**NATIONAL ASSEMBLY**

**QUESTION NO. 4473-2022**

**FOR WRITTEN REPLY**

**INTERNAL QUESTION PAPER NO. 50-2022 DATED 25 NOVEMBER 2022**

**“Mr T W Mhlongo to ask the Minister of Sport, Arts and Culture:**

(1) What are the relevant details of the monitoring and evaluation process for the call centre of the National Arts Council (NAC).

(2) whether he has found it feasible for one person to operate the call centre; if not, why not; if so, what are the relevant details.

(3) what (a) is the name of the Chairperson of the Marketing and Communications Unit and (b) are the reasons that the chair and other council members are influencing management decisions on the appointment of the specified role.

(4) whether he has found that the NAC is adhering to the requirements of the Department of Labour with regard to staff taking their maternity leave; if not, what is the position in this regard; if so, what are the relevant details.

(5) what are the relevant details of the process followed to submit approved motivations to payroll? **NW5599E**

**REPLY:**

1. Once the reports are received, they are categorised and analysed according to the topic. Then investigated by the relevant team assigned to a particular identified category. Thereafter the team investigates and depending on the outcome of the investigation, it can either be resolved and closed or taken for further action.

2. The NAC call centre is staffed by five people.

3.(a) The Chairperson of the Marketing and Communications Unit is Mr. Tembe.

(b). Council Members do not influence any decisions on the appointment of staff members, that function would be under the authority of the CEO. Where an instance has previously been proven to have occurred, it was dealt with expeditiously and appropriately by the NAC, and it did not involve the position of any member within the marketing and communications department.

1. The NAC is proud to adhere to the requirements of the Department of Labour with regards to staff taking maternity leave. The NAC will always reaffirm the rights of women to be pregnant in the workplace and for them to retain their jobs notwithstanding pregnancy. Preventing staff to perform their duties/roles due to being pregnant concerns is unethical, discriminatory, and prejudicial. The NAC does not prescribe to such regressive acts against women.
2. A motivation is drafted by the relevant Manager and sent to the CEO’s office for approval. Once approved, it is submitted to HR for submission to the finance unit to process.