ANNEXURE A: AREA 01

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.

LOCATION	AREA 01
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	100%
VERIFICATION COMPLIANCE RATING	100%
AVERAGE COMPLIANCE RATING	87%

Table 1-1: Overview of observation

TABLE OF CONTENTS

ANNEXURE A: AREA 011		
1	INTRODUCTION	7
1.1	BACKGROUND	7
1.2	PURPOSE OF REPORT	8
1.3	STRUCTURE OF REPORT	8
2	APPROACH	9
3	MOBILISATION	_
3.1	OVERVIEW	
3.2	CRITERIA TO BE MET TO BE SUCCESSFUL	10
3.2.1	Poster	11
3.2.2	Bulk SMS's	12
3.2.3	RADIO BROADCAST	12
3.3	DATA COLLECTED:	13
3.3.1	OBSERVER FORUM FEEDBACK FORMS	13
3.3.2	LETTERS FROM VARIOUS SERVICE PROVIDERS	13
4	DISTRIBUTION	15
4.1	OVERVIEW	15
4.2	CRITERIA TO BE MET FOR DISTRIBUTION TO BE SUCCESSFUL	16
4.3	WHATSAPP MESSAGES	18
5	CATCH-ALL DISTRIBUTION	22
5.1	OVERVIEW	22
5.2	CRITERIA TO BE MET FOR CATCH-ALL DISTRIBUTION TO BE S	SUCCESSFUL23
5.3	WHATSAPP MESSAGES	25
6	MOBILISATION FOR RECEIPTING	29
6.1	OVERVIEW	29
6.2	NEW POSTER	29
7	RECEIPTING	31
7.1	OVERVIEW	31
7.2	CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL	32
7.3	WHATSAPP MESSAGES	
7.4	ISSUES RAISED	39
8	VERIFICATION	40
8.1	OVERVIEW	ERROR! BOOKMARK NOT DEFINED.
8.2	OBSERVER FORUM INVOLVEMENT	ERROR! BOOKMARK NOT DEFINED.
8.3	ASSESSMENT TEAM	ERROR! BOOKMARK NOT DEFINED.
8.3.1	CRITERIA TO BE MET FOR THE VERIFICATION PHASE TO BE SUCCESSFUL	
8.3.1.1	Comments/Issues	
8.3.2	DATA COLLECTED:	ERROR! BOOKMARK NOT DEFINED.
8.3.2.1	Attendance register	Error! Bookmark not defined.
8.3.2.2	Photo's	
8.3.2.3	Checklist signed by all parties involved	
8.4	QUALITY CONTROL TEAM	
8.4.1	QUALITY CONTROL TEAM	
8.4.2	CRITERIA TO BE MET FOR THE QUALITY CONTROL TO BE SUCCESSFUL	ERROR! BOOKMARK NOT DEFINED.

9	CONCLUSION	ERROR! BOOKMARK NOT DEFINED.
8.4.3.2	Checklist signed by all parties involved	Error! Bookmark not defined.
8.4.3.1	Attendance register	Error! Bookmark not defined.
8.4.3	DATA COLLECTED:	ERROR! BOOKMARK NOT DEFINED.
8.4.2.1	Comments/Issues	Error! Bookmark not defined.

LIST OF FIGURES

Figure 6-1: Mobilisation for Receipting – New poster	29
Figure 6-2: Mobilisation for Receipting – Poster at venue	30
Figure 8-1: Verification - 26/01/2023 Attendance Register	
Figure 8-2: Verification - 27/01/2023 Attendance Register	
Figure 8-3: Verification - 30/01/2023 Team 2A Attendance Register	Error! Bookmark not defined.
Figure 8-4: Verification - 30/01/2023 Team 2B Attendance Register	Error! Bookmark not defined.
Figure 8-5: Verification - 31/01/2023 Team 2A Attendance Register	Error! Bookmark not defined.
Figure 8-6: 31/01/2023 Team 2B Attendance Register	Error! Bookmark not defined.
Figure 8-7: Verification - 01/02/2023 Team 2A Attendance Register	Error! Bookmark not defined.
Figure 8-8: Verification - 01/02/2023 Team 2B Attendance Register	Error! Bookmark not defined.
Figure 8-9: Verification - 02/02/2023 Team 2A Attendance Register	
Figure 8-10: Verification - 02/02/2023 Team 2B Attendance Register	
Figure 8-11: Verification - 03/02/2023 Team 2A Attendance Register	
Figure 8-12: Verification - 03/02/2023 Team 2B Attendance Register	
Figure 8-13: Verification - 06/02/2023 Team 2A Attendance Register	
Figure 8-14: Verification - 06/02/2023 Team 2B Attendance Register	
Figure 8-15: Verification - 07/02/2023 Team 2A Attendance Register	
Figure 8-16: Verification - 07/02/2023 Team 2B Attendance Register	
Figure 8-17: Verification - 08/02/2023 Team 2A Attendance Register	
Figure 8-18: Verification - 08/02/2023 Team 2B Attendance Register	
Figure 8-19: Verification - 09/02/2023 Team 2A Attendance Register	
Figure 8-20: Verification - 09/02/2023 Team 2B Attendance Register	
Figure 8-21: Verification - 10/02/2023 Team 2A Attendance Register	
Figure 8-22: Verification - 10/02/2023 Team 2B Attendance Register	
Figure 8-23: Quality Control - 10/02/2023 Attendance Register	Error! Bookmark not defined.

LIST OF TABLES

Table 1-1: Overview of observation	II
Table 3-1: Mobilisation - Planned start vs Actual start	10
Table 3-2: Mobilisation – Poster criteria to be met	11
Table 3-3: Mobilisation - Bulk SMS's criteria to be met	12
Table 3-4: Mobilisation - Radio broadcast criteria to be met	12
Table 3-5: Mobilisation - Data collected	13
Table 4-1: Distribution - Planned start vs Actual start	15
Table 4-2: Distribution -Criteria to be met	16
Table 4-3: WhatsApp conversation, evidence for Table 8 item 1,2,3,4 and 5	21
Table 5-1: Catch-All Distribution - Date and Venue	22
Table 5-2: Distribution -Criteria to be met	23
Table 5-3: Catch-All Distribution - WhatsApp messages	25
Table 6-1: Mobilisation for Receipting - Overview of the process	29
Table 7-1: Receipting - Planned start vs Actual start	31
Table 7-2: Receipting - Criteria to be met	32
Table 7-3: Receipting - WhatsApp	37

Table 7-4: Distribution - Data collected39Table 8-1: Verification - Criteria to be metError! Bookmark not defined.Table 8-2: Verification - Data collectedError! Bookmark not defined.Table 8-3: Verification - OverviewError! Bookmark not defined.Table 8-4: Verification - Quality control criteria to be metError! Bookmark not defined.Table 8-5: Verification - Data collectedError! Bookmark not defined.

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, 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	Kwezi Hall
Planned Start Date	12 September 2022
Actual Start date	12 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-20220912-WA0065 Kwezi Hall-Gugulethu".
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

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

#	CRITERIA TO BE MET	YES/NO	
1	Have posters been designed with the following information:		PUBLIC NOTICE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN CAPE SMALL- SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND RIGHTS ALLOCATION
1.1	Visitation schedule	Yes	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 small-scale fairnes in the Western Cape. The process will only to open to the community members who participated in the Initial process is 2016. Our the registration and verification present their original/valid temporary indepth document on the optimised and doubt glame after an descayed occumentation in preparation of the registration and verification and verification and verification.
1.2	 Location of the venues 	Yes	If community members are unable to attend these meetings, as per the schedule, vaid reasons include as an example a medical emergency or the death of an immediate family member. "Fathing" of "attending of both relusions" of mild not be regarded as vaid reasons for not learning 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. A template of the proxy letter can be retrieved from the nearest Flatheries Compliance Offices of the DFFE. Notes on the verification process • Verification forms are not for sale. Each verification forms will have a unique sequence number and the form should not be photocopiet. Each verification form will have a unique sequence number and the form should not be photocopiet. Each verification forms will have a unique sequence number and the form should not be photocopiet. Community members will be given 31 days to complete the forms and collect all the required documentation. The DFFE will collectorison and instruction forms and solded all the required documentation. • Community 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 examined for the verification form the receipt will be used as proof that they have examined for the verification form.
1.3	 Dates and times for distribution and receipting 	Yes	The process timeline will be as follows:
1.4	 Documents required for registration 	Yes	Nanover Park Community Centre 12 September 2022 27 September 2022 1 November 2022 09:80-16:30
1.5	 That forms are free 	Yes	Transport Verbit

#	CRITERIA TO BE MET	YES/NO	
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	See Item 2 Above

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?	

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?	
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

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	Khwezi Hall
Planned Start Date	26/09/2022
Actual Start Date	26/09/2022
Data collector	Bridget Oppelt – Observer Forum
Effect on applicants	The project is on track to be completed as committed by the department
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.

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	Cact
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	25/07/2022 Kuczi Holl Gragulatu Stree Romant. 26/07/2022 Kuczi Holl Gragulatu Stree Romant. 27 Mer. Kuczi Samonoma Spiele Street of 252551971 population of 25251971 pop

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

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Kwezi 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, evidence for Table 4-2 item 1,2,3,4 and 5, indicating the correspondence received from the observer for the distribution process.

```
2022/09/23, 13:32 - 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, 13:26 - Isaac created group "Kwezi Hall Observer Forum"
2022/09/23, 13:32 - Isaac added you
2022/09/23, 13:32 - Isaac added Zukiswa
2022/09/23, 14:14 - Isaac removed +27 74 337 0461
2022/09/23, 14:14 - Isaac added Fritz - Delta BEC
2022/09/26, 10:52 - Isaac added Bridgette Oppelt
2022/09/26, 11:04 - Desire - Deltz BEC: Morning Bridgette
Are you at the venue.?
2022/09/26, 11:05 - Bridgette Oppelt: Yes I am in guguletu
2022/09/26, 11:05 - Bridgette Oppelt: IMG-20220926-WA0000.jpg (file attached)
2022/09/26, 11:06 - Desire - Deltz BEC: Was the venue open on time?
2022/09/26, 11:07 - Desire - Deltz BEC: Thank you for the pictures and sent more later
2022/09/26, 11:07 - You started a call
2022/09/26, 11:09 - Bridgette Oppelt: Yes ...your ppl came a little bit late but as we all
know this is the first day so it is a pilot for today ..tomorrow for the other areas they
must come in time as other communities are more challenging
2022/09/26, 11:10 - Desire - Deltz BEC: Was the venue on time?
2022/09/26, 11:10 - Bridgette Oppelt: Yes
2022/09/26, 11:11 - Bridgette Oppelt: Dffe officials also early at the venue to prepare
seating ect
2022/09/26, 11:11 - Desire - Deltz BEC: Is the the DFFE officials there?
2022/09/26, 11:12 - Desire - Deltz BEC: Wonderful
2022/09/26, 11:12 - Bridgette Oppelt: Yes 4 of them .. 4 of your company
2022/09/26, 11:12 - Bridgette Oppelt: Abongile is here himself explaining to ppl
2022/09/26, 11:13 - Desire - Deltz BEC: Did the people sign the register?
2022/09/26, 11:14 - Bridgette Oppelt: Sophiso.and 3 of his colleagues of stakeholders
2022/09/26, 11:14 - Desire - Deltz BEC: Sent picture
2022/09/26, 11:14 - Bridgette Oppelt: Yes they did
2022/09/26, 11:15 - Bridgette Oppelt: IMG-20220926-WA0001.jpg (file attached)
2022/09/26, 11:15 - Bridgette Oppelt: IMG-20220926-WA0002.jpg (file attached)
2022/09/26, 11:15 - Bridgette Oppelt: IMG-20220926-WA0003.jpg (file attached)
2022/09/26, 11:15 - Bridgette Oppelt: IMG-20220926-WA0004.jpg (file attached)
```

```
2022/09/26, 11:16 - Bridgette Oppelt: IMG-20220926-WA0005.jpg (file attached)
2022/09/26, 11:16 - Bridgette Oppelt: IMG-20220926-WA0006.jpg (file attached)
2022/09/26, 11:18 - Bridgette Oppelt: IMG-20220926-WA0007.jpg (file attached)
2022/09/26, 11:18 - Bridgette Oppelt started a call
2022/09/26, 11:19 - Desire - Deltz BEC: Thank you dear
2022/09/26, 11:20 - Desire - Deltz BEC: Has the attendance register by all including you?
2022/09/26, 11:22 - Bridgette Oppelt: Not ourselves yet just fishers
2022/09/26, 11:22 - Bridgette Oppelt: 65 fishers attending solar
2022/09/26, 11:23 - Bridgette Oppelt: I will see if there is attendance register for your
staff
2022/09/26, 11:23 - Bridgette Oppelt: Dffe staff and myself now
2022/09/26, 11:25 - Desire - Deltz BEC: Okay let's start again
2022/09/26, 11:27 - Bridgette Oppelt: So all fishers filled in the attendance register
2022/09/26, 11:27 - Bridgette Oppelt: 67 fishers signed now
2022/09/26, 11:28 - Desire - Deltz BEC: Has the addence register been signed by yourself
and all addentees.? Yes or No
2022/09/26, 11:30 - Bridgette Oppelt: Not for ourselves yet
2022/09/26, 11:33 - Desire - Deltz BEC: Then who signed the attendance regis?
2022/09/26, 11:33 - Desire - Deltz BEC: Register?
2022/09/26, 11:34 - Desire - Deltz BEC: Okay
2022/09/26, 11:35 - Bridgette Oppelt: Do you want all of us to sign on the registration
document
2022/09/26, 11:35 - Desire - Deltz BEC: Attendance register must be signed
2022/09/26, 11:48 - Isaac added +27 71 414 0671
2022/09/26, 11:49 - Desire - Deltz BEC: You deleted this message
2022/09/26, 11:49 - Desire - Deltz BEC: You deleted this message
2022/09/26, 12:04 - Desire - Deltz BEC: On the date of verification form collection did
there DFFE explain to the fishes how to fill in the forms?
2022/09/26, 12:11 - Bridgette Oppelt: Yes just finished explaining
2022/09/26, 12:14 - Desire - Deltz BEC: Did they explain in the language in Xhosa?
2022/09/26, 12:22 - Desire - Deltz BEC: Sent me your register
2022/09/26, 12:22 - Desire - Deltz BEC: Picture
2022/09/26, 12:25 - Bridgette Oppelt: Yes they did
2022/09/26, 12:25 - Desire - Deltz BEC: Sent me the pics
2022/09/26, 12:27 - Bridgette Oppelt: IMG-20220926-WA0010.jpg (file attached)
2022/09/26, 12:27 - Bridgette Oppelt: This is the one that was created ..so pls sent
attendance register with to-morrow maybe from yourself or dffe
2022/09/26, 12:32 - Desire - Deltz BEC: Thank
2022/09/26, 12:41 - Desire - Deltz BEC: History department put up posters in the
targeted areas two weeks prior to the meeting?
2022/09/26, 12:42 - Desire - Deltz BEC: Yes or No
2022/09/26, 12:42 - Bridgette Oppelt: Yes
```

```
2022/09/26, 12:42 - Desire - Deltz BEC: Sorry has the Department, I mean
```

2022/09/26, 12:42 - Desire - Deltz BEC: Thank you for confirming

2022/09/26, 12:42 - Bridgette Oppelt: It is posted as per the ppl

2022/09/26, 12:43 - Bridgette Oppelt: A

2022/09/26, 12:44 - Desire - Deltz BEC: Has the department inform applicants of the visible schedule via bulk SMS email telephone calls or relevant radio stations? Yes or No

2022/09/26, 12:45 - Bridgette Oppelt: Yes they did

2022/09/26, 12:47 - Bridgette Oppelt: Some ppl I hall confirmed they got sms

2022/09/26, 12:47 - Desire - Deltz BEC: Wonderful

2022/09/26, 12:48 - Desire - Deltz BEC: Has someone been given the then responsibility of taking tip-offs information? Yes or No?

2022/09/26, 12:52 - Bridgette Oppelt: No dffe will sent bulk sms from new info recieved on attendance register from today onwards

2022/09/26, 13:04 - Desire - Deltz BEC: Was this meetings announced?

2022/09/26, 13:06 - Bridgette Oppelt: Yes it was

2022/09/26, 13:07 - Desire - Deltz BEC: Has the department inform applicants of the visible visitation schedule via bulk SMS email telephone calls relevant national community radio stations? Yes or no

2022/09/26, 13:07 - Bridgette Oppelt: Yes

2022/09/26, 13:08 - Bridgette Oppelt: Al went out on different community fishing groups all over western cape

2022/09/26, 13:09 - Bridgette Oppelt: Yes

2022/09/26, 13:09 - Desire - Deltz BEC: Thank you dear

2022/09/26, 13:20 - Desire - Deltz BEC: I am quickly going to get something to eat back in 30mins

2022/09/26, 13:23 - Desire - Deltz BEC: You have my private number encase you need me urgently

2022/09/26, 14:51 - Desire - Deltz BEC: I am back

2022/09/26, 14:51 - Bridgette Oppelt: Ok ppl is still coming and they are being assisted by explaining the application ect

2022/09/26, 14:53 - Desire - Deltz BEC: Sent me more pictures dear just

2022/09/26, 14:53 - Bridgette Oppelt: IMG-20220926-WA0011.jpg (file attached)

2022/09/26, 14:54 - Desire - Deltz BEC: That's nice and are you satisfied with how everything is conducted?

2022/09/26, 14:54 - Bridgette Oppelt: IMG-20220926-WA0012.jpg (file attached)

2022/09/26, 14:54 - Desire - Deltz BEC: Nice

2022/09/26, 14:54 - Bridgette Oppelt: IMG-20220926-WA0013.jpg (file attached)

2022/09/26, 14:55 - Bridgette Oppelt: IMG-20220926-WA0014.jpg (file attached)

2022/09/26, 14:59 - Desire - Deltz BEC: Thank you, you are the best 😁

2022/09/26, 15:44 - +27 71 414 0671: Thank you very much Bridgette

2022/09/26, 15:46 - Bridgette Oppelt: IMG-20220926-WA0019.jpg (file attached)

2022/09/26, 15:46 - Bridgette Oppelt: IMG-20220926-WA0020.jpg (file attached)

2022/09/26, 15:47 - Desire - Deltz BEC: Thank you madam

2022/09/26, 15:47 - Bridgette Oppelt: We just waiting till 4pm then leaving hall is empty

2022/09/26, 15:47 - Bridgette Oppelt: IMG-20220926-WA0021.jpg (file attached)

2022/09/26, 15:47 - Bridgette Oppelt: Still assisting few ppl

2022/09/26, 15:47 - Desire - Deltz BEC: Thank you for your support

2022/09/26, 15:48 - Desire - Deltz BEC: Great

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

5 CATCH-ALL DISTRIBUTION

During the distribution phase, the DFFE noted that the number of forms collected was low compared to the number of applicants from 2016. The DFFE noted that this was due to various reasons but wanted to give fishers another chance to collect. As a result, the 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. This chapter of the report details the findings from observing the process under the following sections:

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

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	Foretrust Building – DFFE offices
Date	17 October 2022
Data Collection	Grace Adams – 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.

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	FORETRUST
2	Did the venue open on time?	Yes	As above in item 1 and as per the WhatsApp conversation in section 5.3
3	Has an attendance register been signed by all parties including the observer forum?	Yes	O Pro described group the declaracities as the common control to the common of the com

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

5.3 WHATSAPP MESSAGES

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

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

2022/10/17, 08:49 - 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, 08:49 - You created group "Fortrust Building"

2022/10/17, 08:56 - Zukiswa - Delta BEC: Good Morning *Grace*, this group will be used for communication regarding this venue *Fortrust Building*, 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.

2022/10/17, 08:56 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/17, 08:58 - Grace Millicent joined using your invite

2022/10/17, 09:15 - Fritz - Delta BEC: Please give Grace a call, or go to where the process is to see if she is there

2022/10/17, 09:16 - Zukiswa - Delta BEC: Grace was here by us at 6th floor... she will respond. I did call her

2022/10/17, 09:20 - Grace Millicent: Good day Fritz I am here

2022/10/17, 09:21 - Grace Millicent: I was on 3rd and 6th floor.

2022/10/17, 09:21 - Zukiswa - Delta BEC: Good Morning *Grace*, this group will be used for communication regarding this venue *Fortrust Building*, 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.

2022/10/17, 09:21 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/17, 09:22 - Grace Millicent: Yes

2022/10/17, 09:26 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 09:52 - Grace Millicent: IMG-20221017-WA0001.jpg (file attached)

2022/10/17, 09:52 - Grace Millicent: IMG-20221017-WA0003.jpg (file attached)

2022/10/17, 09:53 - Grace Millicent: I don't get signal inside

2022/10/17, 10:06 - Grace Millicent: IMG-20221017-WA0005.jpg (file attached)

2022/10/17, 10:07 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 10:08 - Grace Millicent: No

2022/10/17, 10:10 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/17, 10:11 - Grace Millicent: Yes

2022/10/17, 10:13 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 10:16 - Grace Millicent: IMG-20221017-WA0006.jpg (file attached)

2022/10/17, 10:16 - Grace Millicent: IMG-20221017-WA0007.jpg (file attached)

2022/10/17, 10:21 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 10:23 - Grace Millicent: No

2022/10/17, 10:34 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No

2022/10/17, 10:36 - Grace Millicent: Yes

2022/10/17, 10:36 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 10:37 - Grace Millicent: IMG-20221017-WA0008.jpg (file attached)

2022/10/17, 10:41 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 10:45 - Grace Millicent: No

2022/10/17, 10:56 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/17, 10:58 - Grace Millicent: Yes

2022/10/17, 11:12 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0009.jpg (file attached)

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0012.jpg (file attached)

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0010.jpg (file attached)

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0011.jpg (file attached)

2022/10/17, 11:24 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 11:24 - Grace Millicent: No

2022/10/17, 11:31 - Zukiswa - Delta BEC: Does the department have a list with all the names of all the fisher's from 2016? And are verification forms being handed out to the fisher's on the list? Yes or No

2022/10/17, 11:32 - Grace Millicent: No

2022/10/17, 12:27 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:02 - Grace Millicent: This message was deleted

2022/10/17, 13:03 - Grace Millicent: This message was deleted

2022/10/17, 13:23 - Grace Millicent: Everyone that applied are not on this list that I send. Successful and unsuccessful. But those that applied came and fetch a form.

2022/10/17, 13:38 - Zukiswa - Delta BEC: Does the department have a list with all the names of all the fisher's from 2016? And are verification forms being handed out to the fisher's on the list? Yes or No

2022/10/17, 13:39 - Grace Millicent: IMG-20221017-WA0012.jpg (file attached)

2022/10/17, 13:39 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:40 - Zukiswa - Delta BEC: Yes or No

2022/10/17, 13:43 - Grace Millicent: Yes

2022/10/17, 13:43 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 13:44 - Grace Millicent: No

2022/10/17, 13:47 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms? Yes or No

2022/10/17, 13:48 - Grace Millicent: Yes

2022/10/17, 13:48 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:49 - Grace Millicent: IMG-20221017-WA0014.jpg (file attached)

2022/10/17, 13:49 - Grace Millicent: IMG-20221017-WA0015.jpg (file attached)

2022/10/17, 13:50 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 13:50 - Grace Millicent: No

2022/10/17, 13:53 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers that forms can be filled in on the day of verification? Yes or No

2022/10/17, 13:53 - Grace Millicent: Yes

2022/10/17, 13:53 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:55 - Grace Millicent: IMG-20221017-WA0016.jpg (file attached)

2022/10/17, 13:55 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 13:55 - Grace Millicent: No

2022/10/17, 13:58 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Hi Grace if there are any changes throughout the day, kindly inform us

2022/10/17, 13:59 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

2022/10/17, 14:05 - Grace Millicent: 👍



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. 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	Khwezi Hall
Date new poster was put up	24/11/2022
Original Planned Start Date	31/10/2022
Updated Planned Start Date	06/12/2022

6.2 **NEW POSTER**

The below poster (Error! Reference source not found.) is the new poster that advertised the updated date that receipting will take place. Error! Reference source not found. shows the digital poster, whereas Figure 6-2 shows the physical poster in the areas.

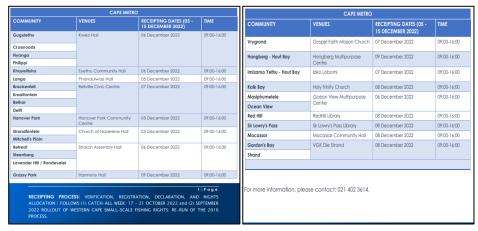


Figure 6-1: Mobilisation for Receipting – New poster



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	Khwezi Hall
Original Planned Start Date	31 October 2022
Updated Planned Start Date	06 December 2022
Actual Start Date	06 December 2022
Data collector	Fannie Kuwana – Observer Forum
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	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Was the venue opened at 08:30?	No	Reported as opened at 08:50
2	Is there an attendance register for the DFFE team and observer forum?	Yes	SER RIGHTS ALLOCATIONS: ATTENDANCE REGISTER Venue: NAME Date: Date: COMPANY SIGNATURE Venue: NAME DATE COMPANY SIGNATURE Venue: NAME DATE COMPANY SIGNATURE OFFE (2022 STOWNE M COMPANY SIGNATURE OFFE (2023 STOWNE M COMPANY SIGNATURE OFFE (2024 STOWNE M COMPANY
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	As above in item 2

#	CRITERIA TO BE MET	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE
			SE CINC GETWIFOOTHTMENT SEPARTMENT OF FORESTRY, FIDERICE AND INVESTMENT MEETING MARKE, RECEIPTING OF VERIFICATION FORMS FOR SMALL SCALE FISHERIES REGITS ALLOCATION PROCESS (WESTERN CARY) WESTERN BOTTOM OF THE PROCESS OF THE PROC
4	Is there an attendance register for the fishers to sign?	Yes	No. Full name Birmann Sequence Number Unregistered (1) Signature Committee
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
9	Are there laptops set up?	Yes	N/A
1	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	N/A
1 1	Is there a video camera set up?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE
1 2	Are there clearly labelled boxes for storing the applications?	Yes	Tidy Fills Tidy Fills Gugulethu CM-GUG CM-DHI Andrew Service Andrew Serv
1 3	Has the service provider explained the procedure of the day to the fishers?	Yes	
1 4	Are fishers being guided to data capturers?	Yes	As above in item 13 it can be see that the fishers are with the data capturers
1 5	Are the data capturers friendly?	Yes	N/A
1 6	Are fishers' forms being marked with a big "R" if they are registered on the database?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE
1 7	Are the data capturers going through the applications to ensure that they are complete?	Yes	N/A
1 8	Are the data capturers adding a thumbprint where applicants have not signed?	Yes	N/A
1 9	Are the data capturers filling in the electronic checklist?	Yes	N/A
2	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers' forms after checking them?	Yes	N/A
2	Are data capturers completing the first part of the fisher's application forms?	Yes	N/A
2 2	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	N/A

#	CRITERIA TO BE MET	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE
2	Are the data capturers stapling all the fisher's documentation?	Yes	N/A
2 4	Are the data capturers placing the stapled documentation in the labelled box next to them?	Yes	
2 5	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
2 6	Did the venue close at 16:00?	Yes	Closed after 16:00 to accommodate late opening

7.3 WHATSAPP MESSAGES

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

Table 7-3: Receipting - WhatsApp

2022/11/30, 09:41 - 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.

2022/11/30, 09:41 - You created group "Kwezi Hall"

2022/11/30, 10:02 - You added Sindisa

2022/12/02, 11:11 - Fritz - Delta BEC changed the subject from "Kwezi Hall" to "Kwezi Hall Receipting"

2022/12/02, 12:10 - Bridgette Oppelt joined using your invite

2022/12/05, 15:35 - Fritz - Delta BEC added +27 67 758 1381

2022/12/05, 16:00 - +27 67 758 1381:

2022/12/06, 08:30 - Dezire - Deltz BEC: Morning Fennie

Are you at the venue? Yes or No

2022/12/06, 08:31 - Bridgette Oppelt: Morning dezire I just spoke to her she is there she will respond as soon she is settled in

2022/12/06, 08:36 - Dezire - Deltz BEC: Morning Bridgette

Happy to see you there. Have a good festive if we don't speak again. Just let her know that today she will be working with me

2022/12/06, 08:46 - Bridgette Oppelt: Yes she do know I'm not there I'm got other obligations

2022/12/06, 08:56 - Dezire - Deltz 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 KWEZI 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.

2022/12/06, 09:02 - +27 67 758 1381: Morning everyone hv bn here since 8.30 but the guys couldn't open the hall bfore our tym 9h00 but they opened@8,50

2022/12/06, 09:04 - Dezire - Deltz BEC: Is there an attendance register for the DFFE team and observer forum? Yes or No

2022/12/06, 09:11 - +27 67 758 1381: Yebo there is

2022/12/06, 09:37 - Dezire - Deltz BEC: Sent me a photo

```
2022/12/06, 09:42 - Dezire - Deltz BEC: Send me the photo
2022/12/06, 09:48 - +27 67 758 1381: Will do just now
2022/12/06, 09:57 - +27 67 758 1381: <Media omitted>
2022/12/06, 09:57 - +27 67 758 1381: <Media omitted>
2022/12/06, 09:57 - +27 67 758 1381: <Media omitted>
2022/12/06, 10:16 - Dezire - Deltz BEC: Have you signed the attendance register? Yes or
No
2022/12/06, 10:23 - +27 67 758 1381: Yes
2022/12/06, 10:25 - Dezire - Deltz BEC: Send me the photo of the attendance register
2022/12/06, 10:29 - +27 67 758 1381: <Media omitted>
2022/12/06, 10:30 - Dezire - Deltz BEC: Is there an attendance register for the fishers to
sign? Yes or No
2022/12/06, 10:31 - +27 67 758 1381: Yes
2022/12/06, 10:32 - Dezire - Deltz BEC: sent me an picture
2022/12/06, 10:38 - +27 67 758 1381: <Media omitted>
2022/12/06, 10:39 - Dezire - Deltz BEC: Is there an electronic checklist? Yes or No
2022/12/06, 10:48 - Dezire - Deltz BEC: Are there electronic and paper copies of the
registered fishers? Yes or No
2022/12/06, 10:49 - +27 67 758 1381: Yes on both
2022/12/06, 10:50 - Dezire - Deltz BEC: Sent me a photo
2022/12/06, 11:03 - +27 67 758 1381: I have a problem receiving my emails to send
eletronic check list
2022/12/06, 11:05 - Dezire - Deltz BEC: Thank you for the update
2022/12/06, 11:06 - Dezire - Deltz BEC: So you have No electronic checklist? Yes or No
2022/12/06, 11:09 - +27 67 758 1381: No
2022/12/06, 11:09 - Dezire - Deltz BEC: Is there an electronic checklist? Yes or No
2022/12/06, 11:15 - +27 67 758 1381: Yes
2022/12/06, 11:20 - Dezire - Deltz BEC: Is there a stamp pad for complete or incomplete
forms? Yes or No
2022/12/06, 11:24 - +27 67 758 1381: Yes
2022/12/06, 11:24 - Dezire - Deltz BEC: Are the data capturers stamping either
"COMPLETE" or "INCOMPLETE" on fishers forms after checking it? Yes or No
2022/12/06, 11:25 - +27 67 758 1381: Yes
2022/12/06, 11:26 - Dezire - Deltz BEC: Are data capturers competing the first part of
the fishers application forms? Yes or No
2022/12/06, 11:28 - +27 67 758 1381: Yes
2022/12/06, 11:33 - Dezire - Deltz BEC: Are fishers being issued with receipts?
Sporadically check that the receipt number matches the one on their form. Yes or No
2022/12/06, 11:39 - +27 67 758 1381: Yes
2022/12/06, 11:40 - Dezire - Deltz BEC: Are the data capturers stapling all the fishers
documentation? Yes or No
2022/12/06, 11:48 - +27 67 758 1381: Yes
```

2022/12/06, 11:53 - Dezire - Deltz BEC: Are the data capturers placing the stapled documentation in the labelled box next to them? Yes or No

2022/12/06, 11:54 - +27 67 758 1381: Yes

2022/12/06, 11:58 - Dezire - Deltz BEC: Send me photo

2022/12/06, 12:04 - +27 67 758 1381: <Media omitted>

2022/12/06, 12:04 - +27 67 758 1381: <Media omitted>

2022/12/06, 12:04 - +27 67 758 1381: <Media omitted>

2022/12/06, 12:07 - Dezire - Deltz BEC: Is there anything else you want to bring under my attention? Yes or No

2022/12/06, 12:12 - +27 67 758 1381: No

2022/12/06, 12:15 - Dezire - Deltz BEC: The next question answer after 16:00

2022/12/06, 12:15 - Dezire - Deltz BEC: Did the venue close at 16:00?

2022/12/06, 16:14 - +27 67 758 1381: No

2022/12/06, 16:15 - Dezire - Deltz BEC: Is it still open? Yes or no

2022/12/06, 16:17 - +27 67 758 1381: Yes

2022/12/06, 16:17 - Dezire - Deltz BEC: Thank you we done

7.4 ISSUES RAISED

Table 7-4: Distribution -Data collected

ISSUE RAISED	SORTED OUT ON THE DAY YES/NO
There was no ink for fishers to use their thumbprint instead of a signature. The observer noted that there were fishers who required the thumbprint.	No, DFFE to comment

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	WC/SC/CBD/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.

Tahle	2-1.	Verificati	ion - Cr	iteria t	o be met
Iabic	о-т.	veiilleau	UII - CI	itelia t	o ne illet

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 2	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
27-JAN-23	TEAM 2	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
30-JAN-23	TEAM 2A	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
31-JAN-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
01-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
02-FEB-23	TEAM 2A	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
03-FEB-23	TEAM 2A	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
06-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
07-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B]	YES	YES	YES	YES	YES	YES	YES

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?
		CHRISTIAAN STORM							
08-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
09-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
10-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES

*Attendance	Are the following team members at the assessment day:							
	Team leader (SSFM Deputy Director)							
	Fisheries community development worker (FCDW)							
	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.							
*Checking completeness	Is the DFFE checking the following criteria of the applications?:							
	the verification form is signed by the applicant;							
	all Required Questions (with three asterisk ***) are completed;							
	all required supporting documents in line with the criteria are attached.							
*Successful or unsuccessful	Is the assessment team marking the verification forms as either "Successful" or "Unsuccessful" based on the 4 qualifying criteria as well as the success criteria decided in 1.2?							
	Confirm what the 4 qualifying criteria are.							

SA citizen
 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", are they marking those applications as "Reserved"?

8.3.1.1 Comments/Issues

Table 8-2: Comments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAMS 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 2	Team 2A and 2B shared one FCDW.
05	07 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
06	08 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
07	09 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
08	10 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.

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

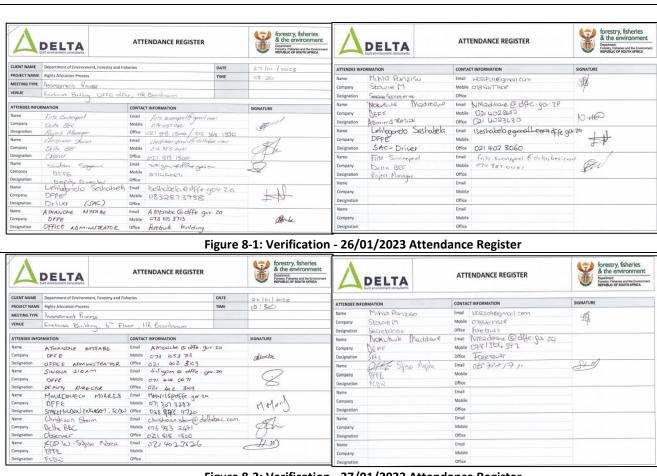


Figure 8-2: Verification - 27/01/2023 Attendance Register



Figure 8-3: Verification - 30/01/2023 Team 2A
Attendance Register



Figure 8-4: Verification - 30/01/2023 Team 2B Attendance Register



Figure 8-5: Verification - 31/01/2023 Team 2A Attendance Register

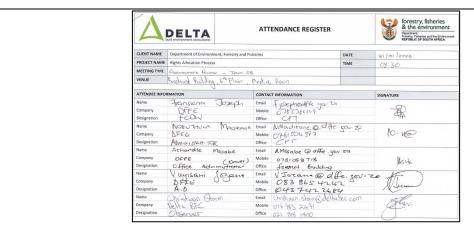


Figure 8-6: 31/01/2023 Team 2B Attendance Register

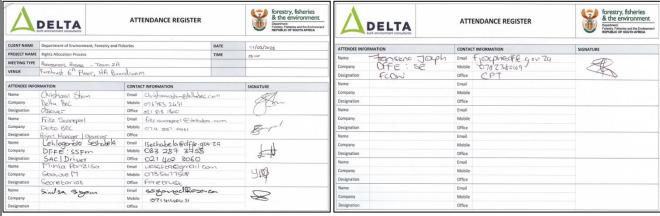
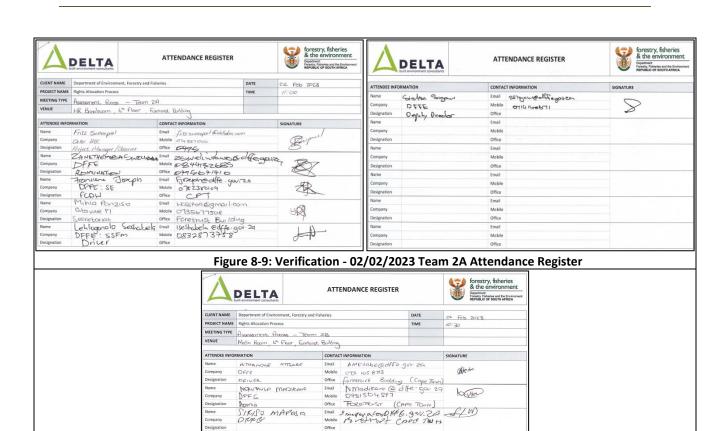


Figure 8-7: Verification - 01/02/2023 Team 2A Attendance Register



Figure 8-8: Verification - 01/02/2023 Team 2B Attendance Register



DEFE

NORUTHULA MADIKANE
DEEC
ADMIN SIKISO MAPOSA

Figure 8-10: Verification - 02/02/2023 Team 2B Attendance Register

Bul



Mobile / Jozana @ offe. 801. Za

Mobile 08\$ 865 4142

Office 043 742 2684

Mobile onu 337 on 61

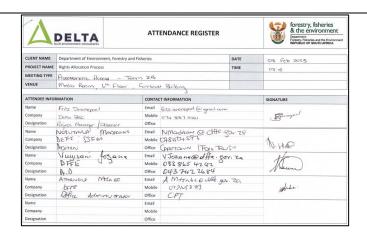


Figure 8-12: Verification - 03/02/2023 Team 2B Attendance Register



Figure 8-13: Verification - 06/02/2023 Team 2A Attendance Register



Figure 8-14: Verification - 06/02/2023 Team 2B Attendance Register





Figure 8-16: Verification - 07/02/2023 Team 2B Attendance Register



Figure 8-17: Verification - 08/02/2023 Team 2A Attendance Register

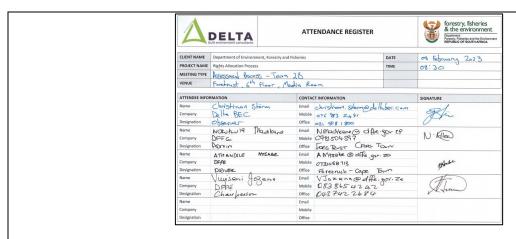


Figure 8-18: Verification - 08/02/2023 Team 2B Attendance Register

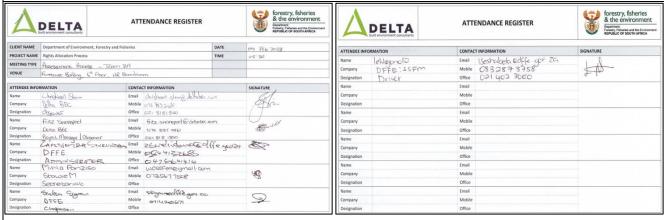
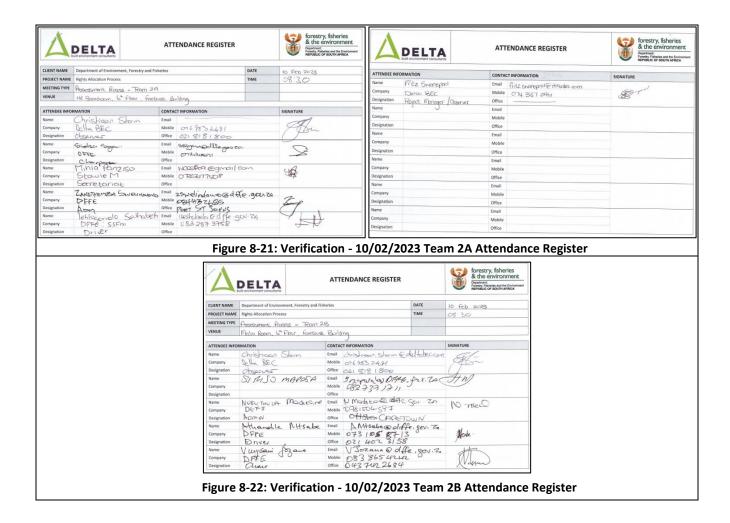


Figure 8-19: Verification - 09/02/2023 Team 2A Attendance Register





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	CBD
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	HOW MANY	HOW MANY OF THE	IS THE QUALITY	WHERE THE	IS THE QUALITY	IS THE REASONING
				CONTROL TEAM	APPLICATIONS HAS	APPLICATIONS HAS	CONTROL TEAM	QUALITY CONTROL	CONTROL TEAM	FOR WHY
				CHECKING A SMALL	THE QUALITY	THE QUALITY	PROVIDING FINAL	TEAMS DECISION	COMPILING A FINAL	APPLICANTS ARE
				SAMPLE OF THE	CONTROL TEAM	CONTROL TEAM	DECISIONS ON THE	DIFFERS FROM	LIST OF	UNSUCCESSFUL
				APPLICATIONS	BEEN GIVEN TO	MADE FINAL	APPLICATIONS	THAT OF THE	"SUCCESSFUL"	BEING COMPILED
				PROVIDED BY THE	MAKE FINAL	DECISIONS ON?	THAT THEY HAVE	ASSESSMENT TEAM,	APPLICANTS?	AND STORED?
				ASSESSMENT	DECISIONS ON?		BEEN GIVEN?	HAS THE QUALITY		
				TEAM?				CONTROL TEAM		
								PROVIDED A		
								DETAILED		
								EXPLANATION?		
25-JAN-23	TEAM: 1, 2,	FRITZ	NO	VEC	1.4	_	NO	NO	NO	VEC
	3	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.	

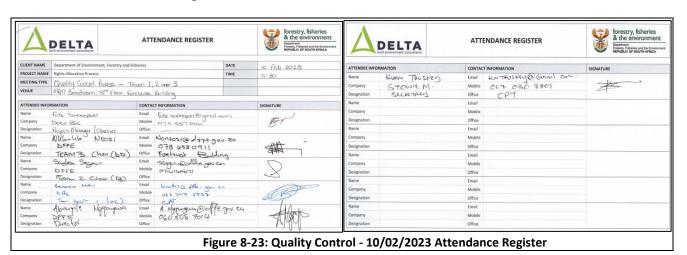
8.4.3 DATA COLLECTED

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



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.