# 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 41
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	95%
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	Elim Community Hall
Planned Start Date	19 September 2022
Actual Start Date	19 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-20220919-WA0076 Die Kosmandjie Shoppe Struisbaai".
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.
Effect on applicants	The project is on track to be completed as committed by the department
Additional Comments	No observer forum had been formed by the time DFFE commence 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:		<b>PUBLIC NOTICE</b> Department of forestry, fisheries and the environment rolling out western cape small- scale fisheries vehification, registration, deglaration, and rights allocation
1.1	<ul> <li>Visitation schedule</li> </ul>	Yes	The Department of Forestry, Feaheries and the Environment (DFFE) is in the process of rolling out the new vertification, enginetation, declaration, and right aslocation process for the example of the term in the Viewlam Cape. The process will only be open to the community merices who participated in the Initial process a 2016. Or the regarding of the term in the Viewlam Cape. The process of provide the term in the term of regarding on the Initial process and 2016. The regarding of the Viewlam Cape. The process many lowest document on the day of regarding on an unceller a methy documentation in preparation of the regarding of the Viewlam Cape. The process many lowest document of the day of regarding of the day of the
1.2	<ul> <li>Location of the venues</li> </ul>	Yes	A template of the provy-later can be retrieved from the nearest Fatheries Compliance Offices of the DFFE. Nature in the influenza process
1.3	<ul> <li>Dates and times for distribution and receipting</li> </ul>	Yes	DOTING CONTROLVENDESSERVENDE           DOTING CONTROLVENDESSERVENDE           CONTROLVENDESSERVENDE         CONTROLVENDESSERVENDESSER         CONTROLVENDESSERVENDESSERVENDESSER         CONTROLVENDESSERVENDESSERVENDESSER         CONTROLVENDESSERV
1.4	<ul> <li>Documents required for registration</li> </ul>	Yes	Excutanear         Oscidentar Community Hat         19 September 2022         6 October 2022         19 Revender 2022         6 Revender 2022           Manage         Biorrage Accommunity Hat         19 September 2022         7 Statution         19 Revender 2022         6 Revender 2022         8 Revender 2022
1.5	That forms     are free	Yes	For more information, plasse contrast 021 402 2014. ISSUED BY THE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT
2	Were the posters put up at the venue and other locations as stated?	N/A	This 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	

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

### 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.

	CRITERIA TO BE MET	YES/NO		
1	Have SMSs been sent with the following information:			
1.1	Visitation schedule	No		
1.2	Location of the venues			
1.3	Dates and times for distribution and receipting			
1.4	Documents required for registration			
1.5	That forms are free	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			
1	Radio broadcast communicated the following:			
1.1	Visitation schedule	No		
1.2	Location of the venues			
1.3	<ul> <li>Dates and times for distribution and receipting</li> </ul>	No		
1.4	<ul> <li>Documents required for registration</li> </ul>	No		
1.5	That forms are free	No		
2	Was a copy of the broadcast message provided?	No		
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.

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

ITEM	DESCRIPTION		
Venue	Elim Community Hall		
Planned Start Date	04/10/2022		
Actual Start Date	04/10/2022		
Data collector	Nolo-Department		
Effect on applicants	The project is on track to be completed		
Additional Comments	None		

## 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.

#	CRITERIA TO BE MET	YES/NO	PHOTO EVIDENCE
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	See below item 4 and 5, venue arranged and open
2	Did the venue open on time?	Yes	See below item 4 and 5, venue arranged and open

#### Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	YES/NO	PHOTO EVIDENCE
3	Has an attendance register been signed by all parties including the observer forum?	Yes	
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	

#### 4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Elim Community Hall to report on the observations made during the day of the distribution process. The conversations held on the WhatsApp group is presented below (Table 4-3: WhatsApp conversation for Table 7 item 1,2,3,4 and 5), indicating the correspondence received from the observer for the distribution process.

#### Table 4-3: WhatsApp conversation for Table 7 item 1,2,3,4 and 5

2022/09/23, 14:56 - 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, 14:56 - You created group "Elim Comm Hall OF"

2022/10/04, 08:17 - You added Sindisa Sigam

2022/10/04, 08:20 - Isaac - Delta BEC: Good Morning, this group will be used for communication regarding this venue (Name of the group) 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.

2022/10/04, 08:21 - Sindisa Sigam: Nolly Nolz Seshabela.vcf (file attached)

2022/10/04, 08:21 - Sindisa Sigam: Team leader here is Nolo

2022/10/04, 08:21 - Isaac - Delta BEC: Thanks S.

2022/10/04, 08:22 - You added Nolly Nolz Seshabela

2022/10/04, 08:22 - Isaac - Delta BEC: Good morning Nolo

2022/10/04, 08:45 - Nolly Nolz Seshabela: Good Morning

2022/10/04, 09:02 - Isaac - Delta BEC: @27672557608 are you at the venue?

2022/10/04, 09:03 - Nolly Nolz Seshabela: Yes Sir

2022/10/04, 09:04 - Isaac - Delta BEC: Is the venue open on time?

2022/10/04, 09:06 - Nolly Nolz Seshabela: Correct

2022/10/04, 09:07 - Isaac - Delta BEC: May I have a picture supporting this statement.

2022/10/04, 09:14 - Nolly Nolz Seshabela: Sorry busy setting up chairs

2022/10/04, 09:14 - Nolly Nolz Seshabela: IMG-20221004-WA0018.jpg (file attached)

2022/10/04, 09:14 - Nolly Nolz Seshabela: IMG-20221004-WA0019.jpg (file attached)

2022/10/04, 09:15 - Isaac - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms?

2022/10/04, 09:18 - Nolly Nolz Seshabela: We use the same venues for collection. The date i will confirm shortly

2022/10/04, 09:19 - Nolly Nolz Seshabela: 8th November

2022/10/04, 09:21 - Isaac - Delta BEC: Did the process commence on time?

2022/10/04, 09:22 - Nolly Nolz Seshabela: Yes the registrations started 08:59 we still on it

2022/10/04, 09:27 - Isaac - Delta BEC: May I please get a picture.

2022/10/04, 09:28 - Nolly Nolz Seshabela: IMG-20221004-WA0023.jpg (file attached)

Is this sufficient?

2022/10/04, 09:29 - Nolly Nolz Seshabela: We will start with the program 9:30am

2022/10/04, 09:30 - Nolly Nolz Seshabela: IMG-20221004-WA0024.jpg (file attached)

Started

2022/10/04, 09:33 - Isaac - Delta BEC: Yes, it is sufficient. Thank you.

2022/10/04, 09:34 - Nolly Nolz Seshabela: 🙏

2022/10/04, 09:40 - Nolly Nolz Seshabela: IMG-20221004-WA0027.jpg (file attached)

The participant is Xhosa, so his form is explained to him in Xhosa.

2022/10/04, 09:42 - Isaac - Delta BEC: Has an attendance register being signed by all parties including the Observer Forum?

2022/10/04, 09:43 - Nolly Nolz Seshabela: Yes everyone is here and has signed, we have 2 proxies.

2022/10/04, 09:43 - Isaac - Delta BEC: May I get a picture.

2022/10/04, 09:43 - Nolly Nolz Seshabela: IMG-20221004-WA0031.jpg (file attached)

Register 1 of 2

2022/10/04, 09:44 - Nolly Nolz Seshabela: IMG-20221004-WA0034.jpg (file attached)

2of 2, please indicate if it is visible enough.

2022/10/04, 09:48 - Isaac - Delta BEC: Yes

2022/10/04, 09:48 - Fritz - Delta BEC: Please ensure you send a picture of the register which your team has signed.

2022/10/04, 09:49 - Nolly Nolz Seshabela: Noted, i am busy ensuring that everyone signs as well.

#### Good morning Fritz

2022/10/04, 09:56 - Nolly Nolz Seshabela: IMG-20221004-WA0042.jpg (file attached)

Still on it

2022/10/04, 09:56 - Nolly Nolz Seshabela: The gentleman is explaining the form, as soon as he is done he will sign and i will send it through.

2022/10/04, 10:23 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?

2022/10/04, 10:26 - Nolly Nolz Seshabela: Yes

2022/10/04, 10:26 - Nolly Nolz Seshabela: Session done.

2022/10/04, 10:31 - Nolly Nolz Seshabela: IMG-20221004-WA0060.jpg (file attached)

The DFFE and Stowie M officials attendance register

2022/10/04, 10:33 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers that forms can be filled on the day of verification?

2022/10/04, 10:35 - Nolly Nolz Seshabela: You mean on the day of receipting? I do not understand this question

2022/10/04, 10:40 - Fritz - Delta BEC: Hi, today is verification form collection day, the day of verification is the same as receipting.

2022/10/04, 10:41 - Fritz - Delta BEC: The question then reads as follows: on the day of form collection (today), did the DFFE members explain to the fishers tat the forms can be filled in on the day of verification (receipting)?

2022/10/04, 10:50 - Nolly Nolz Seshabela: Verification only happens after receipting (the day of collecting) the completed documents from the applicants so please clarify if you are referring to that day since verification will be done by a verification panel as per explanation in the declaration section of the form

2022/10/04, 11:08 - Nolly Nolz Seshabela: To answer you question

The fishers are told to not fill in the form in the venue, we are giving them 30 days to fill in the form at the comfort of their home and also so they are able to get assistance from their families incases where they are not able to write etc.

However we do emphasize that there is a call centre number that they can call for any kind of assistance, in cases where they are stuck while filling in the form. We will take them through the form step by step,

Another option we give is, on the day when we will be collecting the completed verification form (receipting), for the participants to bring in the form and leave the sections where they do not understand because we will be paging in through the verification forms to see if everything is completed.

However with this option we emphasize that all the necessary supporting documents must be attached and brought along on this day as it will be last day of collecting the completed forms.

Also please note tha Stowie M officials are the ones doing the explanation of the form.

2022/10/04, 11:58 - Isaac - Delta BEC: Are there any further comments or concerns regarding the above question?

2022/10/04, 12:06 - Nolly Nolz Seshabela: Not from my side

2022/10/04, 13:33 - Isaac - Delta BEC: IMG-20220928-WA0033.jpg (file attached)

Hi, @27672557608, if throughout the day any of the above criteria is not met please do let us know. If there are any other concerns with the process please bring them to our attention as they happen.

2022/10/04, 13:52 - Nolly Nolz Seshabela: We are done for the day, every participant came if not proxy was collected.

1.2.1. Yes

1.2.2. Yes

1.2.3. Yes

1.2.4. Yes

2022/10/04, 13:53 - Isaac - Delta BEC: Thanks for your assistance today.

2022/10/04, 14:35 - Nolly Nolz Seshabela: Pleasure Isaac

# 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.

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

ITEM	DESCRIPTION
Venue	Bredasdorp Thusong Centre
Date	19/10/2022
Data Collection	Rowina Europa – Observer Forum

# 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.

Tap	e 5-2: 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	<image/>		
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes			

#### Table 5-2: 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	

## 5.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Bredasdorp Thusong Centre 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, 11:53 - 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, 11:53 - You created group "C-A:D. Retreat Hall"

2022/10/17, 12:49 - You changed the subject from "C-A:D. Retreat Hall" to "C-A:D. Bredasdorp: T\_C"

2022/10/19, 08:11 - You added Rowina Europa

2022/10/19, 08:15 - Isaac - Delta BEC: Good Morning @27839378293, this group will be used for communication regarding this venue Bredasdorp Thusong 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.

2022/10/19, 08:20 - Rowina Europa: Goodmorning 👍

2022/10/19, 08:54 - Rowina Europa: I'm at the venue officials are here

2022/10/19, 08:55 - Isaac - Delta BEC: May I please have a picture?

2022/10/19, 08:55 - Rowina Europa: IMG-20221019-WA0001.jpg (file attached)

2022/10/19, 08:56 - Rowina Europa: Busy setting up

2022/10/19, 08:56 - Rowina Europa: IMG-20221019-WA0003.jpg (file attached)

2022/10/19, 08:57 - Rowina Europa: IMG-20221019-WA0004.jpg (file attached)

2022/10/19, 08:58 - Isaac - Delta BEC: Was the venue open on time?

2022/10/19, 08:58 - Rowina Europa: Yes

2022/10/19, 09:00 - Isaac - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/19, 09:02 - Rowina Europa: Yes

2022/10/19, 09:04 - Isaac - Delta BEC: May I please have a picture?

2022/10/19, 09:05 - Rowina Europa: IMG-20221019-WA0005.jpg (file attached)

2022/10/19, 09:06 - Rowina Europa: It was distributed on the whatsapp groups and messages was send out

2022/10/19, 09:15 - Isaac - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/19, 09:18 - Rowina Europa: IMG-20221019-WA0008.jpg (file attached)

2022/10/19, 09:18 - Rowina Europa: Yes

2022/10/19, 09:19 - Rowina Europa: IMG-20221019-WA0009.jpg (file attached)

2022/10/19, 09:25 - Isaac - 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

2022/10/19, 09:26 - Rowina Europa: Yes

2022/10/19, 09:26 - Isaac - Delta BEC: May I please have a picture?

2022/10/19, 09:27 - Rowina Europa: IMG-20221019-WA0010.jpg (file attached)

2022/10/19, 09:27 - Rowina Europa: IMG-20221019-WA0011.jpg (file attached)

2022/10/19, 09:31 - Isaac - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 09:37 - Rowina Europa: No

2022/10/19, 09:40 - Isaac - 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

2022/10/19, 09:40 - Rowina Europa: Yes

2022/10/19, 09:41 - Isaac - Delta BEC: May I please have a picture?

2022/10/19, 09:42 - Rowina Europa: IMG-20221019-WA0016.jpg (file attached)

2022/10/19, 09:50 - Rowina Europa: IMG-20221019-WA0023.jpg (file attached)

2022/10/19, 09:50 - Rowina Europa: IMG-20221019-WA0024.jpg (file attached)

2022/10/19, 09:53 - Rowina Europa: IMG-20221019-WA0028.jpg (file attached)

2022/10/19, 09:55 - Isaac - 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

2022/10/19, 09:56 - Rowina Europa: Yes

2022/10/19, 09:58 - Isaac - Delta BEC: May I please have a picture?

2022/10/19, 09:59 - Rowina Europa: IMG-20221019-WA0033.jpg (file attached)

2022/10/19, 10:19 - Isaac - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 10:19 - Rowina Europa: No

2022/10/19, 10:22 - Rowina Europa: IMG-20221019-WA0036.jpg (file attached)

2022/10/19, 10:43 - Isaac - Delta BEC: Is everything still going smoothly @27839378293

2022/10/19, 10:44 - Rowina Europa: Yes

2022/10/19, 12:44 - Isaac - Delta BEC: IMG-20221007-WA0110.jpg (file attached)

Hi, @27839378293, if throughout the day any of the above criteria is not met please do let us know. If there are any other concerns with the process please bring them to our attention as they happen.

2022/10/19, 12:48 - Rowina Europa: Will do

2022/10/19, 17:45 - Rowina Europa: Everything went smooth

2022/10/19, 17:54 - Isaac - Delta BEC: Thanks for your assistance @27839378293 much appreciated. Have a pleasant evening.

2022/10/19, 18:00 - Rowina Europa: 🙏

# 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	Elim Community Hall
Date new poster was put up	24/11/2022
Original Planned Start Date	08/11/2022
Updated Planned Start Date	14/12/2022

#### 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. Figure 6-1 shows the digital poster, whereas Figure 6-2 shows the physical poster in the areas

	SOUTH COAST (OVE	RBERG)			SOUTH COAST (OVE	RBERG)	
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 -	1
Vermaaklikheid/ Riversdale/ San Sebastian	Slangrivier Community Hall	13 December 2022	09:00 -16:00	COMMONITY	VENUES	15 DECEMBER 2022)	1
Slangrivier				Blompark	Blompark VGK/ URC Hall	07 December 2022	0
Gouritzmond	Gouritzmond Community Holl	12 December 2022	09:00 -16:00	Hawston	Unumber Thursday Control	09 December 2022	0
Stillbaai	Stilbaai Community Hall	14 December 2022	09:00 -16:00	Hawston	Hawston Thusong Centre	09 December 2022	0
Melkhoutfontein				Paradise Park			
Stanford	Kiewiet Hall	08 December 2022	09:00 -16:00	Westdene	Hermanus Multi-Purpose	09 December 2022	09
Arniston/Waenhuiskraans	Arniston Community Hall	15 December 2022	09:00 -16:00	Zwelihle	Centre		
Bredarsdorp	Bredasdorp Thusong Centre	12 December 2022	09:00 -16:00	Mt Pleasant			
Struisbaai	Struisbaai Community Hall	13 December 2022	09:00 -16:00	Kleinmond	Proteadorp Community Hall	06 December 2022	09
Elim	Elim Community Hall	14 December 2022	09:00 -16:00	Pringle Bay			
Buffelsjagbaai	Buffelsjag Community Hall	15 December 2022	09:00 -16:00	ringle bdy			
Eluxolweni	Eluxolweni Community Hall	05 December 2022	09:00 -16:00	Betty's Bay			
Masakhane (Gansbaai)	Masakhane Community Hall	06 December 2022	09:00 -16:00				

Figure 6-1: Mobilisation for Receipting - New Poster



Figure 6-2: Mobilisation for Receipting - Poster at venue

# 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	Elim Community Hall
Original Planned Start Date	08/11/2022
Updated Planned Start Date	14/12/2022
Actual Start Date	14/12/2022
Data collector	Rowina Europa
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: Rece	ipting- Criteria to	be met
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Was the venue opened at 08:30?	Yes	N/A
2	Is there an attendance register for the DFFE team and observer forum?	Yes	BURNETS ALLOCATIONS THE PLAY DEC (2013) THE P
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2
4	Is there an attendance register for the fishers to sign?	Yes	N/A
5	Are there electronic and paper copies of the registered fishers?	Yes	N/A
6	Is there an electronic checklist?	Yes	N/A

#### Table 7-2: Receipting- Criteria to be met

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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
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	N/A
14	Are fishers being guided to data capturers?	Yes	See above item 7

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
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?	Yes	N/A
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	N/A
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
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE " on fishers' forms after checking them?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
21	Are data capturers completing the first part of the fisher's application forms?	Yes	N/A
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	N/A
23	Are the data capturers stapling all the fisher's documentatio n?	Yes	N/A
24	Are the data capturers placing the stapled documentatio n in the labelled box next to them?	Yes	See above item 12
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	N/A

## 7.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Elim Community Hall 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

2022/11/29, 17:18 - 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.

2022/11/29, 17:18 - You created group "Struisbaai Receipting "

2022/11/29, 17:18 - You changed the subject from "Struisbaai Receipting " to "Elim Receipting"

2022/11/30, 10:22 - You added Sindisa Sigam

2022/12/14, 07:57 - You added Rowina Europa

2022/12/14, 07:57 - Isaac - 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 \*Elim Community Hall\*, 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.

2022/12/14, 08:32 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/14, 08:56 - Rowina Europa: Yes

2022/12/14, 08:58 - Isaac - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/14, 08:58 - Rowina Europa: Yes

2022/12/14, 08:59 - Isaac - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/14, 09:07 - Rowina Europa: IMG-20221214-WA0002.jpg (file attached)

2022/12/14, 09:07 - Isaac - Delta BEC: 2.4 Is there an attendance register for the fishers to sign?

2022/12/14, 09:08 - Rowina Europa: Yes 2022/12/14, 09:09 - Isaac - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers? 2022/12/14, 09:10 - Rowina Europa: Yes 2022/12/14, 09:11 - Isaac - Delta BEC: 2.6 Is there an electronic checklist? 2022/12/14, 09:13 - Rowina Europa: Yes 2022/12/14, 09:15 - Isaac - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms? 2022/12/14, 09:16 - Rowina Europa: Yes 2022/12/14, 09:19 - Isaac - Delta BEC: May I have a picture? 2022/12/14, 09:22 - Rowina Europa: IMG-20221214-WA0003.jpg (file attached) 2022/12/14, 09:23 - Isaac - Delta BEC: 2.8 Are there receipt books? 2022/12/14, 09:24 - Rowina Europa: Yes 2022/12/14, 09:25 - Isaac - Delta BEC: May I have a picture? 2022/12/14, 09:26 - Rowina Europa: IMG-20221214-WA0004.jpg (file attached) 2022/12/14, 09:28 - Isaac - Delta BEC: The data on the receipt shows yesterday's information. Are there receipt books for today? 2022/12/14, 09:35 - Rowina Europa: Yes 2022/12/14, 09:35 - Rowina Europa: IMG-20221214-WA0007.jpg (file attached) 2022/12/14, 09:36 - Isaac - Delta BEC: 2.9 Are there laptops set up? 2022/12/14, 09:36 - Rowina Europa: Yes 2022/12/14, 09:37 - Isaac - Delta BEC: May I have a picture? 2022/12/14, 09:40 - Rowina Europa: IMG-20221214-WA0010.jpg (file attached) 2022/12/14, 09:41 - Isaac - Delta BEC: 2.10 Do the laptops have internet connection? (Ask thelaptop operator to open google) 2022/12/14, 09:53 - Rowina Europa: IMG-20221214-WA0019.jpg (file attached) 2022/12/14, 09:53 - Isaac - Delta BEC: 2.11 Is there a video camera set up? 2022/12/14, 09:54 - Rowina Europa: Yes 2022/12/14, 09:54 - Isaac - Delta BEC: May I have a picture? 2022/12/14, 09:57 - Rowina Europa: IMG-20221214-WA0024.jpg (file attached)

2022/12/14, 09:58 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/14, 09:58 - Rowina Europa: Yes

2022/12/14, 09:59 - Isaac - Delta BEC: May I have a picture?

2022/12/14, 10:06 - Rowina Europa: IMG-20221214-WA0045.jpg (file attached)

2022/12/14, 10:29 - Rowina Europa: All the fishers in elim have signed

2022/12/14, 10:29 - Rowina Europa: Complete there forms

2022/12/14, 10:37 - Isaac - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/14, 10:46 - Rowina Europa: Yes

2022/12/14, 10:58 - Isaac - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/14, 11:06 - Rowina Europa: Yes

2022/12/14, 11:09 - Isaac - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/14, 11:11 - Rowina Europa: Yes

2022/12/14, 11:12 - Isaac - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/14, 11:13 - Rowina Europa: Yes

2022/12/14, 11:16 - Isaac - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/14, 11:17 - Rowina Europa: Yes

2022/12/14, 11:18 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/14, 11:18 - Rowina Europa: Yes

2022/12/14, 11:21 - Isaac - Delta BEC: May I have a picture?

2022/12/14, 11:21 - Rowina Europa: All the applicants signed

2022/12/14, 11:22 - Isaac - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/14, 11:22 - Rowina Europa: Yes

2022/12/14, 11:26 - Isaac - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/14, 11:42 - Rowina Europa: Yea

2022/12/14, 11:46 - Isaac - Delta BEC: 2.21 Are data capturers completing the first part of the fishers application forms?

2022/12/14, 11:47 - Rowina Europa: Yes

2022/12/14, 11:49 - Isaac - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/14, 11:49 - Rowina Europa: Yes

2022/12/14, 11:50 - Isaac - Delta BEC: May I have a picture?

2022/12/14, 11:53 - Rowina Europa: IMG-20221214-WA0078.jpg (file attached)

2022/12/14, 11:54 - Isaac - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/14, 11:54 - Rowina Europa: Yes

2022/12/14, 11:55 - Isaac - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/14, 11:56 - Rowina Europa: Yes

2022/12/14, 16:01 - Isaac - Delta BEC: Did the venue close at 16:00?

2022/12/14, 16:03 - Rowina Europa: 14h30

2022/12/14, 16:06 - Isaac - Delta BEC: Ok, thank you very much for your assistance today @27839378293

2022/12/14, 16:06 - Rowina Europa: Thanks

2022/12/14, 17:04 - Isaac - Delta BEC: Did you find any issues during the course of the day?

2022/12/14, 17:12 - Rowina Europa: No

# 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	npleteness	<ul> <li>Television</li> <li>Fi</li> <li>Second</li> <li>O</li> <li>Ensure the</li> <li>Is the DFI</li> <li>the</li> <li>the</li> <li>a</li> </ul>	ollowing team member eam leader (SSFM Dep isheries community de ecretariat (Stowie-M) bserver 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. ring criteria of the app signed by the applica (with three asterisk *	CDW) There needs to be a n plications?: int; ***) are completed;		er for every day of the	e verification process
*Successful or	unsuccessful	decided i Confirm S/ 18 A	sessment team markin in 1.2? what the 4 qualifying o A citizen 8 years or older t least 10 years accum 1ajority of livelihood si	criteria are. Julative experience		ful" or "Unsuccessful"	based on the 4 qualif	iying criteria as well a
*Reserved ap	plications		ne assessment team is those applications as '		lecision whether a ve	erification form is "co	mplete"/"incomplete	" or "successful"/"un

	YES
	YES
s.	
а	s the success criteria
ns	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, an 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:

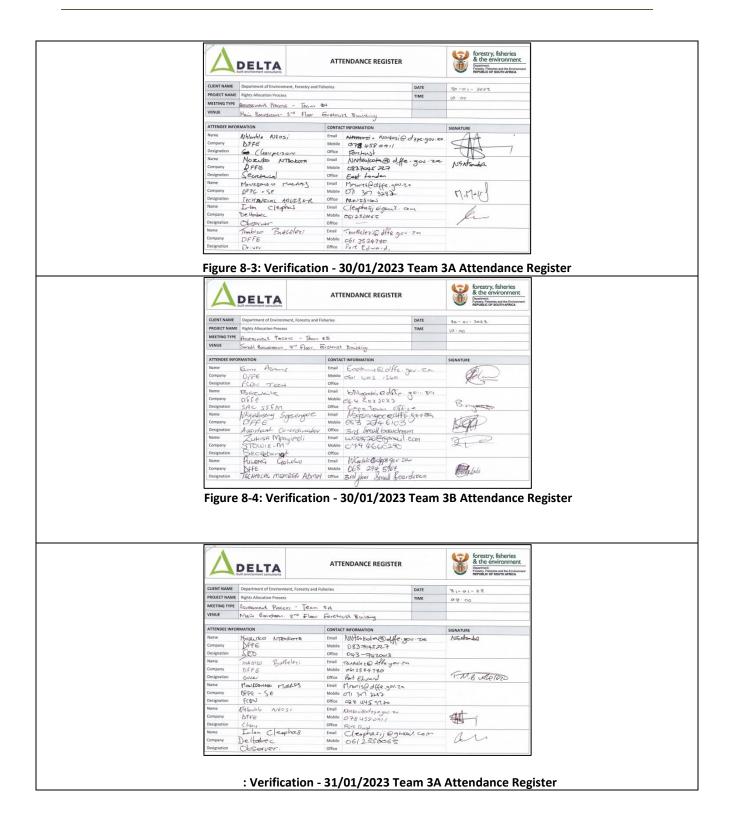
This section presents the evidence collected in the form of attendance registers, photos, and signed observation checklists.

#### 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

					ATTENDA	NCE REGISTER		E	orestry, fisheries & the environment separate errors, fishers and the Environment erroutle of south AFRica		
			CLIENT NAME	Department of Environment, Forestry and F	isheries		DATE	26/01/	2.42.2		
		,	PROJECT NAME	Rights Allocation Process			TIME	10 30			
		·	MEETING TYPE	Assessment of Venification	A Forms			11 14			
			VENUE	Foretnust Pinking, 3rd floor		com					
			ATTENDEE INFO	RMATION	CONTACT INFORM	NATION		SIGNATURE			
			Name	PULENG GIOLOLO			a	SIGNATORE			
			Company	DEFE	Mobile 069	01010@dyne.gov.z 8 29 4 596=	7	Andline	10		
			Designation	TECHNICAL ASSISTANT - ADMIN	y Office 021	402 3060		Linker .			
			Name	Zukisa Mpayipeli	Email WCS	\$260 gmail. C	com	0	5		
			Company	Stowie-M		4660290		25			
			Designation '	BECREterilet	Office	- 100					
			Company	Nkgabiseng Sgosengoe	Anapila Decito	a goc all byo	W. 200	- 1000			
			Designation	Team Koicdinator	Office	1 402 372	26				
			Name	Elma Adams	Email 200	dams Codta. g	N. 7Q	1			
			Company	DARE	Mobile 061	403 1360		1	$\sim$		
			Designation	TECH. WENBER	Office			(H	5		
			Name	ANDISNA NOTA	Email anot	a@dffe yor.za		ano			
			Company	DFFE		36160022		THE	5.		
			Designation	DRIVER	Office						
CLIENT NAME	DELTA built environment consultants	heries	DATE	Forestry, Fasheries and the Environs REPUBLIC OF SOUTH ATRICA			lants				Forestry, Faberies and the Environment REPUBLIC OF SOUTH AFRICA
PROJECT NAME	Rights Allocation Process		TIME	27-01-2023		INFORMATION			T INFORMATION	SIGNA	TURE
MEETING TYPE	Assessment			09.30	Name	ANDSWA N	ота	Email	ANOCA @ diffe . gov. 2	a	Alter
VENUE	Foretrust Building 3" dle	Lloin boardroom.			Company	OFFE		Mobile	043 616 0085		I/war a
	0.				Designatio	Durch		Office	-1 1		A
ATTENDEE INFO		CONTACT INFORMATION		SIGNATURE	Name Company	Irlon C Deltabec	leaphas	Email Mobile	Cleaphersij	_	11-
Name Company	BOITUMELO (HARANA - NXUBANI	Email behakana@gnaile	am		Designatio			Office	061 2330065	_	ye
Designation	DOPT. FORESTRY, FISHORIDE STIME GAURE FORW : TECHMICAL SUPPORT	Mobile 082 692 0111		Cottad	Name	n Observer		Email	211	P	-
Name	PULENG GOLOHO	Office MOBBL BAY Email WGololoOclefe 900- Mobile 068 294 5967	za		Company			Mobile			
Company	DFFE	Mobile 068 294 5967		MATH 11	Designatio	n		Office			
Designation	SENIOR ADMIN CLERK	Office FISHERIES BRI	ANCH	Mittillalala	Name			Email			
Name	Zukisa Mpayipeli	Email wessf26@gnail.c	OM.	22	Company			Mobile			
Company Designation	STOWIE-M	Mobile 079 4660 290		20	Designatio	n		Office			
Name	NKoabiseng Selosengoe.	Email NEGOSCAGO CONDER , 90	4.40	D	Name			Email			
Company	DBPE Selection	Mobile 983 2746103	mea.	AST	Company			Mobile			
Designation	Team (o-ordinator	Office Fisheries BRANC	H.	Cherry 1	Designatio	n		Office			
Name	Euro ADAMS	Email Eadaws@dffe.gov.		(A)	Name			Email			
Company	DFFE	Mobile 06/ 603 1360		- ( after	Company			Mobile			
Designation	FCDW: TECH SUPPORT	Office		45	Designatio	n		Office			
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Δ		ATTENDANCE REGISTE	R	forestry, fish & the enviro	In the Emilionment		nts	ATTENDANCE REGISTER	forestry, fisheries & the environment Department Republic of South Africa
CUENT NAME	Department of Environment, Forestry and Fis	sheries	DATE	51-01-2023	ATTENDEE IN	ORMATION	0	ONTACT INFORMATION	SIGNATURE
PROJECT NAME	Rights Allocation Process		TIME	08:00	Name	Irlon Cle			
MEETING TYPE	Assessment Process . Tear	~ 3B			Company	Deltabec		nail Cleophasij@gmail.com Iobile 0612330065	filop
VENUE	Small Boardroom, 3rd Floor	r. Foretrust Building			Designation	Observer		ffice	_ 2
ATTENDEE INFO	RMATION	CONTACT INFORMATION		SIGNATURE	Name	Coscioci		mail	
Name	PULENG GOLOLO	Email WGololo@dffe.ge	1.74	SIGNATIONE	Company		M	lobile	
Company	NECE	Mobile 068 294 194	7	MAR alale	Designation		0	ffice	
Designation	TECHNICAL MEMERICER: Abrin Dukisa Mpayipeli	Y Office FEHERIES &RANCH : 3	el por SmallBoods	com Mittlalele	Name		E	mail	
Name	Jukisa Mpayipeli	Email LOCSST26@Simel.com	0		Company		M	tobile	
Company	STOWIG-M	Mobile 0494666 290		2KO2	Designation		0	ffice	
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Company	Meaking Sojange	Email Asgesengec Odge. Mobile 083 274 6103	gara	AGM/	Company		M	lobile	
Designation	Assistant Co-ordinater	Office 021 402 37	2/-	01	Designation		0	ffice	
	BSENIAL Nopenia	Email Bazulare Ago	alai		Name		Er	mail	
Company	DELE	Mobile 064 903 5023			Company		M	lobile	
Designation	Priver	Office Lawrelow of PEF	104 70	ATT	Designation		0	ffice	
Name	Elmo Adams	Email Ecdams @ d He.	pu.za	ALI	Name		Er	mail	
	DATE	Mobile 06/ (103 1360	5	(Alder)	Company		M	lobile	
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Company Designation	RDW TCH	Office	Figur	re 8-5: 31/(	01/2023 Tea	am 3B A		ffice	
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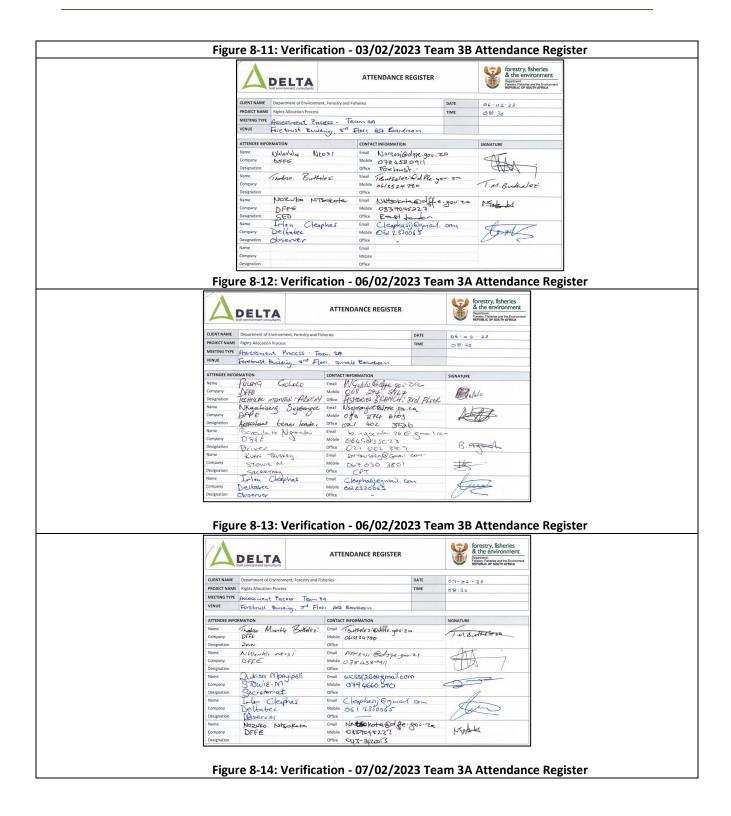
Figure 8-6: Verification - 01/02/2023 Team 3A Attendance Register

		ATTENDANCE REGISTER		& the environment Department Foresty, Falteries and the Environment REPUBLIC OF BOUTH AFRICA
CLIENT NAME	Department of Environment, Forestry and Fis	neries	DATE	01-02-2027
PROJECT NAME	Rights Allocation Process		TIME	08:10
MEETING TYPE	Assessment Process - Team 3	SP.		00.10
VENUE		r, Small Boardroom.		
ATTENDEE INFO	RMATION	CONTACT INFORMATION		SIGNATURE
Name	PULENG GOLOLO	Email NGoldo Ochur. 900	"za	1000 ·
Company	DFFE	Mobile 068 294 5967	L	anne la la
Designation	TECHNICAL MEMBER: ADMIN	Office FISHERIES REANCH		mingalace
Name	ZUKISA MPAYIPELI	Email WCSSF260gmail.	am	
Company	STOWIE-M	Mobile 079 4660 290		OND
Designation	Secretariet	Office		0
Name	Backine Nyzahi	Email Billesration of	Sr.	
Company	QFFE O	Mobile 3		
Designation	Oriver	Office 0644655023	2107	-13-r
Name	Nkgabiseng Sepsengoe	Email Kepsangoe Odteg	N-TR	1.00
Company	DFFE	Mobile 083 244 6103		1 Sold
Designation	Assistant Co-ordinator	Office 021 (02 375	h	the second secon
Name	Inlen Cleannes	Email Cheophasijague	il con	
Company	Dellaber	Mobile 061 2350065		X
Designation	observer.	Office		

Figure 8-7: Verification - 01/02/2023 Team 3B Attendance Register

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		ATTENDANCE REGISTER	forestry, fisheries & the environment
α	CUENT NAME Department of Environment, Fore	estry and Fisheries DATE	02-02-2023
	REGIECT NAME Rights Allocation Process MEETING TYPE ASSESSMEN ( Process	TIME	0:30
		2 <sup>rd</sup> Floor, Main Brandtoum.	
AT	ATTENDEE INFORMATION	CONTACT INFORMATION	SIGNATURE
	Name Monitautero Monuter Company DPDE-Sprechologic Gol	S Email Monorrisedfer. jou. 2a Artifrant Mobile DTI 30 3282	u a val
	Designation FCOW	Office	Minjery
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	iompany Delterbec	Email Cleaphasijegwaut.com Mobile 0612320665	t.
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Figure	e 8-8: Verificatio	n - 02/02/2023 Team 3	A Attendance Reg
		ATTENDANCE REGISTER	forestry, fisheries & the environment Department Republic of south Article
	CLIENT NAME Department of Environment, Fore		02-02-23
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	11000 1 100000	Floor, Small Boardigen	
	ATTENDEE INFORMATION	CONTACT INFORMATION	SIGNATURE
	Name PULENG GOLO Company DEFE	DLO Email NGololo Odyle.gov.za Mobile 068 294 5967	Amar
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Co	Company DFFE	Mobile Obi 403 1360	(the
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CLIENT NAME	Department of Environment, Forestry and F	isheries	DATE	10 02 23
PROJECT NAME	Rights Allocation Process		TIME	
MEETING TYPE	Assessment Process Teo	141 36		
	Foretrust Building 3rd F			
ATTENDEE INFO	RMATION	CONTACT INFORMATION		SIGNATURE
Name	PULENG GOLOLO	Email Cololo Occupe 900	1. za	Marine .
Company	DFFE	Mobile 068 294 5964	2 /	MAAntalala
Designation	TECHNICH MEMBERiffor	un office arch floor Small &	earchoom	A ministration
Name	SIWAPHINE BAMBELD	Email WESSFROLD WESSFIRRE	nailcom	d
Company	STOWIE-M	Mobile 067 187 2449 0		\$\$
Designation	SECRETARIAT	office 3rd floor small Boo	irdroom	Ŷ
Name	Nkgabisenp Sapsenger	Email Negabory Southe gov.	202	1 -1
Company	OPPE 0	Mobile 083 274 6103		ACTO
Designation	Assistant Team leader	Office 021 (102 3726		and .
Name	Parahue	Email Barcular U.G.		2
Company	DSIE	Mobile 084 903302		3AD
Designation	Drake	Office		
Name	Irlon Cleephas	Email Cleaphe sije og mail.	com	- tentres
Company	Deltabec	Mobile 061 233 0065		Goptie
Designation	observer.	Office		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- Overview

# 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.

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

*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

			•	
	#	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 wen 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

DELTA suit environment consultants	ATTENDANCE REGISTER		forestry, fisheries & the environment Department REPUBLIC OF SOTH AFRICA	Δ		ATT	ENDANCE REGISTER	forestry, fisheries & the environmen Department Republic of SouthArRock
Department of Environment, Forestry and Fis	heries	DATE	10 Feb 2023	ATTENDEE INFO	RMATION	CONTAC	TINFORMATION	SIGNATURE
Rights Allocation Process		TIME	11:30	Name Kings Tausran				and the second
Quality Control Rocess - Te	am 1,2 and 3			Company		Mobile		the is
MRM Braidicom, 3rd Floor, For	etruse Building			Designation	SECRETARY	Office		
PMATION			EXCALATURE	Name		Email		
			SIGNATORE	Company		Mobile		
			By	Designation		Office		
	Office		D'	Name		Email	CONTRACTOR OF THE PROPERTY OF T	
All-alls Nosi	Email Nookasia Janan	~		Company		Mobile		
DFFE	Mobile 078 1059 0911		-tan	Designation		Office		
TEAM 3 Chair (DD)	Office Freehrust P 11	100	4412	Name		Email		
Sindia Storm	Email SERANDORE ANS	-	0	Company		Mobile		
DFFE	Mobile Orice 14067/		$\sim$	Designation				
Theom Z Choir (DD)	Office		3	Name		Email		
		2.		Company		Mobile		
	085 204 3134		65	100000000000000000000000000000000000000				
	Office CPT		110					
	Email A. Mooringhia Colf	e.gov. eg	HAR	20100034911				
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	Department of Invironment, Forestry and File Methia Academ Trocess Quality Control Rocess — Te Mill Devidecon, 2 <sup>nd</sup> Floor, Fore Mathon File Scrangeed Device Bec. Million We NEDS; DEFE DEFE DEFE DEFE DEFE DEFE DEFE DEFE DEFE	Department evaluates Department evaluates Department of Environment, Forestry and Fisheries Reper Abacation Process Ciulity Control Ricess - Team 1, 2 and 3 Reper Abacation Process Reper Denales Control Report Reper Structure Building Mathematical Report Reper Structure Report Control Report Denales Control Report R	Department conducts Department of Instroment, Forestry and Fisheries Department of Instroment, Source and	Department conducts of Environment, Forestry and Fisheries  Department of Environment, Source and	Department conducts     Date     No Feb 2023       Department of finitionnen, forestry and Fisheries     Date     No Feb 2023       Repartment of finitionnen, forestry and Fisheries     TIME     No Feb 2023       Repartment of finitionnen, forestry and Fisheries     TIME     No Feb 2023       Repartment of finitionnen, forestry and Fisheries     TIME     No Feb 2023       Repartment of finitionnen, Software     Contract wootware     No Feb 2023       Repartment of finitionnen, Software     Contract wootware     No Feb 2023       Repartment of finitionnen, Software     Contract wootware     No Feb 2023       Repartment of finitionnen, Software     Contract wootware     No Feb 2023       Name     Contract wootware     On Feb 2023     No Feb 2023       Name     Contract wootware     On Feb 2023     No Feb 2023       Name     Contract wootware     On Feb 2023     No Feb 2023       Styles     Styles     Styles     Styles     No Feb 2023       Styles     Styles     Styles     Styles     Styl	Department ormalistic     DATE     10 FED 2023       Internationation of finiteness     DATE     10 FED 2023       Internationation of finiteness     TIME     11:30       Objective Roads     TIME     11:30       Objective Roads     TIME     11:30       Objective Roads     TIME     11:30       Name     Kursh 26 Strands     Designation       Name     Contract NordMattion     Sciencepeel       March Designation     Sciencepeel     Mare       Name     Conserver, one     Date Strands       Name     Conserver, one     Sciencepeel       Mare     Conserver, one     Sciencepeel       Mare     Conserver, one     Sciencepeel       DFFE     Modele     OT a sept of the server, one       Name     Conserver, one     Sciencepeel       DFFE     Modele     OT a sept of the server, one       DFFE     Modele     OT a sept of the server, one       DFFE     Modele     OT a sept of the server, one       DFFE     Modele     OT a sept of the server, one       Standards     Standards     Standards       DFFE     Modele     OT a sept of the server, one       DFFE     Modele     OT a sept of the server, one       Standards     Standards	Department of Environment, Forestry and Fiberies     DATE     DO Fcb. 2023       Appartment of Environment, Forestry and Fiberies     TIME     11/30       Appartment of Environment, Forestry and Fiberies     Time     Environment, Forestry and Fiberies       Appartment of Environment, Forestry and Fiberies     Environment, Forestry and Fiberies     Appartment of Environment, Forestry and Fiberies       Appartment of Environment, Forestry and Fiberies     Environment, Forestry and Fiberies     Monte       Appartment of Environment, Forestry and Fiberies     Environment, Forestry and Fiberies     Monte       Appartment of Environment, Forestry and Fiberies     Environment, Forestry and Fiberies     Monte       Appartment of Environment, Forestry and Fiberies     Environment, Forestry and Fiberies     Monte       Appartment of Environment, Forestry and Fiberies     Environment, Forestry and Fiberies     Monte       Appartment of Environment, Forestry and Fiberies <t< td=""><td>Dispute     DATE     DO Feb 2023       Antimoment, formating and fibberies     DATE     DO Feb 2023       Appendix Accord Process     TIME     11130       Appendix Accord Process     TIME     TIME       Appendix Accord Process     TIME     TIME       Appendix Accord Process     TIME     TIME       Appendix Accord Process     TIME</td></t<>	Dispute     DATE     DO Feb 2023       Antimoment, formating and fibberies     DATE     DO Feb 2023       Appendix Accord Process     TIME     11130       Appendix Accord Process     TIME     TIME       Appendix Accord Process     TIME     TIME       Appendix Accord Process     TIME     TIME       Appendix Accord Process     TIME

#### Figure 8-22: Quality Control - 10/02/2023 Attendance Register

#### 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.