ANNEXURE AT: AREA 46

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 46
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	90%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	0%
RECEIPTING COMPLIANCE RATING	17%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	59%

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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.

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

ITEM	DESCRIPTION
Venue	Slangrivier Community Hall
Planned Start Date	19 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-WA0117 Slangrivier centre".
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 applicants were given one extra day to prepare to be at the distribution phase.
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.

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.

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

#	CRITER MET	IA TO BE	YES/NO						
1	•	O		DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN CAPE SMALL- SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND RIGHTS ALLOCATION The Department of Forestry, Fisheries and the Environment (DFFE) is in the process of rolling out the new verification, registration, declaration, and rights allocation process for the					
1.1	•	Visitation schedule	Yes	Community members for the registration and if community member member. "Fishing" or ' Community members	small-scale fishers in the Western Cape. The process will only be open to the community members who participated in the initial process in 2016. Community members will need to present their original/valid temporary identify document on the day of registration and should gather all necessary documentation in preparation for the registration and verification processes. If community members are unable to attend these meetings, as per the schedule, valid reasons include as an example a medical emergency or the death of an immediate family member. Fishing' or 'attending to other business' will not be regarded as valid reasons fron or attending the meetings. Community members must notify the DFFE prior to the meeting, on the number provided below, to arrange the authorisation of a proxy letter.				
1.2	•	Location of the venues	Yes	A template of the proxy letter can be retrieved from the nearest Fisheries Compliance Offices of the DFFE. Notes on the verification forms are not for sale. * Verification forms are not for sale. * Each verification forms with have a unique sequence number and the form should not be photocopied. * Each verification form with have a unique sequence number and the form should not be photocopied. * Commany in emploes will be given at if days to consider the form and office their verification forms. * Commany in emploes will be given at if days to consider the forms and collect all the required documentation. * The DFFE will collectificative all verification forms after 31 days at the same versues. * Commany's members will be given a receipt with a unique number, which will also be visible on the original verification form. The receipt will be used as proof that they have submitted the verification form. The process intelline will be as follows:					
	_	D-+				SOUTH COAST(OVER	BERG) REGION		
	•	Dates and		COMMUNITY	VENUE	ESTIMATED MOBILISATION DATE	ESTIMATED DISTRIBUTION DATE	DFFE COLLECTION DATE	REGISTRATION TIME
		times for		Vermaaklikheid/Riversdale/ San Sebastian	Vermaaklikheid Community Hall	19 September 2022	5 October 2022	9 November 2022	09:00-16:00
4.0		11 . 11	.,	Slangriver	Slangrivier Community Hall	19 September 2022	5 October 2022	9 November 2022	09:00-16:00
1.3		distribution	Yes	Gouritzmond	Gouritzmond Community Hall	19 September 2022	3 October 2022	7 November 2022	09:00-16:00
		and		Stillbaai Melkhoutfontein	Melkhoutfontein Community Hall	19 September 2022	4 October 2022	8 November 2022	09:00-16:00
		receipting		Stanford	Stanford Community Hall	14 September 2022	30 September 2022	4 November 2022	09:00-16:00
	•	Documents		Arniston / Waenhuiskraans	Arnistion Community Hall / Eagle Minitry	19 September 2022	6 October 2022	10 November 2022	09:00-16:00
		required		Bredasdorp	Thusong Centre / Welverdiend Library	19 September 2022	7 October 2022	11 November 2022	09:00-16:00
1.4			Yes	Struisbaai	Struisbaai Community Hall / Struisbaai Library	19 September 2022	3 October 2022	7 November 2022	09:00-16:00
		for		Elim	Elim Community Centre	19 September 2022	4 October 2022	8 November 2022	09:00-16:00
		registration		Buffelsjag	Buffelsjag Community Centre	19 September 2022	5 October 2022	9 November 2022	09:00-16:00
		0.5		Eluxolweni	Eluxolweni Community Hall	19 September 2022	6 October 2022	10 November 2022	09:00-16:00
				Masakhane (Gansbaai)	Masakhane Community Hall	19 September 2022	7 October 2022	11 November 2022	09:00-16:00
				Blompark	Blompark Community Hall	14 September 2022	29 September 2022	3 November 2022	09:00-16:00
				Hawston	Hawston Thusong Centre	14 September 2022	28 September 2022	2 November 2022	09:00-16:00
				Paradise Park					
	 That forms 	.,	Westdene Zwelihle	Moffat Community Hall	14 September 2022	28 September 2022	2 November 2022	09:00-16:00	
1.5		f	Yes	Zwelihle Mt Pleasant	-				
		are free		Mt Pleasant Kleinmond	Proteasdorp Community Hall	14 September 2022	29 September 2022	3 November 2022	09:00-16:00
				Pringle Bay	, and the same of				
				Betty's Bay	1				
				Middleton	Botriver Community Hall	13 September 2022	30 September 2022	4 November 2022	09:00-16:00
I .				Botriver					

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

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 - Bulk SMS's criteria to be met

	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	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 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.

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

	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?	No
3	Was a letter from the radio station provided stating the dates the message aired?	No
4	Is there correspondence from DFFE to the radio stations?	No

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	Slangrivier Community Hall
Planned Start Date	05/10/2022
Actual Start Date	05/10/2022
Data collector	Department
Effect on applicants	The project is on track to be completed as committed by the department
Additional Comments	N/A

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.

Table 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	N/A
2	Did the venue open on time?	Yes	N/A
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	N/A
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	N/A

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Slangrivier 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 (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.

2022/09/27, 10:19 - 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.

2022/09/27, 10:19 - You created group "Vermaaklikheid Comm Hall"

2022/10/05, 08:13 - 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.

2022/10/05, 08:14 - Isaac - Delta BEC: Good morning @27714140671, can you please allocate us a DFFE to observe in this venue.

2022/10/05, 09:08 - Isaac - Delta BEC: @27714140671?

2022/10/05, 09:24 - Sindisa Sigam: Contact person here will be Monriqueco

2022/10/05, 09:24 - Sindisa Sigam: MonriquecoM.vcf (file attached)

2022/10/05, 09:25 - You added MonriquecoM

2022/10/05, 09:25 - Isaac - Delta BEC: Good morning @27713073282

2022/10/05, 09:32 - MonriquecoM: Good morning

2022/10/05, 09:42 - Isaac - Delta BEC: Are you at the venue

2022/10/05, 09:43 - MonriquecoM: No. We were there. Currently at Slangriver Community Hall

2022/10/05, 10:59 - Isaac - Delta BEC: What happened?

2022/10/05, 11:03 - MonriquecoM: In Vermaaklikheid 3 confirmed that they will be attend, but only 1 person attended.

We went through the application form, explanatory notes and explained the affidavit forms with the 1 person.

2022/10/05, 12:06 - Fritz - Delta BEC: Please give an update of what is happening

2022/10/05, 12:27 - MonriquecoM: We attended to 3 applicants at Slangriver venue . 1 of the applicants requested for 8 proxy letters for applicants on the list that she usually assist.

2022/10/05, 12:27 - MonriquecoM: Apology. 4 applications with 3 registered and 1 proxy applicant that was collecting for 8 people on the lis

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.

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

ITEM	DESCRIPTION
Venue	Stillbaai Community Hall
Date	21/10//2022
Data Collection	Nola - DFFE

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.

Table 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	GEMEENSKAPSAAL / COMMUNITY HALL					
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	SERICA CELINARY LOW Date: 31 Cellular Joses NAME NAME NAME NAME PO 3032 Share IM Verecia De Net Lan Teustey All 10: 3033 Stowns M Stown					

#	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	N/A
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	N/A

5.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Stillbaai Community 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, 11:48 - 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, 11:48 - Isaac created group "C-A:D. Hanberg Multipur."

2022/10/17, 11:48 - Isaac added you

2022/10/17, 12:52 - Isaac changed the subject from "C-A:D. Hanberg Multipur." to "C-A:D. Stillbaai"

2022/10/21, 08:44 - Zukiswa: Hi @27714140671 kindly allocate an official for this venue

2022/10/21, 10:32 - Isaac added +27 61 194 3443

2022/10/21, 09:48 - Isaac: Hi @27714140671 please remember to allocate someone for this venue.

2022/10/21, 09:52 - Fritz - Delta BEC: Please contact Nola and find out if they are servicing this venue

2022/10/21, 09:52 - Isaac: Ok

2022/10/21, 10:33 - Isaac: Good Morning *@27611943443 * , this group will be used for communication regarding this venue *C-A-D. STILLBAAI* , 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.

2022/10/21, 10:34 - Isaac: Was the venue opened on time?

2022/10/21, 10:34 - +27 61 194 3443: No

2022/10/21, 10:34 - Isaac: Did the event commence on time?

2022/10/21, 10:37 - +27 61 194 3443: No

2022/10/21, 10:38 - Isaac: May I please have pictures of the venue?

2022/10/21, 10:39 - +27 61 194 3443: IMG-20221024-WA0016.jpg (file attached)

2022/10/21, 10:40 - +27 61 194 3443: IMG-20221024-WA0015.jpg (file attached)

2022/10/21, 10:40 - Isaac: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/21, 10:41 - +27 61 194 3443: Yes

2022/10/21, 10:41 - Isaac: This message was deleted

2022/10/21, 10:45 - Isaac: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/21, 10:46 - +27 61 194 3443: Yes

2022/10/21, 10:46 - Isaac: May I please have a picture of the register?

2022/10/21, 10:49 - +27 61 194 3443: IMG-20221024-WA0013.jpg (file attached)

2022/10/21, 10:49 - Isaac: 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

2022/10/21, 10:50 - +27 61 194 3443: Yes

2022/10/21, 10:50 - Isaac: May I please have a picture?

2022/10/21, 10:51 - +27 61 194 3443: IMG-20221024-WA0012.jpg (file attached)

2022/10/21, 10:53 - Isaac: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms? Yes or No

2022/10/21, 10:53 - +27 61 194 3443: Yes

2022/10/21, 10:53 - Isaac: May I please have a picture?

2022/10/21, 11:40 - Isaac: Is it still quiet?

2022/10/21, 11:40 - +27 61 194 3443: Yes

2022/10/21, 13:02 - Isaac: Do we have any people coming in?

2022/10/21, 13:07 - +27 61 194 3443: No

2022/11/11, 14:50 - Zukiswa: This message was deleted

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.

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

ITEM	DESCRIPTION
Venue	Slangrivier Community Hall
Date new poster was put up	29/11/2022
Original Planned Start Date	09/11/2022
Updated Planned Start Date	13/12/2022

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.



Figure 6-1: Mobilisation for Receipting – New poster

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Figure 6-2: Mobilisation for Receipting – Poster in area

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	Slangrivier Coommunity Hall
Original Planned Start Date	09/11/2022
Updated Planned Start Date	13/12/2022
Actual Start Date	13/12/2022
Data collector	Monriqueco – DFFE
	The observer got sick
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 to 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: Receipting - Criteria to be met

#	CRITERIA TO BE MET	WHAT SAPP EVIDE NCE (YES/N O)	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	SSP BIGHT AUGUSTANCE DEED 13 (n) 300 TEMPORATE MEGISTRA PROMOBINE TO THE STATE COMPANY SOMETIME PROMOBINE TO THE STATE OF SAME OF
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
7	Is there a stamp pad for complete or incomplete forms?	Yes	N/A
8	Are there receipt books?	Yes	N/A

#	CRITERIA TO BE MET	WHAT SAPP EVIDE NCE (YES/N O)	PHOTO EVIDENCE
9	Are there laptops set up?	Yes	N/A
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	N/A
11	Is there a video camera set up?	Yes	N/A
12	Are there clearly labelled boxes for storing the applications?	Yes	N/A
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	N/A
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

#	CRITERIA TO BE MET	WHAT SAPP EVIDE NCE (YES/N O)	PHOTO EVIDENCE
18	Are the data capturers adding a thumbprint where applicants have not signed?	Yes	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 it?	Yes	N/A
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 documentation?	Yes	N/A
24	Are the data capturers placing the stapled documentation in the labelled box next to them?	Yes	N/A

#	CRITERIA TO BE MET	WHAT SAPP EVIDE NCE (YES/N O)	PHOTO EVIDENCE
25	Are there Stowie- M and DFFE team leaders assisting and explain 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 Slangrivier 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, 17:21 - 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, 17:21 - You created group "Slangrivier Receipting"

2022/11/30, 10:23 - You added Sindisa Sigam

2022/12/13, 08:02 - 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 *Slangrivier*, 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.

2022/12/13, 08:03 - You added Sarah Niemand

2022/12/13, 08:03 - 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 *Slangrivier*, 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.

2022/12/13, 09:01 - Sarah Niemand: PTT-20221213-WA0001.opus (file attached)

2022/12/13, 09:12 - Isaac - Delta BEC: @27714140671 please can you allocate a DFFE member for us at this venue.

2022/12/13, 10:51 - Sindisa Sigam: MonriquecoM.vcf (file attached)

2022/12/13, 10:52 - Sindisa Sigam: We will ask Monriqueco to assist with Observing in this venue

2022/12/13, 10:58 - Fritz - Delta BEC: Hi Isaac, please add them and get the ball rolling

2022/12/13, 10:59 - You added MonriquecoM

2022/12/13, 10:59 - 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 *Slangrivier*, 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.

2022/12/13, 10:59 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/13, 11:15 - MonriquecoM: Yes

2022/12/13, 11:16 - Isaac - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/13, 11:43 - MonriquecoM: Yes

2022/12/13, 11:48 - Isaac - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/13, 11:56 - MonriquecoM: IMG-20221213-WA0136.jpg (file attached)

Other 2 colleagues are still finding out what are issues with people we are expecting because no one has showed up yet

2022/12/13, 11:57 - Isaac - Delta BEC: Ok, we can continue when people start showing up.

2022/12/13, 12:00 - Fritz - Delta BEC: Please let us know as soon as there are fishers

2022/12/13, 12:01 - MonriquecoM: 🐴

2022/12/13, 12:11 - Sarah Niemand: null

2022/12/13, 12:35 - MonriquecoM: IMG-20221213-WA0146.jpg (file attached)

Updated list

2022/12/13, 12:36 - Isaac - Delta BEC: Have people started walking in?

2022/12/13, 12:41 - MonriquecoM: Not yet. We expect 3 people

2022/12/13, 13:24 - Fritz - Delta BEC: Has anyone arrived yet?

2022/12/13, 13:47 - MonriquecoM: We made contact with the 3 applicants and all of them said that they are not interested anymore.

They said this process was a waste of time because it took too long.

Below is the applicants that we made contact with.

- 1. Olynn Bejamin Isaac
- 2. Pieters Benjamin Isaac
- 3. Pieters Corina Magdelena

2022/12/13, 13:49 - MonriquecoM: The 3 Slangrivier applicants

2022/12/13, 16:04 - Isaac - Delta BEC: Did the venue close at 16:00?

2022/12/13, 17:14 - MonriquecoM: Yes

2022/12/13, 17:24 - Isaac - Delta BEC: Thanks for your assistance today @27713073282

2022/12/13, 17:29 - MonriquecoM: 🙏

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.

Table 8-1: Verification-Overview

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

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.

Table 8-1: Verification - Criteria to be met

Tab		n - Criteria to be m	iet						
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

08-FEB-23 TEAM 3A		IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
09-FEB-23			NO	YES	YES	YES	YES	YES	YES
	ТЕАМ ЗВ	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
10-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
	ТЕАМ ЗВ	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES	YES
*Attendance									
 18 years or older At least 10 years accumulative experience Majority of livelihood should be dependent on small scale fishing 									
*Reserved applications Where the assessment team is unable to make a decision whether a verification form is "complete"/"incomplete" or "successful"/"unsuccessful "unsuccessful"/"unsuccessful "unsuccessful"/"unsuccessful "unsuccess							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 expected and the team only got through 4.	
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a documented by DFFE.	
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 Abongile made the adjustment on the google 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 applications came about due to the change in the "issues 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 deputy directors present.	
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.	

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

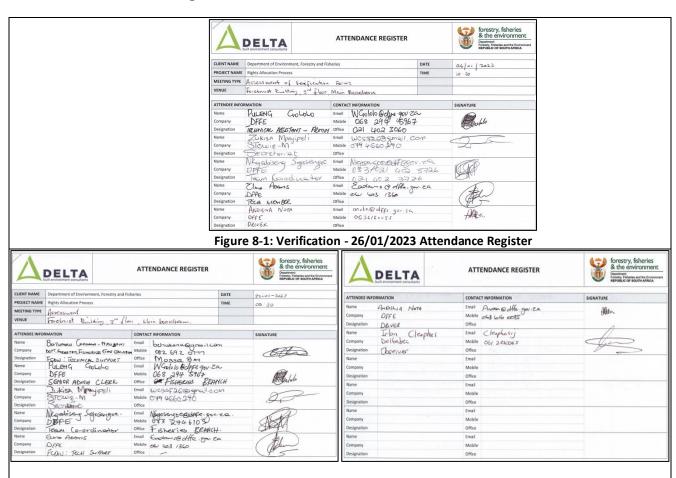


Figure 8-2: Verification - 27/01/2023 Attendance Register

P22080 REPORTS 02 46 REV 00 - SLANGRIVIER AREA 46

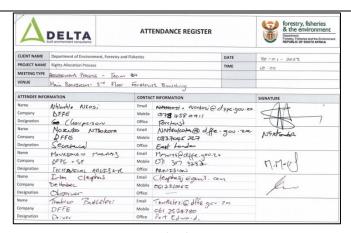
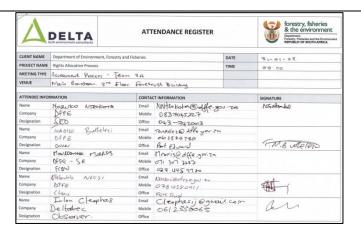


Figure 8-3: Verification - 30/01/2023 Team 3A Attendance Register



Figure 8-4: Verification - 30/01/2023 Team 3B Attendance Register



: Verification - 31/01/2023 Team 3A Attendance Register



Figure 8-5: 31/01/2023 Team 3B Attendance Register



Figure 8-6: Verification - 01/02/2023 Team 3A Attendance Register



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

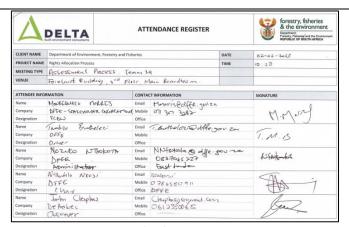


Figure 8-8: Verification - 02/02/2023 Team 3A Attendance Register



Figure 8-9: Verification - 02/02/2023 Team 3B Attendance Register



Figure 8-10: Verification - 03/02/2023 Team 3A Attendance Register



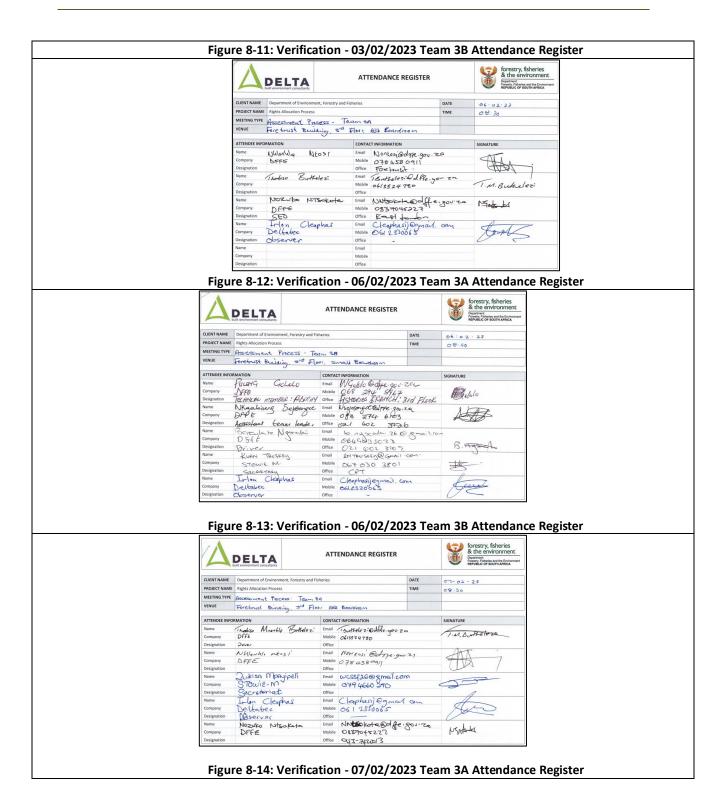




Figure 8-15: Verification - 07/02/2023 Team 3B Attendance Register



Figure 8-16: Verification - 08/02/2023 Team 3A Attendance Register



Figure 8-17: Verification - 08/02/2023 Team 3B Attendance Register

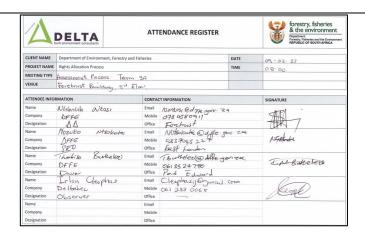


Figure 8-18: Verification - 09/02/2023 Team 3A Attendance Register



Figure 8-19: Verification - 09/02/2023 Team 3B Attendance Register



Figure 8-20: Verification - 10/02/2023 Team 3A Attendance Register



Figure 8-21: Verification - 10/02/2023 Team 3B Attendance Register

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.

Table 8-4: Verification-Overview

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					

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 8-5: Verification – 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 went through the applications, provided their comment, and then sent it back to the assessment teams to assess again.

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	Attendance register	Yes	
2	Checklist signed by all parties involved	Yes	

8.4.3.1 Attendance register



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

Checklist signed by all parties involved 8.4.3.2

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.