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 54
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	97%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	91%

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GLOSSARY OF TERMS AND ABBREVIATIONS

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

1 INTRODUCTION

This chapter will be presented in the following sections:

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

1.1 BACKGROUND

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

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

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

1.2 PURPOSE OF REPORT

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

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

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

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

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

1.3 STRUCTURE OF REPORT

The report comprises the following sections:

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

2 APPROACH

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

3 MOBILISATION

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

This chapter is detailed in the following sections:

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

3.1 OVERVIEW

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

ITEM	DESCRIPTION	
Venue	Steenberg Community Hall	
Planned Start Date	19 September 2022	
Actual Start Date	19 September 2022, this date is not definite as the DFFE issue Delta BEC with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "IMG-20220919-WA0106 Steenberg Cove Community Hall".	
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.	
Effect on applicants	plicants The project is on track to be completed as committed by the department	
Additional Comments	No observer forum had been formed by the time DFFE commence with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat	

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

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

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

3.2.1 POSTER

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

#	CRITERIA TO BE MET	YES/NO	
1	Have posters been designed with the following information:		PUBLIC NOTICE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN CAPE SMALL- SCALE FISHERIES VERIFICATION, REGISTRATION, DEGLARATION, AND RIGHTS ALLOCATION
1.1	 Visitation schedule 	Yes	The Department of Greenty, Failwhare and the Environment (EFFE) is in the process of rating out the new writebater, registration, excitation, and right allocation process for the invalue-citie (denor in the Viewann Cave. The process will cave to prove the original value) to be community ingeners who anticipated in the india process in 2010. Community members will need to prevent their original value (event) to be community ingeners who anticipated in the india process in 2010.
1.2	 Location of the venues 	Yes	If community members are unable to attend these meetings, as per the addedake, valid reasons includes as an example a medical emergency or the death of an immediate tamily member. Tristing' or intraining to other busines' will not be required as valid reasons for adtending the meetings. Community members must notify the CPFE prior to the meeting, on the number provided bolks, to among the authoritation of a proxy letter. A tample of the proxy letter can be refrestored to the nearest Primeric Compliance Officiance of the DPFE. Notes the writification process • Verification forms are not for adia. • Eligible community members will be prograved to writing the form should not be photocopied. • Eligible community members will be prograved to writing and concert and concert ations. • Community members, will be prograved to write the distribution centres to collect their verification forms. • Community members will be given a trospict with a unique number, which will also be visible on the original verification form. The receipt will be used as proof that they have authorities to ensure the program of the structure of the time of the time to advect the time of the structure of the structure of the time to advect the time of the transfer.
1.3	 Dates and times for distribution and receipting 	Yes	INSTITUTE INSTITUTE
1.4	 Documents required for registration 	Yes	Vendenderging Wittelig Community Hall 19 Segleniteir 2022 7 October 2022 11 November 2022 69:30-16:30 Sang Nooth Engregions (Synthetic Langedetwork Integrets) Heinera Community Hall 19 Segleniteir 2022 S October 2022 S Seventiber 2022 69:30-16:30 Langedetwork Integrets September 2022 C October 2022 10 November 2022 69:30-16:30 Langedetwork Integrets September 2023 C October 2022 10 November 2022 69:30-16:30 Langedetwork Integrets September 2023 C October 2022 10 November 2022 69:30-16:30 Langedetwork Integrets September 2023 C October 2022 10 November 2022 69:30-16:30 Langedetwork Integrets Pathemoster 2027 I September 2022 C October 2022 10 November 2022 69:30-16:30 Langetwork Integrets Pathemoster 2024 I September 2022 C October 2022 10 November 2022 69:30-16:30 Langetwork Integrets Contrastrity Hall 19 Segleniteir 2022 C October 2022 10 November 2022 69:30-16:30 Langetwork Integrets Contrastrity Hall 19 Segleniteir 2022 C October 2022
1.5	• That forms are free	Yes	Variationia Vari
2	Were the posters put up at the venue and other locations as stated?	N/A	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text><text><text><text><text><text><text></text></text></text></text></text></text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>

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

/NO

No

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	3: Mobilisation - Bulk SMS's criteria to be met		
	CRITERIA TO BE MET		
1	Have SMSs been sent with the following information:		
1.1	Visitation schedule	No	
1.2	Location of the venues	No	
1.3	 Dates and times for distribution and receipting 	No	
1.4	 Documents required for registration 	No	
1.5	That forms are free	No	

Was proof provided that the SMS's were sent to the applicants of

3.2.3 **RADIO BROADCAST**

the area?

2

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

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

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

3.3 DATA COLLECTED:

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

Table 3-5: Mobilisation - Data collected

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

3.3.1 OBSERVER FORUM FEEDBACK FORMS

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

3.3.2 LETTERS FROM VARIOUS SERVICE PROVIDERS

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

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

4 **DISTRIBUTION**

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

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

4.1 OVERVIEW

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

ITEM	DESCRIPTION	
Venue	Steenberg Community Hall	
Planned Start Date	06/10/2022	
Actual Start Date	06/10/2022	
Data collector	John	
Effect on applicants	The project is on track to be completed as committed by the department	
Additional Comments	N/A	

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

4.2 CRITERIA TO BE MET FOR DISTRIBUTION TO BE SUCCESSFUL

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

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

Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	YES/NO	PHOTO EVIDENCE
3	Has an attendance register been signed by all parties including the observer forum?	Yes	STRUCTURATION & LOCATOR BUDGERS BUDGERS BUDGERS MARKE & SURNAME MICH AND
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 Steenberg Community Hall to report on the observations made during the day of the distribution process. The conversations held on the WhatsApp group is presented below (Table 4-3: WhatsApp conversation, evidence for Table 7 item 1,2,3,4 and 5, indicating the correspondence received from the observer for the distribution process).

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

2022/09/23, 15:01 - 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, 15:01 - You created group "Steenberg Comm Hall OF"

2022/10/05, 15:17 - You added Sindisa Sigam

2022/10/05, 15:17 - You added John

2022/10/05, 15:24 - John: Thank you

2022/10/06, 08:20 - Isaac - Delta BEC: Good Morning, this group will be used for communication regarding this venue (Name of the group) and the distribution process taking place here today. We will be asking a series of Yes/No questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/06, 08:20 - Isaac - Delta BEC: Good morning @27606343902

2022/10/06, 08:22 - John: Good morning

2022/10/06, 08:22 - Isaac - Delta BEC: Are you at the venue yet?

2022/10/06, 08:23 - John: On my way now

2022/10/06, 08:23 - Isaac - Delta BEC: Ok

2022/10/06, 09:03 - Isaac - Delta BEC: @27606343902 are you at the venue yet?

2022/10/06, 09:03 - John: Yes

2022/10/06, 09:04 - Isaac - Delta BEC: Did the venue open on time

2022/10/06, 09:04 - John: IMG-20221006-WA0019.jpg (file attached)

2022/10/06, 09:04 - John: Yes

2022/10/06, 09:04 - John: IMG-20221006-WA0020.jpg (file attached)

2022/10/06, 09:05 - Isaac - Delta BEC: Are there any posters visible at the venue?

2022/10/06, 09:05 - John: No

2022/10/06, 09:24 - Isaac - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms?

2022/10/06, 09:31 - John: Not yet

2022/10/06, 09:31 - John: IMG-20221006-WA0025.jpg (file attached)

2022/10/06, 09:33 - Isaac - Delta BEC: Can you please respond with a Yes/ No

2022/10/06, 09:33 - John: Ok

2022/10/06, 09:35 - Isaac - Delta BEC: Has an attendance register being signed by all parties including the Observer Forum?

2022/10/06, 09:37 - John: Yes

2022/10/06, 09:38 - Isaac - Delta BEC: Can you please take a picture of it?

2022/10/06, 09:38 - John: IMG-20221006-WA0026.jpg (file attached)

2022/10/06, 09:39 - John: IMG-20221006-WA0027.jpg (file attached)

2022/10/06, 09:39 - John: IMG-20221006-WA0028.jpg (file attached)

2022/10/06, 09:39 - John: IMG-20221006-WA0029.jpg (file attached)

2022/10/06, 09:40 - Isaac - Delta BEC: The picture is a bit fuzzy. Can you please take another one?

2022/10/06, 09:51 - John: IMG-20221006-WA0036.jpg (file attached)

2022/10/06, 09:53 - Isaac - Delta BEC: Did the process commence on time?

2022/10/06, 09:53 - John: Yes

2022/10/06, 09:54 - Isaac - Delta BEC: Does the department have a list with all the names of all the fishers from 2016? And are verification forms being handed out to the fishers on site?

2022/10/06, 09:56 - John: Yes

2022/10/06, 09:56 - Isaac - Delta BEC: May I please have a picture?

2022/10/06, 09:59 - John: IMG-20221006-WA0048.jpg (file attached)

2022/10/06, 10:00 - Isaac - Delta BEC: Thanks, it's a bit fuzzy, can you please retake?

2022/10/06, 10:05 - John: IMG-20221006-WA0048.jpg (file attached)

2022/10/06, 10:14 - John: IMG-20221006-WA0053.jpg (file attached)

2022/10/06, 10:17 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?

2022/10/06, 10:17 - John: No

2022/10/06, 10:18 - John: Still registration

2022/10/06, 10:45 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?

2022/10/06, 10:46 - John: Yes

2022/10/06, 10:48 - Isaac - Delta BEC: May I please have a picture?

2022/10/06, 10:48 - John: IMG-20221006-WA0066.jpg (file attached)

2022/10/06, 10:49 - John: IMG-20221006-WA0067.jpg (file attached)

2022/10/06, 10:51 - Isaac - Delta BEC: 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?

2022/10/06, 11:04 - John: Yes

2022/10/06, 11:14 - Isaac - Delta BEC: Did the Service Provider bring socio-economic questionnaires?

2022/10/06, 11:19 - John: No

2022/10/06, 11:42 - Isaac - Delta BEC: IMG-20220928-WA0033.jpg (file attached)

Hi, @27606343902, if throughout the day any of the above-mentioned criteria is not met, please let us know. If there are any other concerns with the process please bring them to our attention as they happen.

2022/10/06, 11:50 - John: Yes

2022/10/06, 12:59 - Isaac - Delta BEC: Is everything still going smoothly?

2022/10/06, 13:01 - John: Yes

2022/10/06, 13:51 - John: IMG-20221006-WA0053.jpg (file attached)

2022/10/06, 13:51 - John: IMG-20221006-WA0036.jpg (file attached)

2022/10/06, 13:52 - Isaac - Delta BEC: Thanks

5 CATCH-ALL DISTRIBUTION

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

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

5.1 OVERVIEW

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

ITEM	DESCRIPTION
Venue	Saldhana, Dial Rock
Date	21 October 2022
Data Collection	Camelita – Observer Forum

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

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

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

Tab	ble 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	See below item 4 and 5, venue is open		
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	References Refere		
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes			

Table 5-2: Distribution -Criteria to be met

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

5.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Saldhana Dial Rock 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, 12:12 - 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, 12:12 - Isaac - Delta BEC created group "C-A:D. Imizamo Yethu OF"

2022/10/17, 12:12 - Isaac - Delta BEC added you

2022/10/17, 12:46 - Isaac - Delta BEC changed the subject from "C-A:D. Imizamo Yethu OF" to "C-A:D. Saldanha Bay: D R"

2022/10/21, 08:45 - Isaac - Delta BEC added Camelita Mostert

2022/10/21, 08:48 - Zukiswa - Delta BEC: Good Morning *Camelita* , this group will be used for communication regarding this venue *C-A-D Saldahna, Dial Rock* , 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, 08:48 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/21, 09:48 - Camelita Mostert: yes

2022/10/21, 09:50 - Zukiswa - Delta BEC: Please send a photo: venue outside & inside

2022/10/21, 09:54 - Camelita Mostert: IMG-20221021-WA0002.jpg (file attached)

2022/10/21, 09:54 - Camelita Mostert: IMG-20221021-WA0003.jpg (file attached)

2022/10/21, 09:54 - Camelita Mostert: IMG-20221021-WA0004.jpg (file attached)

2022/10/21, 09:56 - Camelita Mostert: IMG-20221021-WA0005.jpg (file attached)

2022/10/21, 09:57 - Camelita Mostert: IMG-20221021-WA0006.jpg (file attached)

2022/10/21, 10:01 - Camelita Mostert: IMG-20221021-WA0007.jpg (file attached)

2022/10/21, 10:01 - Camelita Mostert: IMG-20221021-WA0008.jpg (file attached)

2022/10/21, 10:03 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 10:04 - Camelita Mostert: No

2022/10/21, 10:08 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/21, 10:08 - Camelita Mostert: Yes

2022/10/21, 10:14 - Zukiswa - Delta BEC: Please send a photo : DFFE official explaining

2022/10/21, 10:14 - Camelita Mostert: Monday did do the presentation very very well

2022/10/21, 10:14 - Camelita Mostert: IMG-20221021-WA0009.jpg (file attached)

2022/10/21, 10:15 - Camelita Mostert: IMG-20221021-WA0010.jpg (file attached)

2022/10/21, 10:16 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 10:20 - Camelita Mostert: No

2022/10/21, 10:35 - Camelita Mostert: IMG-20221021-WA0011.jpg (file attached)

2022/10/21, 10:47 - Zukiswa - Delta BEC: Thank you for the additional photo

2022/10/21, 10:47 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No

2022/10/21, 10:48 - Camelita Mostert: Yes

2022/10/21, 10:48 - Zukiswa - Delta BEC: Please send a photo: process taking place on time

2022/10/21, 10:48 - Camelita Mostert: IMG-20221021-WA0014.jpg (file attached)

2022/10/21, 10:49 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 10:50 - Camelita Mostert: No

2022/10/21, 11:04 - Zukiswa - Delta BEC: Has an attendance register been signed by all parties including the observer forum? Yes or No

2022/10/21, 11:05 - Camelita Mostert: Yes

2022/10/21, 11:07 - Zukiswa - Delta BEC: Please send a photo: of the register

2022/10/21, 11:08 - Camelita Mostert: IMG-20221021-WA0020.jpg (file attached)

2022/10/21, 11:08 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 11:09 - Camelita Mostert: No my dear

2022/10/21, 11:35 - 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

2022/10/21, 11:36 - Camelita Mostert: Yes

2022/10/21, 11:37 - Zukiswa - Delta BEC: Please send a photo: list of all fisher's from 2016

2022/10/21, 11:50 - Camelita Mostert: IMG-20221021-WA0028.jpg (file attached)

2022/10/21, 11:50 - Camelita Mostert: IMG-20221021-WA0029.jpg (file attached)

2022/10/21, 11:50 - Camelita Mostert: IMG-20221021-WA0030.jpg (file attached)

2022/10/21, 11:51 - Camelita Mostert: IMG-20221021-WA0031.jpg (file attached)

2022/10/21, 11:51 - Camelita Mostert: IMG-20221021-WA0032.jpg (file attached)

2022/10/21, 11:51 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 11:52 - Camelita Mostert: No

2022/10/21, 12:00 - 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

2022/10/21, 12:02 - Camelita Mostert: Yes

2022/10/21, 12:05 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining to fishers

2022/10/21, 12:06 - Camelita Mostert: IMG-20221021-WA0039.jpg (file attached)

2022/10/21, 12:09 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 12:13 - Camelita Mostert: What I can comment is that the officials did done the proses very well and the people do have understood

2022/10/21, 12:13 - 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

2022/10/21, 12:14 - Camelita Mostert: yes

2022/10/21, 12:15 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining

2022/10/21, 12:20 - Camelita Mostert: IMG-20221021-WA0040.jpg (file attached)

2022/10/21, 12:21 - Camelita Mostert: IMG-20221021-WA0010.jpg (file attached)

2022/10/21, 12:21 - Camelita Mostert: IMG-20221021-WA0041.jpg (file attached)

2022/10/21, 13:26 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/21, 14:06 - Camelita Mostert: It was a pleasure for me to be an observer to monitor

2022/10/21, 14:08 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Hi there Camelita please let us know if there are any changes throughout the day.

2022/10/21, 14:11 - Camelita Mostert: There wasn't changes I did left half an hour cause there cause I did have to go home thanks

2022/10/21, 14:11 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

6 MOBILISATION FOR RECEIPTING

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

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

6.1 **OVERVIEW**

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

ITEM	DESCRIPTION
Venue	Steenberg Community Hall
Date new poster was put up	23/11/2022
Original Planned Start Date	10/11/2022
Updated Planned Start Date	13/12/2022

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

6.2 **NEW POSTER**

The below poster (Figure 6-1) is the new poster that advertised the updated date that receipting will take place. Figure 6-1 shows the digital poster, whereas Figure 6-2 shows the physical poster in the areas.

	WEST COAST REG	ION			WEST COAST REG	ION	
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME
Ebenhaezer	Ebenhaezer Community	12 December 2022	09:00-16:00				
Lutzville	Centre			Saldanha Diaz Ville	White City Multi-purpose		
Papendorp	Papendorp Church Hall	13 December 2022	09:00-16:00		centre		
Graatwater	Leipoltville Church Hall	15 December 2022	09:00-16:00	Hopefield	Hopefield Community Hall	08 December 2022	09:00-16:00
Leipoltville				Lanaebaan	Langebaan Thusong Centre	07 December 2022	09:00-16:00
Doring Bay	Miriam Owies Hall	14 December 2022	09:00-16:00	Yzerfontein	Yzerfontein Community Hall	07 December 2022	09:00-16:00
Lamberts Bay	Don Burrel Hall	12 December 2022	09:00-16:00	Tzenoniein	Tzenonien Community Hai	U/ December 2022	07.00-16.00
Elands Bay	Bands Bay Community Hall	13 December 2022	09:00-16:00	Darling	Darling Community Hall	09 December 2022	09:00-16:00
Veldrift	Noordhoek Civic	14 December 2022	09:00-16:00	Mamre	Mamre Moravian Church	06 December 2022	09:00-16:00
Vredenberg	Witteklip Community Hall	15 December 2022	09:00-16:00		Hall		
Sandy Point	St Helena Bay Community	13 December 2022	09:00-16:00	Blouberg	Melkbos Country Club	06 December 2022	09:00-16:00
Stompneus Bay/Duykers Island/Columbine			Atlantis		Saxon Sea Primary School Hall	06 December 2022	09:00-16:00
Steenberg Cove	Steenberg Cove Community Hall	13 December 2022	09:00-16:00				
Laingville/West Point	Laingville Sports Club house	14 December 2022	09:00-16:00				
Paternoster	Paternoster Community Hall	15 December 2022	09:00-16:00				
Saldanha (white city)		08 December 2022	09:00-16:00	For more information, a	please contact: 021 402 3614.		

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	Steenberg Community Hall
Original Planned Start Date	10/11/2022
Updated Planned Start Date	13/12/2022
Actual Start Date	13/12/2022
Data collector	Patronella
Effect on applicants	The project is delayed according to the original start date which means that the applicants will have to wait longer to know the outcome of the process and whether they will be receiving a permit.
	The delay was caused by fisher representing organisations requesting to have more time for the fishers to fill in the forms.
Additional Comments	Due the fisher organisations requests to move the receipting dates later, DFFE implemented a mobilisation for receipting process whereby they went to the area and put-up new posters indicating the new dates. The above "Updated Start Date" refers to the new start date according to the updated dates.

7.2 CRITERIA TO 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	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Was the venue opened at 08:30?	Yes	N/A
2	Is there an attendance register for the DFFE team and observer forum?	Yes	
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	
5	Are there electronic and paper copies of the registered fishers?	Yes	See above item 4 for the paper copy

Table 7-2:Receipting- Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
6	Is there an electronic checklist?	Yes	N/A
7	Is there a stamp pad for complete or incomplete forms?	Yes	
8	Are there receipt books?	Yes	Burners Burners
9	Are there laptops set up?	Yes	Conte

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	See above item 4 for the internet connection
11	Is there a video camera set up?	Yes	
12	Are there clearly labelled boxes for storing the applications?	Yes	Transferra and a second and a s
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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
15	Are the data capturers friendly?	Yes	N/A
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	Yes	
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	See above item 16, application is stamped complete, meaning that the data capture has gone through it
18	Are the data capturers adding a thumbprint where applicants have not signed?	No	
19	Are the data capturers filling in the electronic checklist?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE " on fishers' forms after checking it?	Yes	See above item 16
21	Are data capturers competing the first part of the fisher's application forms?	Yes	See above item 16
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	N/A
23	Are the data capturers stapling all the fisher's documentatio n?	Yes	N/A
24	Are the data capturers placing the stapled documentatio n in the labelled box next to them?	Yes	See above item 12

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	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 Steenberg 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, 17:09 - 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, 17:09 - You created group "Steenberg's Cove Receipt."

2022/11/30, 10:17 - You added Sindisa Sigam

2022/12/13, 07:56 - 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 *Steenberg Cove*, 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, 08:28 - Fritz - Delta BEC: Petronella will observe here

2022/12/13, 08:28 - Fritz - Delta BEC: Please ensure she is added

2022/12/13, 08:28 - Fritz - Delta BEC: 0655979444

2022/12/13, 09:11 - You added Petronella

2022/12/13, 09:11 - 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 *Steenberg Cove* , 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, 09:12 - Petronella: 👍

2022/12/13, 09:16 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/13, 09:17 - Petronella: Yes

2022/12/13, 09:17 - Isaac - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/13, 09:18 - Petronella: Yes

2022/12/13, 09:18 - Isaac - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/13, 09:19 - Petronella: Yes

2022/12/13, 09:19 - Isaac - Delta BEC: May I please have a picture?

2022/12/13, 09:20 - Petronella: IMG-20221213-WA0004.jpg (file attached)

2022/12/13, 09:21 - Isaac - Delta BEC: 2.4 Is there an attendance register for the fishers to sign?

2022/12/13, 09:21 - Petronella: Yes

2022/12/13, 09:22 - Isaac - Delta BEC: May I please have a picture?

2022/12/13, 09:23 - Petronella: IMG-20221213-WA0005.jpg (file attached)

2022/12/13, 09:24 - Isaac - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/13, 09:26 - Petronella: Yes

2022/12/13, 09:27 - Isaac - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/13, 09:28 - Petronella: No
2022/12/13, 09:29 - Isaac - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?
2022/12/13, 09:30 - Petronella: Yes
2022/12/13, 09:31 - Isaac - Delta BEC: May I please have a picture?
2022/12/13, 09:32 - Petronella: IMG-20221213-WA0007.jpg (file attached)
2022/12/13, 09:32 - Isaac - Delta BEC: 2.8 Are there receipt books?
2022/12/13, 09:34 - Petronella: Yes
2022/12/13, 09:34 - Isaac - Delta BEC: May I please have a picture?
2022/12/13, 09:34 - Petronella: IMG-20221213-WA0009.jpg (file attached)
2022/12/13, 09:35 - Isaac - Delta BEC: 2.9 Are there laptops set up?
2022/12/13, 09:36 - Petronella: IMG-20221213-WA0011.jpg (file attached)
2022/12/13, 09:36 - Petronella: Yes
2022/12/13, 09:37 - Isaac - Delta BEC: 2.10 Do the laptops have internet connection? (Ask thelaptop operator to open google)
2022/12/13, 09:37 - Petronella: Yes
2022/12/13, 09:38 - Petronella: IMG-20221213-WA0011.jpg (file attached)
2022/12/13, 09:41 - Isaac - Delta BEC: 2.11 Is there a video camera set up?
2022/12/13, 09:41 - Petronella: Yes
2022/12/13, 09:45 - Isaac - Delta BEC: May I have a picture?
2022/12/13, 09:46 - Petronella: IMG-20221213-WA0014.jpg (file attached)
2022/12/13, 09:47 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?
2022/12/13, 09:48 - Petronella: Yes
2022/12/13, 09:48 - Isaac - Delta BEC: May I have a picture?
2022/12/13, 09:49 - Petronella: IMG-20221213-WA0018.jpg (file attached)
2022/12/13, 09:49 - Petronella: IMG-20221213-WA0019.jpg (file attached)
2022/12/13, 09:50 - Isaac - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?
2022/12/13, 09:50 - Petronella: Yes
2022/12/13, 09:51 - Isaac - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/13, 09:51 - Petronella: Yes

2022/12/13, 09:53 - Isaac - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/13, 09:53 - Petronella: Yes

2022/12/13, 09:58 - Isaac - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/13, 09:59 - Petronella: Yes

2022/12/13, 09:59 - Isaac - Delta BEC: May I get a picture?

2022/12/13, 10:01 - Petronella: They dnt have any know

2022/12/13, 10:01 - Petronella: No

2022/12/13, 10:03 - Isaac - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/13, 10:04 - Petronella: Yes

2022/12/13, 10:06 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/13, 10:06 - Petronella: Yes

2022/12/13, 10:07 - Isaac - Delta BEC: May I get a picture?

2022/12/13, 10:08 - Petronella: IMG-20221213-WA0038.jpg (file attached)

2022/12/13, 10:08 - Petronella: IMG-20221213-WA0040.jpg (file attached)

2022/12/13, 10:08 - Isaac - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/13, 10:09 - Petronella: Yes

2022/12/13, 10:10 - Isaac - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/13, 10:12 - Petronella: Yes

2022/12/13, 10:14 - Isaac - Delta BEC: May I get a picture !?

2022/12/13, 10:17 - Petronella: IMG-20221213-WA0047.jpg (file attached)

2022/12/13, 10:18 - Isaac - Delta BEC: 2.21 Are data capturers completing the first part of the fishers application forms?

2022/12/13, 10:21 - Petronella: Yes

2022/12/13, 10:22 - Isaac - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/13, 10:24 - Petronella: Yes

2022/12/13, 10:30 - Isaac - Delta BEC: May I have a picture?

2022/12/13, 10:30 - Petronella: IMG-20221213-WA0056.jpg (file attached)

2022/12/13, 10:32 - Isaac - Delta BEC: May I please have the picture of an issued receipt?

2022/12/13, 10:33 - Petronella: <Media omitted>

2022/12/13, 10:36 - Isaac - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/13, 10:41 - Petronella: Yes

2022/12/13, 11:10 - Isaac - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/13, 11:12 - Petronella: Yes

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

2022/12/13, 16:04 - Petronella: Yes

7.4 ISSUES RAISED

Table 7-4: Receipting: Issues raised

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
	TES/NO
Only marked unregistered applications with a "UR"	N/A

8 VERIFICATION

8.1 OVERVIEW

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

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

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

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

8.2 OBSERVER FORUM INVOLVEMENT

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

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

8.3 ASSESSMENT TEAM

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

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

Table 8-1: Verification-Overview

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

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

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

Table 8-1: Verification - Criteria to be met

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?
08-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
09-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
10-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	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 a decided in 1.2?
	Confirm what the 4 qualifying criteria are.
	SA citizen
	• 18 years or older

55.
as the success criteria

	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"/"uns marking those applications as "Reserved"?

8.3.1.1 Issues

Table 8-2: Comments 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 lo through 4.
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a
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 raise 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 a 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
08	08 FEB 2023	TEAM 1A	No FCDW present
08	08 FEB 2023	TEAM 1B	No FCDW 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

insuccessful", are they

longer than expected and the team only got a documented by DFFE. ised this, and Abongile made the adjustment e applications came about due to the change

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

		ATTENDANCE REGISTER	1	forestry, fisheries & the environment Department Republic of SouthAreca		ATTENDANCE REGISTER	forestry, fisheries & the environme Department Republic of South Areco
CLIENT NAME	Department of Environment, Forestr	ry and Fisheries	DATE	26.01.2023	ATTENDEE INFORMATION	CONTACT INFORMATION	SIGNATURE
ROJECT NAME	Rights Allocation Process		TIME	10'-30	Name Quiciswo mnggolo	Email msmngqola@yohoo.com	
EETING TYPE	Cissessment Meeting				Company Delta BEC		2. Chagolo
ENUE		Sth Floor Foretrust Building				Mobile 083 86 88 15 8 Office CPT	Coffere
TTENDEE INFO		CONTACT INFORMATION		SIGNATURE	Name	Email	
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mpany	STOWIE M.	Mobile 067 030 3801	(-	Designation	Office	
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		ATTENDAN		forestry, fisheries & the environment	
	built environment co	onsultants		Department: Foreity, Fibrienia and the Environment REPUBLIC OF SOUTH AFRICA	
	CLIENT NAME Department o PROJECT NAME Rights Allocati	f Environment, Forestry and Fisheries	DATE 30.01- TIME 19:41	2023	
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		31.01.2023	II	CONTACT INFORMATION	SIGNATURE
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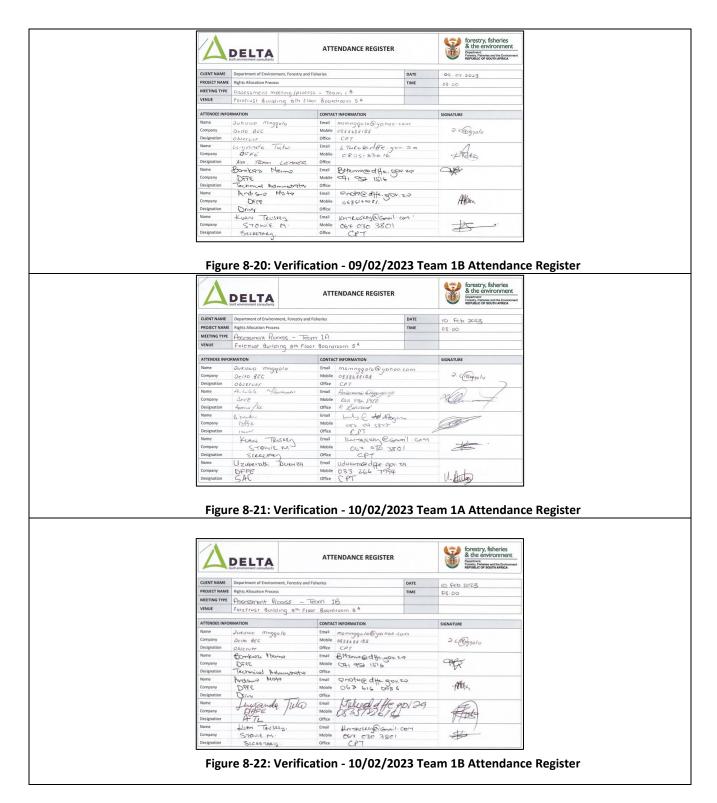
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Figure 8-13: Verification - 06/02/2023 Team 1A Attendance Register

Δ		ATTENDANCE REGISTER		forestry, fisheries & the environment Department Republic of South Africa
CLIENT NAME	Department of Environment, Forestry a	nd Fisheries	DATE	06. 03. 2023
PROJECT NAM	E Rights Allocation Process		TIME	D8:30
VENUE	Foretrust Building 5th f			
ATTENDEE INF	ORMATION	CONTACT INFORMATION		SIGNATURE
Name	ANDISWA NOTA	Email anoth @ dffe. gov.	e 0-	Alota
Company Designation	DENSE	Mobile OGBEIGOOTE		Mayer
Name	BOMKAZI NZIMA	Email Britzinged He	01.29	- R
Company	DIFE -SSFM	Mobile OAI 952 ISIL		TR
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Designation	Ass Tenn LANO	12 Office Email msmngqele@yahee.ce		J ,
Company	Derre BEC	Mobile 083868\$158	~~~~	2. Alggo 10
Designation Name	ubserver.	Once CD7		COJUN
	STOWIE M.	Mobile 067 030 380	Co~ /	.15
Designation	SECRETARY.	Office CPT		40
		ATTENDANCE REGISTER		forestry, fisheries & the environment
CLIENT NAME PROJECT NAM	Department of Environment, Forestry a E Rights Allocation Process	nd Fisheries	DATE	07.03.2033
MEETING TYPE		css - Team i A		05.15
VENUE	Foretrust Building Sth Flo			
ATTENDEE INF	ORMATION	CONTACT INFORMATION		SIGNATURE
Name	Bened. Luling	Email Low Dins Colfle gon Mobile or was star Office CP7		- And -
Company	OFFE	Mobile os and star		- 0
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Designation Name	ADMIN DUNNES	Office 839 3/1 /003		
Company	DFFE	Email udueu 2000 dipe gov.20 Mobile 083 266 7994		111
Designation Name	SAC	Mobile 083 266 7994 Office CPT		(Suboz)
	Quaswe mnggelo	Email msmnggolo@ybhoo.co	2017	
Company	Della BEC	Mobile D\$386.88158		~ 4M/2000/0
	Oello BEC Observer	Mobile D338688158 Office CP7		2 41/299010
Company Designation Name	Ocilio BEC Observer Dickisa Moovipeli Storijis - M	Office CPT Email msmngqolo@ybhoo.cd Mobile 0136688158 Office CPT Email WCSSP46921001.00 Mobile 01941/101900	om	2 (1/2990/0
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Designation	STOWIE M. SECRETARY		Mobile 067 Office CP	1	×	
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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 Friday's the teams had not completed enough application to warrant the quality control team meeting. The team only met on the third Friday (10/02/2023)

8.4.1 QUALITY CONTROL TEAM

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

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

Table 8-4: Verification– Overview

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

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

		n – Quality control								
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	TEAMS: 1, 2,	FRITZ								
23-JAN-25	1 EAIVIS. 1, 2,		NO	YES	14	0	NO	NO	NO	YES
	3	SWANEPOEL								

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

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

8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

#	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 thought the ap 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	A	ttendance register	Yes
2	C	hecklist signed by all parties involved	Yes

8.4.3.1 Attendance register

Δ				forestry, fisheries & the environment_ Parent to foremarket			ATTENDANCE REGISTER		forestry, fisheries & the environment	
CLIENT NAME	Department of Environment, Forestry and Fis	sheries	DATE	10 Feb 2023	ATTENDEE INFO	DRMATION	CONTAC	TINFORMATION	SIGNATURE	
PROJECT NAME	Rights Allocation Process		TIME	11:30	Name	KUAN TAUSKEN		KMTRUSKEY@GRANT.COM.	signations.	
MEETING TYPE	Quality Control Roarss - Te	iam 1,2 and 3			Company	STOWIE M.	Mobile	067 030 3801	- the	
VENUE	MRM Braidroom, 3rd Floor, For	etruse Building			Designation	SECRETARY	Office	CPT CPT	- 4	
ATTENDEE INFO	-	CONTACT INFORMATION		SIGNATURE	Name		Email			
Name				SIGNATORE	Company		Mobile			
Company	Fritz Swanopoel Della BEC	Email fritz subneppel Concol Mobile CT 4 55T 0461		Fr	Designation		Office			
Designation	Rojec's Monoger Observer	Office		B'	Name		Email	CONTRACTOR OF THE OWNER		
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Designation	TEAM 3 Chair (DD)	Office Freehrust P 1	100	4112	Name		Email			
Name	Sindian Signa	Email Sogradite.gov. Mobile 01414007/	Cen .	0	Company		Mobile			
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Designation	Theom Z Choir (DD)	Office		2	Name		Email			
Name	Benacia Miller	Email bombic differ que.	2.0		Company		Mobile			
Company	DAL	Mobile 083 227 5737		_ (15)	Designation		Office			
Designation	The back 1 (wc)	Office CPT	,		Name		Email			
Name	Abargile Nggangwa	Email A. Kogungura Odf Mobile 060 508 7014	e.gav. za	All AL	Company		Mobile			
Company Designation	Director	Mobile 060 508 7014.		- ANN	Designation		Office			
Designation	Elsec 10.	Uffice		1.1	Designation		Office			

Figure 8-23: Quality Control - 10/02/2023 Attendance Register

8.4.3.2 Checklist signed by all parties involved

Scanned copies handed over to the DFFE.

9 CONCLUSION

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