to Friday: 08:00-16:30

Lunch : 13:00-13:45

DEALING WITH QUERIES:

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<p>KWAZULU NATAL ARCHIVE Durban Archives Repository 14 De Mazenod Road Greyville 4023</p> <p>Tel: 031 3095681 Fax: 031 3095685 Email: dbnarchives@kznedu.kzntl.gov.za</p>	<p>KWAZULU NATAL ARCHIVE Ulundi Archives Repository Unit A, Block 4 Ulundi 3838</p> <p>Tel: 035 879 8500 Fax: 035 8798518 Email: archives@uld.kzntl.gov.za</p>

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