OBSERVER FORUM REVIEW OF THE RIGHTS ALLOCATION PROCESS FOR SMALL-SCALE FISHERIES PERMITS

MASTER REPORT

FINAL REPORT REVISION 00

MARCH 2023







EXECUTIVE SUMMARY

The below table indicates on a high-level how each part of the process scored for this area. Detailed information for each part of the process can be found in the annexure below.

Table 1-1: Overview of observation

LOCATION	AREA 34
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	92%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	90%

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GLOSSARY OF TERMS AND ABBREVIATIONS

- CBO Community Bases Organisation
- Comms Communications
- DFFE Department of Forestry, Fisheries, and the Environment
- RoD Reason of Decision
- SP Service Provider
- SSFM Small-Scale Fisheries Management
- SSF Small Scale Fisheries
- SE Stakeholder Engagement

1 INTRODUCTION

This chapter will be presented in the following sections:

- Background
- Purpose of the report
- Structure of the report.

1.1 BACKGROUND

In 2016, the former Department of Agriculture, Forestry and Fisheries verified approximately eight thousand four hundred and eighty-eight individuals in fishing communities that expressed interest in small-scale fishery. Thereafter, the Department declared two thousand eight hundred and two individual's small-scale fishers. However, after the announcement of declared small-scale fishers, the Department received several complaints implying that the process followed in the Western Cape was unjust and not transparent. The Minister of Forestry, Fisheries and the Environment, Ms Barbara Creecy ("the Minister"), engaged with various fishing communities and other fisheries stakeholders in the Western Cape to note the challenges faced by fishers and to respond to the concerns raised by the fishers. The fishers showed unhappiness about the entire process in the Western Cape. Subsequently to that, the Department decided to launch an audit on the entire process of verifying and registering fishers in the Western Cape. The findings proved that the process in the Western Cape was ambiguous, unfair, and not transparent and thereby recommended that the Minister should start the process afresh.

The audit report further concluded that the verification criteria used were not in line with the Small-Scale Fisheries Policy, the verification form was ambiguous, the community panel members excluded fishers unfairly and deliberately, officials assessing verification information were not consistent, the service provider did not capture information correctly, and the process followed for the Western Cape (WC) was wholly inadequate and unfair. Furthermore, the audit report concluded that the criteria on the verification form were not clear for fishers to understand. The verification form allowed for inconsistent information and confusion to fishers who were completing the form without assistance. The Criteria (SSF Regulation 4 (1)) were not defined, hence a possibility of ambiguity. In redoing the process, the Department is determined to ensure consistency; hence, the appointment of an observer committee, which will include the recognised Community-Based Organisations (CBOs).

This project involves the observation of the mobilisation, distribution, receipting and verification processes of Small-Scale Fishers in the Western Cape. The purpose of the observer forum is to observe that all processes are adhered to in the manner outlined in the implementation plan. The implementation plan with an additional checklist can be found below. Delta Built Environment Consultants (Delta BEC) was appointed to ensure the management of the observer committee as well as the documentation, processing and reporting on any documentation that emanates from the observer committee's duties.

1.2 PURPOSE OF REPORT

This report aims to give the reader feedback as to how well the Department of Forestry, Fisheries and the Environment did with following the due procedure set out to issue individuals with small-scale fishing permits fairly. The high-level process that was followed is as follows:

- Step 1: Mobilisation
- Step 2: Distribution
- Step 3: Catch-All Distribution
- Step 4: Mobilisation for Receipting
- Step 5: Receipting
- Step 6: Verification (3 Phases).

Steps 3 and 4 were not part of the original process; these processes were added after step 2 by DFFE as a necessity. The catch-all distribution phase was implemented as DFFE noticed that the number of fishers who collected forms was a lot lower than initially anticipated. The mobilisation for receipting phase was brought in by DFFE for two reasons; firstly, the DFFE wanted to give the fishers who collected during the catch-all phase additional time to get their documentation in order, and secondly, because the fisher representative organisations requested additional time for the fishers to collate their documentation.

Delta BEC is not employed to observe the appeals and final list announcement process. The appeals process will be handled by an external department. Once the appeals process has run its course, the final list will be announced.

The report will include the purpose of each stage, methodology, types of data collected and summaries of the results from the days observed, and detailed checklists and photo evidence will be included as appendices.

1.3 STRUCTURE OF REPORT

The report comprises the following sections:

- Section 2: Approach
- Section 3: Mobilisation
- Section 4: Distribution
- Section 5: Catch-All Distribution
- Section 6: Mobilisation for Receipting
- Section 7: Receipting
- Section 8: Verification
- Section 9: Conclusion

2 APPROACH

The difficulty that the observer forum faces is that the members reside all over the Western Cape and do not have access to office space. Furthermore, the availability of the observers posed a risk as many of the observers are also fishers and, therefore, cannot commit to full-time observing. The solution implemented is one that uses WhatsApp to administer the checklist questions to the observer on the day of the observation. Delta BEC asked the observers a variety of questions throughout the day, to which the relevant observers responded and provided relevant proof for the questions asked. All these conversations and proof received are presented in this report.

3 MOBILISATION

The mobilisation phase of the process refers to the phase where the local fisherman interested in obtaining fishing rights is notified with that the distribution phase (further detailed in section 4) will commence. This communication is done via posters, bulk SMSs and radio broadcasts.

This chapter is detailed in the following sections:

- Overview
- Criteria to be met for distribution to be successful
- Data collected.

3.1 OVERVIEW

The table below presents the findings for the planned start date and the actual start date and elaborates on the observer responsible for this location with his/her comments.

ITEM	DESCRIPTION		
Venue	Touwsranten Community Centre		
Planned Start Date	19-20 September 2022		
Actual Start date	20 September 2022, this date is not definite as the DFFE issue Delta BEC with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "IMG-20220920-WA0097 Touwsrateen hall".		
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.		
Effect on applicants	DFFE is on track		
Additional Comments	No observer forum had been formed by the time DFFE commenced with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat.		

Table 3-1: Mobilisation - Planned start vs Actual start

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

This section presents the posters put up, SMSs sent, and radio broadcasts made by DFFE to communicate the initial timelines to the fishers.

3.2.1 POSTER

The posters were put up at various locations in the vicinity of the main centre where fishers could clearly see them. The posters below (Table 3-2) were also made available online through the DFFE website.

#	CRITERIA TO BE MET	YES/NO			
1	Have posters been designed with the following information:		DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERS CAPE SMALL-SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND DIGHTS ALLOCATION The Department of Poresty, Fisheries and the Environment (OFFE) is in the process of roling out the new verification, registration, edictarition, and rights allocation process for the smal-scale fabers in the Vesters Cape. The process will only be open to the community members who participated in the Instal process in 2016. Community members was unables before the process of roling out the new verification, and rights allocation process for the smal-scale fabers in the Vesters Cape. The process will only be open to the community members was participated in the Instal process in 2016. Community members was unables be before these meetings, as price the cohduct, will reasons that allocation and should gather all necessary documentation in preparation member. "Fishing" or relatending to other bunness" will not be regarded as valid reasons for not alteriding the meeting. Reader that the DFFE process the meeting, as the rule facilitation contrains to relate an example an autorisation of a proxy letter. Reader the provide listice, the provided base will areason to reason documentation in proparation (Reader that the Reader and the reader to relate the reader and the rule relation that the rule and the rule relation that the rule and the rule rule rule and the ru		
1.1	 Visitation schedule 	Yes			
1.2	 Location of the venues 	Yes			
1.3	 Dates and times for distribution and receipting 	Yes	BOTHLERN CAFE (CARECOR ROUTE) RECORD COMMUNITY VENUE ESTIMATED MORE (CARECOR ROUTE) RECORD OFFE COLLECTION DATE MECISTRATION TME Kontext (Print) Reclard Community Mail 19-30 Explaneter 2022 1 October 2022 7 November 2022 0 80.816.80 Colume/Print) Reclard Community Mail 19-30 Explaneter 2022 1 October 2022 7 November 2022 0 90.816.60 Observe/Print Name Horitoria 0 50.816.80 0 50.816.90 0 50.816.90 Ker Microson Hall 19-30 Explaneter 2022 6 October 2022 8 November 2022 0 96.916.60 Kerskindruht (Print) Toxendo Entrumination 19-30 Explaneter 2022 6 October 2022 9 November 2022 0 96.916.60 Kerskindruht (Print) Toxendo Entrumination 19-30 Explaneter 2022 1 October 2022 1 November 2022 0 96.916.60 Kerskindruht (Print) Toxendo Entrumination 19-30 Explaneter 2022 1 October 2022 1 0 November 2022 0 96.916.60 Kornshoek Kersshoek November 2022 1 0 October 2022 1 0 November 2022 0 96.916.60 Kornshoek		
1.4	 Documents required for registration 	Yes	Orsensation Officent Control Particial Control Partin November 2022 Partin November 2022		
1.5	• That forms are free	Yes	Auto Moscel Bay Team Hall 19-39 Beylember 2022 1 October 2022 1 November 2022 9 November 2022 Moscel Bay Team Hall 19-39 Beylember 2022 1 October 2022 9 November 2022 9 November 2022 For more information, please contact 021 402 3014. ISSUED BY THE DEPARTMENT OF FORESTREY, PIBHERIES AND THE ENVIRONMENT Coll centre: = 27 de 111 244.5 Image: State Sta		

Table 3-2: Mobilisation – Poster criteria to be met

2	Were the posters put up at the venue and other locations as stated?	N/A	First image was supplied retrospectively by DFFE and has been placed here under the assumption that they have supplied the correct image
3	Were the posters put up 2 weeks prior to the distribution phase date?	N/A	

3.2.2 BULK SMS's

The SMSs were meant to be broadcast to let fishers know about the distribution and receipting process that will take place in the community. The below table indicates the criteria which the DFFE needs to meet to prove that the SMSs were sent and that the correct information was shared.

Table 3-3: Mobilisation - Bu	lk SMS's criteria to be met

	CRITERIA TO BE MET			
1	Have SMSs been sent with the following information:			
1.1	Visitation schedule	No		
1.2	Location of the venues	No		
1.3	 Dates and times for distribution and receipting 	No		
1.4	Documents required for registration	No		
1.5	That forms are free	No		

	CRITERIA TO BE MET	YES/NO
2	Was proof provided that the SMS's were sent to the applicants of the area?	No

3.2.3 RADIO BROADCAST

The radio message was to be broadcast to let fishers know about the distribution and receipting process that will take place in the community. The below table indicates the criteria which the DFFE needs to meet to prove that the radio broadcast was made and that the correct information was shared.

	CRITERIA TO BE MET	YES/NO				
1	Radio broadcast communicated the following:					
1.1	Visitation schedule	No				
1.2	Location of the venues	No				
1.3	 Dates and times for distribution and receipting 	No				
1.4	 Documents required for registration 	No				
1.5	That forms are free	No				
2	Was a copy of the broadcast message provided?					
3	Was a letter from the radio station provided stating the dates the message aired?					
4	Is there correspondence from DFFE to the radio stations? No					

Table 3-4: Mobilisation - Radio broadcast criteria to be met

3.3 DATA COLLECTED:

This section presents the evidence collected in the form of photos and letters from various service providers.

Table 3-5: Mobilisation - Data collected

DATA COLLECTED	YES/NO
Observer forum feedback forms	No
Letters from various service providers	No

3.3.1 OBSERVER FORUM FEEDBACK FORMS

The observer forum had not yet been established when DFFE commenced with the mobilisation phase. The DFFE noted that they are comfortable to commence with mobilisation without the observer forum present and opted to provide the proof themselves. Due to this no observer forum feedback forms were generated.

3.3.2 LETTERS FROM VARIOUS SERVICE PROVIDERS

Delta BEC requested the DFFE to submit letters from the service providers of the radio station and the SMS broadcasting; these letters will serve as proof of services rendered in a certain area on a certain date and convey the relevant information. This would assist DFFE in providing evidence that protocol was followed, as the observer forum was not established by the time these services were to be rendered.

The DFFE has not retrospectively provided Delta BEC with letters or correspondence from various service providers as proof of sending out SMSs and broadcasting on the radio.

4 **DISTRIBUTION**

The distribution phase of the process refers to the distribution of application forms to the interested fishers who wish to obtain small-scale fishing licenses. The distribution of the licenses is limited to the applicants who applied for fishing licenses during the 2016 process. This chapter of the reports details the findings from observing the process under the following sections:

- Overview
- Criteria to be met for distribution to be successful
- WhatsApp Messages

4.1 OVERVIEW

The table below presents the findings for the planned start date and the actual start date of the distribution process and elaborates on the observer responsible for this location with his/her comments.

ITEM	DESCRIPTION
Venue	Touwsranten Community Centre
Planned Start Date	03/10/2022
Actual Start Date	03/10/2022
Data collector	Nkgabiseng - DFFE
Effect on applicants	The project is on track to be completed as committed by the department
Additional Comments	N/A

Table 4-1: Distribution - Planned start vs Actual start

4.2 CRITERIA TO BE MET FOR DISTRIBUTION TO BE SUCCESSFUL

This section presents the questions asked to the observers via WhatsApp and captures their responses in a table format.

Tab	ble 4-2: Distribution -Criteria to be met						
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE				
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes					
2	Did the venue open on time?	Yes	See above item 1				
3	Has an attendance register been signed by all parties including the observer forum?	Yes	N/A				
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes					

Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
5	On the date of verification form collection, did the DFFE members explain to fishers that forms can be filled in on the day of verification?	Yes	

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Touwsranten Community Centre to report on the observations made during the day of the distribution process. The conversations held on the WhatsApp group is presented below (Figure 4-1: WhatsApp conversation, evidence for Table 4-2 item 1,2,3,4 and 5, indicating the correspondence received from the observer for the distribution process.

2022/09/23, 14:51 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/09/23, 14:51 - Isaac - Delta BEC created group "Touwsranten Comm Hall OF"

2022/09/23, 14:51 - Isaac - Delta BEC added you

2022/10/03, 08:07 - Zukiswa - Delta BEC: Good Morning, this group will be used for communication regarding this venue *Touwsranten Community centre*, and the distribution process taking place here today. We will be asking a series of Yes/No questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/03, 08:08 - Fritz - Delta BEC: Please add Sindisa to this group and as him to send the department team lead for this venue

2022/10/03, 08:08 - Fritz - Delta BEC: the department will be the observer

2022/10/03, 08:14 - Isaac - Delta BEC added +27 71 414 0671

2022/10/03, 08:15 - Isaac - Delta BEC: Good morning Sindisa. Can you please allocate officials to these venues.

2022/10/03, 08:33 - +27 71 414 0671: Nkgabie DEFF.vcf (file attached)

2022/10/03, 08:33 - +27 71 414 0671: That is the team leader in that venue

2022/10/03, 08:33 - +27 71 414 0671: Nkgabiseng

2022/10/03, 08:35 - Zukiswa - Delta BEC: Thank you

2022/10/03, 08:51 - Zukiswa - Delta BEC: Good Morning, this group will be used for communication regarding this venue *Touwsranten Community centre*, and the distribution process taking place here today. We will be asking a series of Yes/No questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/03, 09:17 - Isaac - Delta BEC added Nkgabie DEFF

2022/10/03, 09:18 - Zukiswa - Delta BEC: Hi Nkgabiseng, Are you at the venue?

2022/10/03, 09:18 - Nkgabie DEFF: Yes

2022/10/03, 09:18 - Zukiswa - Delta BEC: Please send a photo

2022/10/03, 09:18 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question?

2022/10/03, 09:21 - Nkgabie DEFF: IMG-20221003-WA0025.jpg (file attached)

Touwsranten community centre.

2022/10/03, 09:21 - Nkgabie DEFF: IMG-20221003-WA0026.jpg (file attached)

2022/10/03, 09:21 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms?

2022/10/03, 09:21 - Nkgabie DEFF: No

2022/10/03, 09:23 - Nkgabie DEFF: Yes. The Venue is booked for the 7th November

2022/10/03, 09:23 - Zukiswa - Delta BEC: Please send a photo

2022/10/03, 09:24 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question?

2022/10/03, 09:26 - Nkgabie DEFF: IMG-20221003-WA0027.jpg (file attached)

2022/10/03, 09:27 - Nkgabie DEFF: No

2022/10/03, 09:28 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No

2022/10/03, 09:28 - Nkgabie DEFF: Yes

2022/10/03, 10:17 - Zukiswa - Delta BEC: Please send a photo

2022/10/03, 10:17 - Zukiswa - Delta BEC: Are there any further comments or concerns with regarding the bove question?

2022/10/03, 10:19 - Nkgabie DEFF: Take a photo of what?

2022/10/03, 10:24 - Zukiswa - Delta BEC: Image for the process to support the statement that the process commenced on time

2022/10/03, 10:33 - Nkgabie DEFF: IMG-20221003-WA0026.jpg (file attached)

2022/10/03, 10:42 - Nkgabie DEFF: Comments

The DFFE team arrived at 08:25 am at the Venue and the doors were opened 08:28 am.

The process started at 09:00 am

We registered 2 participants for now, apparently today is a grant day for the elderly.

We printed the List and posted it by the gate, we hoping people passing by will spread the word.

So we hoping to get more people coming in in the afternoon.

2022/10/03, 10:44 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?

2022/10/03, 10:47 - Nkgabie DEFF: Yes

2022/10/03, 10:48 - Zukiswa - Delta BEC: Please send a photo

2022/10/03, 10:49 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question?

2022/10/03, 10:57 - Nkgabie DEFF: IMG-20221003-WA0054.jpg (file attached)

2022/10/03, 10:57 - Nkgabie DEFF: No

2022/10/03, 13:31 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum?

2022/10/03, 13:32 - Nkgabie DEFF: All parties signed Yes, the is no observer in the venue.

2022/10/03, 14:01 - Zukiswa - Delta BEC: Please send a photo of the register

2022/10/03, 14:03 - Nkgabie DEFF: IMG-20221003-WA0082.jpg (file attached)

2022/10/03, 14:03 - Nkgabie DEFF: IMG-20221003-WA0083.jpg (file attached)

2022/10/03, 14:03 - Nkgabie DEFF: IMG-20221003-WA0084.jpg (file attached)

2022/10/03, 14:06 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question?

2022/10/03, 14:09 - Nkgabie DEFF: No

2022/10/03, 14:11 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fisher's that forms can be filled in on the day of verification? YES or NO

2022/10/03, 14:13 - Nkgabie DEFF: Yes

2022/10/03, 14:15 - Zukiswa - Delta BEC: Please send a photo....supporting the above question

2022/10/03, 14:17 - Nkgabie DEFF: IMG-20221003-WA0085.jpg (file attached)

2022/10/03, 14:26 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? YES or NO

2022/10/03, 14:31 - Nkgabie DEFF: No

2022/10/03, 15:20 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

2022/10/03, 15:21 - Nkgabie DEFF: 📥 Thank you

Figure 4-1: WhatsApp conversation, evidence for Table 4-2 item 1,2,3,4 and 5

5 CATCH-ALL DISTRIBUTION

During the distribution phase DFFE noted that the number of forms collected were low compared to the number of applicants from 2016. The DFFE noted that this was due to varying reasons but wanted to give fishers another chance to collect. As a result, DFFE ran a second distribution phase, this distribution phase did not go to each venue, but went to central venues in the larger regions where fishers from surrounding areas could collect their forms. The dates of this process were advertised via SMS's. This chapter of the reports detail the findings from observing the process under the following sections:

- Overview
- Criteria to be met for distribution to be successful
- Data collected

5.1 OVERVIEW

The table below presents the findings for the venue, date, and data collector of the catch-all distribution process.

ITEM	DESCRIPTION
Venue	D'Almeida Town Hall
Date	20/10/2022
Data Collection	Nola - DFFE

Table 5-1: Catch-All Distribution - Date and Venue

5.2 CRITERIA TO BE MET FOR CATCH-ALL DISTRIBUTION TO BE SUCCESSFUL

This section presents the questions asked to the observers via WhatsApp and captures their responses in a table format.

#	CRITERIA	WHATSAPP EVIDENCE	PHOTO EVIDENCE
	TO DE IVIET	(YES/NO)	
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	
2	Did the venue open on time?	Yes	See above item 1
3	Has an attendance register been signed by all parties including the observer forum?	Yes	None Description Ander Outer Description

Table 5-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes	
5	On the date of verification form collection, did the DFFE members explain to fishers that forms can be filled in on the day of verification?	Yes	

5.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the D'Almeida Town Hall to report on the observations made during the day of the catch-all distribution process. The conversations held on the WhatsApp group is presented below, indicating the correspondence received from the observer for the distribution process.

Table 5-3: Catch-All Distribution - WhatsApp messages

2022/10/17, 14:19 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/10/17, 14:19 - Isaac - Delta BEC created group "C-A:D. D'almeida Hall"

2022/10/17, 14:19 - Isaac - Delta BEC added you

2022/10/20, 08:05 - Isaac - Delta BEC: Good morning @27714140671 please allocate us an official for this venue. Thanks in advance.

2022/10/20, 09:07 - Sindisa DFFE: Nola.vcf (file attached)

2022/10/20, 09:16 - Isaac - Delta BEC added Nola DFFE

2022/10/20, 09:19 - Zukiswa - Delta BEC: Good Morning *Nola*, this group will be used for communication regarding this venue *C-A-D D'almeida Hall*, and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/20, 09:19 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/20, 09:21 - Nola DFFE: Yes

2022/10/20, 09:22 - Zukiswa - Delta BEC: Please send a photo: venue outside and inside

2022/10/20, 09:23 - Nola DFFE: IMG-20221020-WA0000.jpg (file attached)

2022/10/20, 09:23 - Nola DFFE: IMG-20221020-WA0001.jpg (file attached)

2022/10/20, 09:26 - Nola DFFE: IMG-20221020-WA0002.jpg (file attached)

2022/10/20, 09:26 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 09:26 - Nola DFFE: No

2022/10/20, 09:37 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/20, 09:37 - Nola DFFE: Yes

2022/10/20, 09:37 - Zukiswa - Delta BEC: Please send a photo: of venue arranged by DFFE

2022/10/20, 09:39 - Nola DFFE: IMG-20221020-WA0003.jpg (file attached)

2022/10/20, 09:43 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 09:44 - Nola DFFE: No

2022/10/20, 09:53 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No

2022/10/20, 09:55 - Nola DFFE: Yes

2022/10/20, 10:05 - Zukiswa - Delta BEC: Please send a photo: process taking place on time

2022/10/20, 10:07 - Nola DFFE: IMG-20221020-WA0006.jpg (file attached)

2022/10/20, 10:27 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 10:28 - Nola DFFE: No

2022/10/20, 10:39 - Nola DFFE: IMG-20221020-WA0009.jpg (file attached)

2022/10/20, 10:39 - Nola DFFE: IMG-20221020-WA0010.jpg (file attached)

2022/10/20, 10:40 - Nola DFFE: IMG-20221020-WA0011.jpg (file attached)

2022/10/20, 10:45 - Nola DFFE: IMG-20221020-WA0014.jpg (file attached)

2022/10/20, 11:05 - Nola DFFE: IMG-20221020-WA0016.jpg (file attached)

2022/10/20, 11:05 - Zukiswa - Delta BEC: Hi Nola thank you so much for the additional photos, much appreciated.

2022/10/20, 11:07 - Zukiswa - Delta BEC: Has an attendance register been signed by all parties including the observer forum? Yes or No

2022/10/20, 11:08 - Nola DFFE: Yes

2022/10/20, 11:08 - Zukiswa - Delta BEC: Please send a photo: of the register

2022/10/20, 11:08 - Nola DFFE: IMG-20221020-WA0021.jpg (file attached)

2022/10/20, 11:09 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 11:10 - Nola DFFE: Yes

2022/10/20, 11:11 - Nola DFFE: There is no observer.

2022/10/20, 12:15 - Zukiswa - Delta BEC: Does the department have a list with all the names of all the fisher's from 2016? And are verification forms being handed out to the fisher's on the list? Yes or No

2022/10/20, 12:30 - Nola DFFE: Yes

2022/10/20, 12:31 - Zukiswa - Delta BEC: Please send a photo: a list of fisher's from 2016

2022/10/20, 12:32 - Nola DFFE: IMG-20221020-WA0030.jpg (file attached)

2022/10/20, 12:33 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 12:33 - Nola DFFE: No

2022/10/20, 13:03 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms? Yes or No

2022/10/20, 13:20 - Nola DFFE: Yes

2022/10/20, 13:20 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining

2022/10/20, 13:22 - Nola DFFE: IMG-20221020-WA0032.jpg (file attached)

2022/10/20, 13:22 - Nola DFFE: IMG-20221020-WA0033.jpg (file attached)

2022/10/20, 13:23 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 13:23 - Nola DFFE: No

2022/10/20, 13:24 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers that forms can be filled in on the day of verification? Yes or No

2022/10/20, 13:24 - Nola DFFE: Yes

2022/10/20, 13:25 - Zukiswa - Delta BEC: Please send a photo: again DFFE explaining

2022/10/20, 13:26 - Nola DFFE: IMG-20221020-WA0002.jpg (file attached)

2022/10/20, 13:27 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/20, 13:28 - Nola DFFE: No

2022/10/20, 13:29 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Hi Nola please let me know if there are any other issue's throughout the day. Kindly please refence to the attached screenshot.

2022/10/20, 13:30 - Nola DFFE: OK will do.

2022/10/20, 15:02 - Fritz - Delta BEC: Hi All, Please provide an update on the area. are there any issues?

2022/10/20, 15:44 - Nola DFFE: All is good no issues at D'Almeida Hall.

2022/10/20, 16:13 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

6 MOBILISATION FOR RECEIPTING

During the distribution phase, the DFFE noted that they got multiple requests from fisher Non-profit Organisation's (NPO) to extend the time between the distribution and receipting dates. The NPOs noted that the fishers required more time to get their supporting documentation together. The DFFE agreed to push the receipting dates out and, in turn, proceeded to arrange a mobilisation for receipting process. The mobilisation for the receipting process included going to the venues and putting up posters that advertised the new dates for the receipting process.

Delta BEC was put on WhatsApp groups with DFFE members who would send photos of the posters at the venues as evidence that it has been put up.

6.1 **OVERVIEW**

The table below presents the findings for the venue, the originally planned start date and the updated planned start date of the mobilisation for the receipting process.

ITEM	DESCRIPTION
Venue	Touwsranten Community Centre
Date new poster was put up	No image was given by DFFE as proof of putting the new poster
Original Planned Start Date	07/11/2022
Updated Planned Start Date	12/12/2022

Table 6-1: Mobilisation for Receipting - Overview of the process

6.2 **NEW POSTER**

The below poster (Figure 6-1) is the new poster that advertised the updated date that receipting will take place.

SOUTHERN CAPE (GARDEN ROUTE)					SOUTHERN CAPE (GARDEN ROUTE)	
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	
Kurland (Plett)	Kurland Community Hall	12 December 2022	09:00 -16:00	Touwsranten	Touwsranten Community Centre	12 December 2022	
March	Kalan di Gran and Kalan	10.0		Kleinkranz (Wilderness)	Kleinkranz Church	13 December 2022	
Curland (Plett)	Kurland Community Hall	12 December 2022	09:00 -16:00	Sedgefield/Smutsville	Smutzville Community	14 December 2022	
Covie	St Paul's Anglican	12 December 2022	09:00 -16:00	Grootbrak/ Klein Brak	Hall D'almeida Town Hall	12 December 2022	
Qolweni (Plett)	Church New Horizon	13 December 2022	09:00 -16:00	Tarka/New sunnyside			
Pine Trees	Community Hall			Dailmeida			T
New Horizon				Asla	Asla Community Hall	15 December 2022	09:00 -16:
				KwaNonqaba			
KwaNokuthula (Plett)/Bossiesaif	Thusong Community Centre	14 December 2022	09:00 -16:00				
Kranshoek	Kranshoek Hall	15 December 2022	09:00 -16:00	Mossel Bay/Herbertsdale			
Hornlee	Homlee Community	13 December 2022	09:00 -16:00				
Greenvalley	Hall Witterdrift Community Hall	14 December 2022	09:00 -16:00				
Wittedrift				For more information, plea	ase contact: 021 402 36	514.	
Rheenendal	Rheenendal Youth Centre	15 December 2022	09:00 -16:00				

Figure 6-1: Mobilisation for Receipting – New poster

7 RECEIPTING

7.1 OVERVIEW

The table below presents the findings for the planned start date and the actual start date and elaborates on the observer responsible for this location with his/her comments.

Table 7-1: Receipting - Planned start vs Actual start

ITEM	DESCRIPTION
Venue	Touwsranten Community Centre
Original Planned Start Date	07/11/2022
Updated Planned Start Date	12/12/2022
Actual Start Date	12/12/2022
Data collector	Vincent Blaauw
Effect on applicants	The project is delayed according to the original start date which means that the applicants will have to wait longer to know the outcome of the process and whether they will be receiving a permit.
	The delay was caused by fisher representing organisations requesting to have more time for the fishers to fill in the forms.
Additional Comments	Due the fisher organisations requests to move the receipting dates later, DFFE implemented a mobilisation for receipting process whereby they went to the area and put-up new posters indicating the new dates. The above "Updated Start Date" refers to the new start date according to the updated dates.

7.2 CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL

This section presents the questions asked to the observers via WhatsApp and captures their responses in a table format.

	Table 7-2: Receipti	ng - Criteria to c	e met
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
1	Was the venue opened at 08:30?	Yes	
2	Is there an attendance register for the DFFE team and observer forum?	Yes	
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2

Table 7-2: Receipting - Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
4	Is there an attendance register for the fishers to sign?	Yes	<image/>
5	Are there electronic and paper copies of the registered fishers?	Yes	
6	Is there an electronic checklist?	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
7	Is there a stamp pad for complete or incomplete forms?	Yes	
8	Are there receipt books?	Yes	
9	Are there laptops set up?	Yes	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
11	Is there a video camera set up?	Yes	
12	Are there clearly labelled boxes for storing the applications?	Yes	
13	Has the service provider explained the procedure of the day to the fishers?	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
14	Are fishers being guided to data capturers?	Yes	
15	Are the data capturers friendly?	Yes	N/A
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	No	N/A
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	<page-header></page-header>
18	Are the data capturers adding a thumbprint where applicants have not signed?	No	N/A
19	Are the data capturers filling in the electronic checklist?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers' forms after checking them?	Yes	See above item 17
21	Are data capturers completing the first part of the fisher's application forms?	Yes	See above item 17
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	Barren Marier Barren Marier Barre
23	Are the data capturers stapling all the fisher's documentation?	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
24	Are the data capturers placing the stapled documentation in the labelled box next to them?	Yes	
25	Are there Stowie- M and DFFE team leaders assisting and explaining to the fishers how the process work and facilitating any questions?	Yes	N/A
26	Did the venue close at 16:00?	Yes	

7.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Touwsranten Community Centre to report on the observations made during the day of the receipting process. The conversations held on the WhatsApp group are presented below (Table 7-3: Receipting - WhatsApp), indicating the correspondence received from the observer for the receipting process.

Table 7-3: Receipting - WhatsApp

2022/12/01, 11:34 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/12/01, 11:34 - You created group "Touwsranten Comm Centre"

2022/12/01, 11:52 - You changed the subject from "Touwsranten Comm Centre" to "Touwsranten Receipting"

2022/12/02, 11:04 - You added Vincent Blaauw

2022/12/12, 06:09 - Vincent Blaauw: Good morning

2022/12/12, 08:15 - Zukiswa - Delta BEC: Hi Observer Team, thank you for serving your community by agreeing to observe today. This group will be used for communication regarding the venue *Touwsranten Community Centre , *and the receipting process taking place here today. We will be asking a series of*** " *Yes"/"No* " questions, please answer them when prompted. In between the questions we will be asking for photos and be giving opportunity to raise concerns, please answer these questions when prompted. They are important for the adequate observation of the DFFE processes.

Please remember that you as the observer are only there to observe and not to make decisions on who gets accepted or not. Please report any concerns via the WhatsApp group so that DFFE can be notified and try rectify or address the concern as soon as possible.

2022/12/12, 08:19 - Vincent Blaauw: 📥

2022/12/12, 08:25 - Zukiswa - Delta BEC: Was the venue opened at 08:30?

2022/12/12, 08:26 - Vincent Blaauw: Yes

2022/12/12, 08:27 - Vincent Blaauw: IMG-20221212-WA0006.jpg (file attached)

2022/12/12, 08:29 - Zukiswa - Delta BEC: Is there an attendance register for the DFFE team and observer forum?

2022/12/12, 08:32 - Vincent Blaauw: Still waiting for service provider

2022/12/12, 09:13 - Zukiswa - Delta BEC: Still waiting???

2022/12/12, 09:21 - Vincent Blaauw: Still waiting on people to come

2022/12/12, 09:23 - Vincent Blaauw: IMG-20221212-WA0009.jpg (file attached)

2022/12/12, 09:27 - Zukiswa - Delta BEC: Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/12, 10:04 - Vincent Blaauw: Yes

2022/12/12, 10:09 - Zukiswa - Delta BEC: Please send a photo

2022/12/12, 10:10 - Vincent Blaauw: An uncle come to the venue to report that a SSF co-op was registered on his name and that has minded him from applying for anything for...he is no longer receiving all subsided that is due to him, provided by the municipality also community members are scared of comming around

2022/12/12, 10:15 - Vincent Blaauw: IMG-20221212-WA0025.jpg (file attached)

2022/12/12, 10:17 - Zukiswa - Delta BEC: 2. 4 Is there an attendance register for the fisers to sign?

2022/12/12, 10:17 - Vincent Blaauw: Dffe did explain to the uncle and he did understand why we are here so he went out to collect the community members

2022/12/12, 10:18 - Zukiswa - Delta BEC: Noted, can you answer question 2.4 for me

2022/12/12, 10:18 - Vincent Blaauw: Yes

2022/12/12, 10:20 - Vincent Blaauw: IMG-20221212-WA0027.jpg (file attached)

2022/12/12, 10:22 - Zukiswa - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/12, 10:30 - Vincent Blaauw: Yes

2022/12/12, 10:31 - Zukiswa - Delta BEC: Please send a photo

2022/12/12, 10:38 - Vincent Blaauw: IMG-20221212-WA0037.jpg (file attached)

2022/12/12, 10:39 - Zukiswa - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/12, 10:49 - Vincent Blaauw: Yes

2022/12/12, 10:50 - Vincent Blaauw: IMG-20221212-WA0045.jpg (file attached)

2022/12/12, 10:50 - Zukiswa - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?

2022/12/12, 10:52 - Vincent Blaauw: Only complete stamp

2022/12/12, 10:52 - Vincent Blaauw: IMG-20221212-WA0048.jpg (file attached)

2022/12/12, 10:54 - Fritz - Delta BEC: What are they doing for incomplete forms?

2022/12/12, 10:58 - Vincent Blaauw: They just right incomplete with a pensil

2022/12/12, 11:07 - Zukiswa - Delta BEC: 2.8 Are there receipt books?

2022/12/12, 11:09 - Vincent Blaauw: Yes

2022/12/12, 11:09 - Vincent Blaauw: IMG-20221212-WA0064.jpg (file attached)

2022/12/12, 11:10 - Zukiswa - Delta BEC: 2.9 Are there laptops set up?

2022/12/12, 11:25 - Vincent Blaauw: Yes

2022/12/12, 11:26 - Vincent Blaauw: IMG-20221212-WA0079.jpg (file attached)

2022/12/12, 11:28 - Zukiswa - Delta BEC: 2.10 Do the laptops have internet connection? (Ask thelaptop operator to open google)

2022/12/12, 11:29 - Vincent Blaauw: Yes

2022/12/12, 11:30 - Vincent Blaauw: IMG-20221212-WA0083.jpg (file attached)

2022/12/12, 11:31 - Zukiswa - Delta BEC: 2.11 Is there a video camera set up?

2022/12/12, 11:31 - Vincent Blaauw: Yes

2022/12/12, 11:31 - Vincent Blaauw: IMG-20221212-WA0084.jpg (file attached)

2022/12/12, 11:32 - Zukiswa - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/12, 11:32 - Vincent Blaauw: Yes

2022/12/12, 11:33 - Zukiswa - Delta BEC: Please send a photo

2022/12/12, 11:34 - Vincent Blaauw: IMG-20221212-WA0087.jpg (file attached)

2022/12/12, 11:35 - Zukiswa - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/12, 11:38 - Vincent Blaauw: No fisherman arrive yet

2022/12/12, 11:40 - Zukiswa - Delta BEC: Not even 1 fisher man?

2022/12/12, 11:41 - Fritz - Delta BEC: Please let us know as soon as there is a fisher so that we can continue with the questions

2022/12/12, 11:46 - Vincent Blaauw: I will we are just waiting for the people bcouz they are still at work

2022/12/12, 12:46 - Vincent Blaauw: We do have a fisherman they are coming one by one to the venue

2022/12/12, 12:47 - Zukiswa - Delta BEC: Lets continue with the questions then?

2022/12/12, 12:47 - Vincent Blaauw: For sho

2022/12/12, 12:50 - Zukiswa - Delta BEC: Answer Yes or No for question 2.13 for me and substantiate with a photo

2022/12/12, 12:51 - Vincent Blaauw: Yes

2022/12/12, 12:51 - Vincent Blaauw: IMG-20221212-WA0102.jpg (file attached)

2022/12/12, 12:52 - Zukiswa - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/12, 12:53 - Vincent Blaauw: Yes

2022/12/12, 13:03 - Zukiswa - Delta BEC: Please send a photo: fishers guided to the data capturers

2022/12/12, 13:06 - Vincent Blaauw: IMG-20221212-WA0110.jpg (file attached)

2022/12/12, 13:10 - Zukiswa - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/12, 13:11 - Vincent Blaauw: Yes

2022/12/12, 13:11 - Zukiswa - Delta BEC: Please send a photo if there is any: data capturer friendly

2022/12/12, 13:13 - Vincent Blaauw: IMG-20221212-WA0111.jpg (file attached)

2022/12/12, 13:13 - Zukiswa - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/12, 13:16 - Vincent Blaauw: No

2022/12/12, 13:18 - Zukiswa - Delta BEC: Why are they not form marked with R

2022/12/12, 13:27 - Vincent Blaauw: Only unregistered applications are marked with a big UR for unregistered

2022/12/12, 13:28 - Zukiswa - Delta BEC: Noted

2022/12/12, 13:29 - Zukiswa - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/12, 13:29 - Vincent Blaauw: Yes

2022/12/12, 13:36 - Zukiswa - Delta BEC: Any photo supporting this statement

2022/12/12, 13:39 - Vincent Blaauw: Only foto

2022/12/12, 13:39 - Vincent Blaauw: IMG-20221212-WA0111.jpg (file attached)

2022/12/12, 13:40 - Vincent Blaauw: Only foto

2022/12/12, 13:41 - Zukiswa - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/12, 13:43 - Vincent Blaauw: No

2022/12/12, 13:44 - Fritz - Delta BEC: Is there a reason for that?

2022/12/12, 13:44 - Fritz - Delta BEC: Are there any applicants who have no signed

2022/12/12, 13:45 - Vincent Blaauw: Thumbprint is out of order but they will use inkpen

2022/12/12, 13:45 - Fritz - Delta BEC: Noted

2022/12/12, 13:46 - Zukiswa - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/12, 13:49 - Vincent Blaauw: Yes

2022/12/12, 13:49 - Vincent Blaauw: IMG-20221212-WA0117.jpg (file attached)

2022/12/12, 13:51 - Zukiswa - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/12, 13:54 - Vincent Blaauw: Yes

2022/12/12, 13:54 - Vincent Blaauw: IMG-20221212-WA0118.jpg (file attached)

2022/12/12, 13:55 - Zukiswa - Delta BEC: 2.21 Are data capturers competing the first part of the fishers application forms?

2022/12/12, 13:58 - Vincent Blaauw: Yes

2022/12/12, 13:58 - Zukiswa - Delta BEC: Proof

2022/12/12, 13:59 - Fritz - Delta BEC: Please send a picture where we can either see "complete" or "incomplete"

2022/12/12, 14:00 - Vincent Blaauw: No foto only one capture for the day so far

2022/12/12, 14:04 - Vincent Blaauw: IMG-20221212-WA0121.jpg (file attached)

2022/12/12, 14:05 - Zukiswa - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form

2022/12/12, 14:10 - Vincent Blaauw: Yes

2022/12/12, 14:10 - Vincent Blaauw: IMG-20221212-WA0123.jpg (file attached)

2022/12/12, 14:11 - Zukiswa - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/12, 14:13 - Vincent Blaauw: Yes

2022/12/12, 14:23 - Zukiswa - Delta BEC: Please send proof

2022/12/12, 14:28 - Vincent Blaauw: IMG-20221212-WA0124.jpg (file attached)

2022/12/12, 14:29 - Zukiswa - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/12, 14:31 - Vincent Blaauw: Yes

2022/12/12, 14:32 - Zukiswa - Delta BEC: Please share a photo

2022/12/12, 14:38 - Vincent Blaauw: IMG-20221212-WA0125.jpg (file attached)

2022/12/12, 16:09 - Vincent Blaauw: IMG-20221212-WA0128.jpg (file attached)

2022/12/12, 16:09 - Vincent Blaauw: IMG-20221212-WA0129.jpg (file attached)

2022/12/12, 16:12 - Zukiswa - Delta BEC: 2.25 Did the venue close at 16:00?

2022/12/12, 16:12 - Zukiswa - Delta BEC: Thank you for taking part in the data collection process, it was a pleasure to work with you.

2022/12/12, 16:13 - Vincent Blaauw: Yes

2022/12/12, 16:13 - Vincent Blaauw: 💛

7.4 ISSUES RAISED

Table 7-4: Distribution -Data collected

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
Only applicants that are unregistered get their applications marked with a "UR"	N/A
Thumbprint pad is not working, the team is using an ink pen.	Yes

8 VERIFICATION

8.1 OVERVIEW

The verification process is where the DFFE team goes through each application to assess whether they are successful or not. The successful applicants then get placed on a list, whereas the unsuccessful applicants will receive reason of decision (RoD) letters and get the opportunity to appeal.

The protocol that the DFFE team issued to be followed was initially changed in January 2023. The updated protocol indicates that there will no longer be a moderation team and that there will only be assessment and quality control teams.

The DFFE noted that they have set out two weeks to complete the verification process and issue the successful applicants list. It should be noted that the DFFE team was not able to complete the verification process in the timeframe they had initially set out to.

Initially, the DFFE was going to have 3 teams to assess applications. On the day the process commenced, the DFFE indicated that they would have 6 teams.

8.2 OBSERVER FORUM INVOLVEMENT

DFFE specifically noted that they would prefer to have Delta BEC employees as observers due to the sensitive nature of the information that is being reviewed. Due to budgetary constraints, the Delta BEC is unable to observe after 10 February 2023.

It has been noted that the DFFE team will continue to record all the sessions through Stowie-M who is providing a recording service.

8.3 ASSESSMENT TEAM

The table below presents the findings for the region, start date, and end date and elaborates on the observer responsible for this location with his/her comments.

ITEM	DESCRIPTION
Region	sc/scc
Actual Start Date	25 January 2023
End Date	Delta BEC's appointment ends on 10 February 2023. DFFE will continue with the verification process
Observer	Delta BEC

Table 8-1: Verification-Overview

8.3.1 CRITERIA TO BE MET FOR THE VERIFICATION PHASE TO BE SUCCESSFUL

This section presents the questions asked to the observers via WhatsApp and captures their responses in a table format.

Tabl	e 8-1: Verificatio	n - Criteria to be m	et						
DATE	TEAM	OBSERVER	ATTENDANCE*	CHECKING COMPLETENESS*	IS THE ASSESSMENT TEAM MARKING THE VERIFICATION FORMS AS EITHER "COMPLETE" OR "INCOMPLETE"?	SUCCESSFUL OR UNSUCCESSFUL*	RESERVED APPLICATIONS*	IS THE ASSESSMENT TEAM PROVIDING DETAILED REASONS FOR THE OUTCOMES OF THE APPLICATIONS?	IS THE ASSESSMENT TEAM CAPTURING ALL INFORMATION AND OUTCOMES ON AN ELECTRONIC DATABASE FOR EVERY APPLICANT, COMMUNITY AND REGION?
25-JAN-23	TEAM: 1, 2, 3	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
26-JAN-23	TEAM 3	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
27-JAN-23	TEAM 3	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
30-JAN-23	TEAM 3A	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
31-JAN-23	TEAM 3A	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
01-FEB-23	TEAM 3A	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
02-FEB-23	TEAM 3A	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
03-FEB-23	TEAM 3A	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	YES	YES	YES	YES	YES	YES	YES
06-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
07-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES

Table 8-1: Verification - Criteria to be met

08-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
09-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
10-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
*Attendance *Checking cor	npleteness	• T • F • S • O Ensure th Is the DF • t • a • a	ollowing team membe eam leader (SSFM Dep isheries community de ecretariat (Stowie-M) Observer ne Delta BEC attendan FE checking the follow he verification form is Il Required Questions Il required supporting	outy Director) evelopment worker (F ce register is signed. ving criteria of the app signed by the applica (with three asterisk * documents in line wi	CDW) There needs to be a n plications?: ant; ***) are completed; ith the criteria are atta	ached.		
*Successful or	r unsuccessful	decided Confirm • S. • 1 • A	sessment team markin in 1.2? what the 4 qualifying A citizen 8 years or older t least 10 years accum 1ajority of livelihood s	criteria are. nulative experience		ful" or "Unsuccessful"	based on the 4 qualif	ying criteria as well a
*Reserved ap	oplications		he assessment team i those applications as		lecision whether a ve	erification form is "co	mplete"/"incomplete	" or "successful"/"un

	YES
	YES
s.	
а	s the success criteria
n	successful", are they

8.3.1.1 Issues

Table 8-2: Coments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAM 1, 2, 3	The team did not get through the 50 pilot applications as planned. Going through the applications took a lot longer than expecte
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a documen
02	26 JAN 2023	TEAM 1, 2, 3	There was no space for the teams to mark an application either "Complete" or "Incomplete". The observer forum raised this, and forms.
03	02 FEB 2023	TEAM 1, 2, 3	The team agreed to go through all the applications that were previously marked as unsuccessful. The review of these application to consider" document. The changes came about during a plenary meeting.
04	06 FEB 2023	TEAM 1A	No FCDW present.
05	06 FEB 2023	TEAM 1B	No FCDW present
06	07 FEB 2023	TEAM 1A	No FCDW present.
07	07 FEB 2023	TEAM 1B	No FCDW present.
			Teams finished early due to there not being water in the building.
08	08 FEB 2023	TEAM 1A	No FCDW present.
			The camera used to record the meeting has a full memory, recording took place through Microsoft teams.
			For a portion of the day the deputy directors left for a meeting. Some of the teams continued assessing applications without the
09	09 FEB 2023	TEAM 1A	No FCDW present.
10	09 FEB 2023	TEAM 1B	No FCDW present.
11	10 FEB 2023	TEAM 1A	No FCDW present.
12	10 FEB 2023	TEAM 1B	No FCDW present.

cted and the team only got through 4.

ented by DFFE.

and Abongile made the adjustment on the google

ons came about due to the change in the "issues

he deputy directors present.

8.3.2 DATA COLLECTED:

This section presents the evidence collected in the form of attendance registers, photos, and signed observation checklists.

Table 8-3: Verification - Data collected

#	DATA COLLECTED	YES/NO
1	Attendance register	Yes
2	Photos	Yes
3	Checklist signed by all parties involved	Yes

8.3.2.1 Attendance register

			A		ATTENDANC	E REGISTER		forestry, fisheries & the environment Dearment Republic or south Articca	
			CLIENT NAME	Department of Environment, Forestry and Fis	heries		DATE	26/01/2023	
			PROJECT NAME	Rights Allocation Process			TIME	10-30	
			MEETING TYPE	Assessment of Venification	Forms				
			VENUE	Foretnust Rividing, 3rd floor,	Main Boardies	٨.			
			ATTENDEE INFOR	MATION	CONTACT INFORMAT	ION		SIGNATURE	
			Name	PULENG GOLDLO	Email WGolo	10 @ dyre gov. 20	~	King	
			Company	DFFE	Mobile 068	10 Odyre 900.20 29 4 5967		Hitlashlo	
			Designation	TREAMICAL ASSISTANT - ADMIN	Office O21	402 3060		North Contract -	
			Name	Zukisa Mpayipeli	Email WCSS	260 gmail. Co	on c	05	
			Company	Stowie-M	Mobile CT9 40	560 290		×1	
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			Company	Nkgabiseng Sgosengoe	Mobile 0821	Social Goo	-121	16 GOD	
			Designation	Team Koicdinator	Office 021	102 377	6	Control of the second s	
			Name	Elma Adams	Email Eada	ns C dla. go	1.20	-	
			Company	DARE	Mobile of w	33 1360		tal	
				TECH. WENBER	Office			(F)-	
			Name	ANDISWA NOTA	Email cinota@	2 defe you za		and	
			Company Designation	DFFE DRIVER	Mobile DG36	60022		Jul 21.	
		ATTENDANCE REGISTER		forestry, fisheries & the environment.			15	ATTENDANCE REGISTER	& the énviror Department Republic of south
LIENT NAME	Department of Environment, Forestry and Fis	heries	DATE	27-01-2023	ATTENDEE INF	ORMATION	Ard seen	CONTACT INFORMATION	SIGNATURE
PROJECT NAME			TIME	00:30	Name	ANDSWA Nor	ra		
MEETING TYPE	Assessment							Email ANOTE O de on 7 a	ML
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/ENUE	Forebrist Building 3" d'le	er, Lloin boardroom.			Company Designation			Mobile 063 616 0085 Office	Alter
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CUENT NAME	Department of Environment, Forestry		30-01-2023
PROJECT NAM		TIME	10 - 00
VENUE	Main Bourdream - 5rd Flo		
ATTENDEE INF		CONTACT INFORMATION	SIGNATURE
Company	Nhlanhla NLOS; DFFE	Email NANKOST Nontosi @ daye-go Mobile 078 458 0911	1.20
Designation Name	Nozuko NTSokorA	Office Forefunst	A
Company Designation	DFFE Secretaria	Mobile 0837045227 Office East London	NENtsha
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Designation	Observer	Office	p
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Designation	Driver	Office Port Edward,	
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Δ	DELTA	ATTENDANCE REGISTER	forestry, fisheries & the environment
	Department of Environment, Forestry	y and Fisheries DATE	50 - 01 - 2023.
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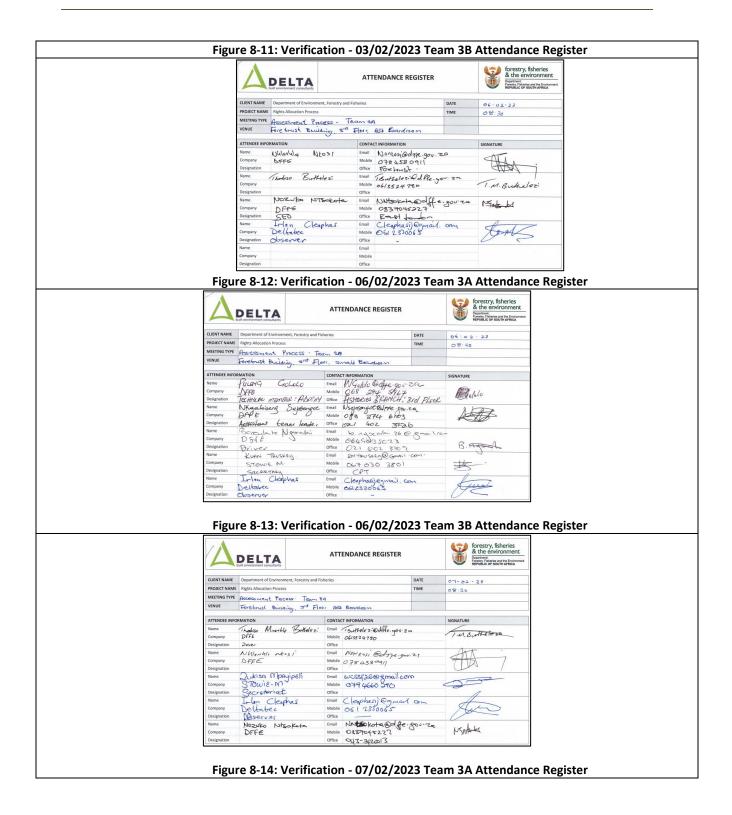
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CLIENT NAME	Department of Environment, Forestry and Fi	isheries	DATE	10.02:23
PROJECT NAME	Rights Allocation Process		TIME	
MEETING TYPE	Assessment Process Ten	141 SB		
VENUE	Forctrust Building 3rd F			
ATTENDEE INFO	RMATION	CONTACT INFORMATION		SIGNATURE
Name	PULENG GOLOLO	Email Cololo Oche 900	rza '	and the second se
Company	DFFE	Mobile 068 294 5964	2 /	Mathalula
Designation	TECHNICH MEMBERiffon	In office 3rd floor Small B	earchoom	Anni Cachart
Name	SIWAPHINE BAMBELD	Email WG666019 WC68F1900gn	nailcom	d
Company	STOWIE-M	Mobile 067 187 2449 0		
Designation	SECRETARIAT	office Brd floor small Boo	irdroom	Ŷ
Name	Nkgabisenp Sapsengee	Email Negabory Southe gov.	202	1 121
Company	ope 0	Mobile 083 276 6103		ACTO
Designation	Assistant Team leader	Office 021 (102 3726		and .
Name	Parahure	Email Bereder Alla		
Company	DSIE	Mobile 0,84 90330-2		3 A
Designation	Draver	Office		
Name	Inton Cleephas	Email Cleaphasi) Dogmail.	com	1-1-2
Company	Deltabec	Mobile 061 233 0065		Goffie
Designation	observer.	Office		\mathcal{A}

8.3.2.2 Photo's

Handed over to DFFE as part of the information pack.

8.3.2.3 Checklist signed by all parties involved

Scanned copies were handed over to DFFE as part of the information pack.

8.4 QUALITY CONTROL TEAM

The quality control process was initially meant to happen every Friday afternoon once the assessment team have finished for the day. This did not happen; on the first two Fridays, the teams had not completed enough applications to warrant the quality control team meeting. The team only met on the third Friday (10/02/2023).

8.4.1 QUALITY CONTROL TEAM

The table below presents the findings for the region, start date and end date and elaborates on the observer responsible for this location with his/her comments.

ITEM	DESCRIPTION
Region	SC/SCC
Actual Start Date	25 January 2023
End Date	Delta BEC's appointment ends on 10 February 2023. The DFFE will continue with the verification process along with Stowie-M.
Observer	Fritz Swanepoel - Delta BEC

Table 8-4: Verification– Ove

8.4.2 CRITERIA TO BE MET FOR THE QUALITY CONTROL TO BE SUCCESSFUL

This section presents the questions asked to the observers via WhatsApp and captures their responses in a table format.

Tabl	e 8-5. Vermeation	n – Quality control				1		1		
DATE	TEAM	OBSERVER	*ATTENDANCE	IS THE QUALITY	HOW MANY	HOW MANY OF THE	IS THE QUALITY	WHERE THE	IS THE QUALITY	IS THE REASONING
				CONTROL TEAM	APPLICATIONS HAS	APPLICATIONS HAS	CONTROL TEAM	QUALITY CONTROL	CONTROL TEAM	FOR WHY
				CHECKING A SMALL	THE QUALITY	THE QUALITY	PROVIDING FINAL	TEAMS DECISION	COMPILING A FINAL	APPLICANTS ARE
				SAMPLE OF THE	CONTROL TEAM	CONTROL TEAM	DECISIONS ON THE	DIFFERS FROM	LIST OF	UNSUCCESSFUL
				APPLICATIONS	BEEN GIVEN TO	MADE FINAL	APPLICATIONS	THAT OF THE	"SUCCESSFUL"	BEING COMPILED
				PROVIDED BY THE	MAKE FINAL	DECISIONS ON?	THAT THEY HAVE	ASSESSMENT TEAM,	APPLICANTS?	AND STORED?
				ASSESSMENT	DECISIONS ON?		BEEN GIVEN?	HAS THE QUALITY		
				TEAM?				CONTROL TEAM		
								PROVIDED A		
								DETAILED		
								EXPLANATION?		
25-JAN-23	TEAM: 1, 2,	FRITZ								
	3	SWANEPOEL	NO	YES	14	0	NO	NO	NO	YES
L	1									

Table 8-5: Verification – Quality control criteria to be met

*Attendance	Are the following team members present for the quality control day:
	Chairperson (SSFML Director)
	Assessment team leaders (SSFM Deputy Directors)
	Fisheries community development workers (FCDW) d. Secretariat (Stowie-M)
	Observer Ensure the Delta BEC attendance register is signed.
	There needs to be a new attendance register for every day of the verification process

8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

	. comments and issue	5	
#	DATE	TEAM	COMMENTS/ISSUES
01	10 FEB 2023	TEAM 1, 2, 3	No FCDW's were present
02	10 FEB 2023	TEAM 1, 2, 3	The quality control team went through the applications that were reserved by the assessment teams. They went comment, and then sent it back to the assessment teams to assess again.

ent through the applications, provided their

8.4.3 DATA COLLECTED

This section presents the evidence collected in the form of attendance registers, photos, and signed observation checklists.

Table 8-7: Verification - Data collected

#		DATA COLLECTED	YES/NO
1	A	ttendance register	Yes
2	C	hecklist signed by all parties involved	Yes

8.4.3.1 Attendance register

Δ	DELTA	ELTA ATTENDANCE REGISTER			forestry, fisheries & the environment.		ATTENDANCE REGISTER			forestry, fisheries & the environment Department Perutikic of south Africa	
CLIENT NAME	Department of Environment, Forestry and Fi	sheries		DATE	10 Feb 2023	ATTENDEE INFO	RMATION	CONTA	CT INFORMATION	SIGNATURE	
PROJECT NAME	Rights Allocation Process			TIME	11:30			Email KNTHUSKEY@GENNI.COM.		SIGNATORE	
MEETING TYPE	Quality Control Process - Te	t consi	2 and 3			Company	KUAN TAUSKED	Mobile		-	
VENUE	MRM Boardroom, 3th Floor, Fo	and a set	Rulding				STOWIE M. SECRETARY	Office	067 030 3801	4	
	1 1 00000000000000000000000000000000000	Carrie	Genong			Designation	Sector they	0.000000	CPT	_	
ATTENDEE INFO	RMATION	CONTA	T INFORMATION		SIGNATURE	Name		Email			
Name	Fritz Swanappel	Email	file surper Carrel	000	0-1	Company		Mobile			
Company	Della BEC	Mobile	074 557 0461		Br	Designation		Office			
Designation	Rojeck Monoger Observer	Office				Name		Email			
Name	NUlanula Nosi	Email	Noncosi@ daze.g	04.29		Company		Mobile			
Company	DFFE	MODINE	0+8 458 0911			Designation		Office			
Designation	TEAM 3 Chair (60)	Office	Fortrust Build	109	4111	Name		Email			
Name	Sindian Signus	Email	ssignedile.gov	cen	0	Company		Mobile			
Company	DFFE	Mobile	0714140671		$ \times$	Designation		Office			
Designation	Theom Z Choir (PD)	Office			9	Name		Email		_	
Name	Benacia Anthi	Email	bomilis c differ que.	2.0		Company		Mobile			
Company	Diffe	Mobile	033 227 5837		65	Designation		Office			
Designation	The back I Luc)	Office	CPT 10		110	Name		Email			
Name Company	Abargele Nggangwa	Email Mobile	A. Nogungue @ off 060 508 7014.	e.gav. za	Allank .	Company		Mobile			
Designation	Director	Office	0605087014.		- ANN	Designation		Office			
Designation	Exace 10.	office			1.11	Desgnation		Office			

8.4.3.2 Checklist signed by all parties involved

Scanned copies handed over to the DFFE.

9 CONCLUSION

This annexure contains the summarised findings collected from the observers during all processes. The findings in this document are not Delta BEC's assumptions, but what was received from the observation teams.