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 55 |
|---|---------|
| MOBILISATION COMPLIANCE RATING | 56% |
| DISTRIBUTION COMPLIANCE RATING | 100% |
| CATCH - ALL COMPLIANCE RATING | 100% |
| MOBILISATION FOR RECEIPTING COMPLIANCE RATING | 100% |
| RECEIPTING COMPLIANCE RATING | 78% |
| VERIFICATION COMPLIANCE RATING | 92% |
| AVERAGE COMPLIANCE RATING | 88% |

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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 | Hopefield 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-2022019-WA0045 Hopefield Community Centre". |
| Data collector | DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam. |
| Effect on applicants | The project is on track to be completed as committed by the department |
| Additional Comments | No observer forum had been formed by the time DFFE commence with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat. |

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

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

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

3.2.1 POSTER

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

| # | CRITERIA TO BE MET | YES/N O | | | РНОТО Е | VIDENCE | | |
|-----|--|------------|--|---|---|---|--|----------------------------|
| 1 | Have posters been designed with the following information: | | | P NT OF FORESTRY, FIS E FISHERIES VERIFIC | SHERIES AND THE E | | NG OUT WESTERN | |
| 1.1 | Visitation schedule | Yes | small-scale fishers in the Community members of for the registration and | | ill only be open to the community valid temporary identity docume | r members who participated in the nt on the day of registration and a | e initial process in 2016. should gather all necessary do | cumentation in preparation |
| 1.2 | Location of the venues | Yes | Community members r A template of the proxy Notes on the verification p • Verification forms an • Each verification for • Elicible community of | a are unable to attend these meet attending to other business will us nust notify the DFFE prior to the in letter can be retrieved from the in process on of for sale. In will have a unique sequence ne will have a sub-required to visit it will be given 31 days to comple- t/receive all verification forms afte s will be given 31 days to comple- t will be given 31 days to complex attended to the set of the s | meeting, on the number provided nearest Fisheries Compliance Of umber and the form should not be the distribution centres to collect t | I below, to arrange the authorisat fices of the DFFE. e photocopied. their verification forms. | ion of a proxy letter. | |
| | • Detected | | | | WEST CO | AST REGION | | |
| | Dates and | | COMMUNITY | VENUE | ESTIMATED MOBILISATION | ESTIMATED DISTRIBUTION | DFFE COLLECTION DATE | REGISTRATION TIME |
| | times for | | Ebenhaezer | Ebenhaezer Community Centre | DATE 19 September 2022 | 3 October 2022 | 7 November 2022 | 09:00-16:00 |
| 1.3 | distribution | Yes | Lutzville Papendorp | Papendorp Church Centre | 19 September 2022 | 4 October 2022 | 8 November 2022 | 09:00-16:00 |
| | and | | Leipoltville | Leipoltville Church Hall | 19 September 2022 | 6 October 2022 | 10 November 2022 | 09:00-16:00 |
| | | | Graafwater | Leipoltville Church Hall | 19 September 2022 | 6 October 2022 | 10 November 2022 | 09:00-16:00 |
| | receipting | | Lambert's Bay | Don Burrell Hall | 19 September 2022 | 5 October 2022 | 9 November 2022 | 09:00-16:00 |
| | 1 0 | | Eiland Bay Doring Bay | Elands Bay Community Hall Miriam Owies Hall | 19 September 2022 19 September 2022 | 3 October 2022 7 October 2022 | 7 November 2022 11 November 2022 | 09:00-16:00 |
| | Documents | | Velddrift | Noordhoek Civic Hall | 19 September 2022 | 4 October 2022 | 8 November 2022 | 09:00-16:00 |
| | required | | Vredenberg | Witteklip Community Hall | 19 September 2022 | 7 October 2022 | 11 November 2022 | 09:00-16:00 |
| 1.4 | required | Yes | Treasing | Wittekiip Community Ham | 13 September 1911 | | | 03.00-10.00 |
| | for | 100 | Sandy Point Stompneus BaylDuyker Island/Columbine | St Helena Community Hall | 19 September 2022 | 5 October 2022 | 9 November 2022 | 09:00-16:00 |
| | registration | | Steenberg's Cove | Steenberg Community Hall | 19 September 2022 | 6 October 2022 | 10 November 2022 | 09:00-16:00 |
| | | | Laingville/West Point | Sports Clubhouse | 19 September 2022 | 3 October 2022 | 7 November 2022 | 09:00-16:00 |
| | That forms | | Paternoster | Paternoster Community Hall | 19 September 2022 | 4 October 2022 | 8 November 2022 | 09:00-16:00 |
| 1.5 | | Yes | Saldanha (White City) | White City Multipurpose Centre | 19 September 2022 | 5 October 2022 | 9 November 2022 | 09:00-16:00 |
| | are free | | Saldanha Diaz Ville Hopefield | Hopefield Community Hall | 19 September 2022 | 6 October 2022 | 10 November 2022 | 09:00-16:00 |
| | | | Langebaan | Langebaan Thusong Centre | 19 September 2022 | 7 October 2022 | 11 November 2022 | 09:00-16:00 |
| 2 | Were the posters put up at the venue and other locations as stated? | Yes | | ge was su aced here sup | under the | - | on that th | |

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

| 3 | Were the poster put up 2 weeks prior to the distribution phase date? | Yes | N/A |
|---|--|-----|-----|
|---|--|-----|-----|

3.2.2 BULK SMS's

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 3-3: 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 | | |
| 2 | Was proof provided that the SMS's were sent to the applicants of the area? | No | | |

3.2.3 RADIO BROADCAST

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

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

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 | Hopefield Community Hall |
| Planned Start Date | 06/10/2022 |
| Actual Start Date | 06/10/2022 |
| Data collector | Charles Jordaan – Observer Forum |
| Effect on applicants | The project is on track to be completed as committed by the department |
| Additional Comments | None |

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 |

Table 4-2: Distribution -Criteria to be met

| # | CRITERIA TO BE MET | YES/NO | PHOTO EVIDENCE |
|---|---|--------|---|
| 2 | Did the venue open on time? | Yes | See below item 4 and 5, venue arranged and open |
| 3 | Has an attendance register been signed by all parties including the observer forum? | Yes | |
| 4 | On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms? | Yes | |

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Hopefield 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, indicating the correspondence received from the observer for the distribution process.

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 - Isaac - Delta BEC created group "Hopefeild Comm Hall OF"

2022/09/23, 15:01 - Isaac - Delta BEC added you

2022/10/05, 15:18 - Isaac - Delta BEC added Sindisa DFFE

2022/10/05, 15:18 - Isaac - Delta BEC added Charles Jordaan

2022/10/06, 08:43 - Zukiswa - Delta BEC: Good Morning *Charles Jordaan*, this group will be used for communication regarding this venue *Hopefield Community Hall*, and the distribution process taking place here today. We will be asking a series of *Yes/No*

questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted. 2022/10/06, 08:43 - Zukiswa - Delta BEC: Are you at the venue? 2022/10/06, 08:44 - Charles Jordaan: Not yet. On my way. Will be a bit late 2022/10/06, 10:30 - Charles Jordaan: IMG-20221006-WA0057.jpg (file attached) 2022/10/06, 10:37 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No 2022/10/06, 10:40 - Charles Jordaan: No 2022/10/06, 10:41 - Charles Jordaan: IMG-20221006-WA0061.jpg (file attached) 2022/10/06, 10:41 - Charles Jordaan: IMG-20221006-WA0062.jpg (file attached) 2022/10/06, 10:43 - Charles Jordaan: IMG-20221006-WA0063.jpg (file attached) 2022/10/06, 10:45 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No 2022/10/06, 10:45 - Charles Jordaan: Yes 2022/10/06, 10:47 - Zukiswa - Delta BEC: Please send a photo 2022/10/06, 10:50 - Charles Jordaan: IMG-20221006-WA0066.jpg (file attached) 2022/10/06, 10:59 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No 2022/10/06, 11:27 - Charles Jordaan: No 2022/10/06, 11:27 - Charles Jordaan: Sorry my phone battery went flat. But it is fine now 2022/10/06, 11:36 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No 2022/10/06, 11:46 - Charles Jordaan: Yes 2022/10/06, 11:52 - Zukiswa - Delta BEC: Please send a photo: process taking place on time 2022/10/06, 11:53 - Charles Jordaan: IMG-20221006-WA0063.jpg (file attached) 2022/10/06, 12:05 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No 2022/10/06, 12:34 - Charles Jordaan: No 2022/10/06, 12:34 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No 2022/10/06, 12:34 - Charles Jordaan: Yes 2022/10/06, 12:34 - Zukiswa - Delta BEC: Please send a photo: register

2022/10/06, 12:35 - Charles Jordaan: IMG-20221006-WA0086.jpg (file attached)

2022/10/06, 12:36 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 12:36 - Charles Jordaan: No

2022/10/06, 12:37 - 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

2022/10/06, 12:37 - Charles Jordaan: Yes

2022/10/06, 12:37 - Zukiswa - Delta BEC: Please send a photo: regarding the above statement

2022/10/06, 12:42 - Charles Jordaan: IMG-20221006-WA0088.jpg (file attached)

2022/10/06, 12:43 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 12:43 - Charles Jordaan: No

2022/10/06, 12:44 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms?

2022/10/06, 12:44 - Charles Jordaan: Yes

2022/10/06, 12:44 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining

2022/10/06, 12:45 - Charles Jordaan: IMG-20221006-WA0057.jpg (file attached)

2022/10/06, 12:45 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 12:46 - Charles Jordaan: No

2022/10/06, 12:48 - 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

2022/10/06, 12:49 - Charles Jordaan: No

2022/10/06, 12:49 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 12:49 - Charles Jordaan: None

2022/10/06, 12:50 - Zukiswa - Delta BEC: Explain why you say NO

2022/10/06, 12:50 - Charles Jordaan: Because the verification won't be done before collection of forms

2022/10/06, 12:52 - Zukiswa - Delta BEC: But here I want to know if was it was explained to fisher's that these forms can be filled in on the day. Yes or No

2022/10/06, 12:53 - Charles Jordaan: No

2022/10/06, 12:58 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

2022/10/06, 13:14 - Charles Jordaan: Thanks. See you soon

2022/10/06, 14:21 - Fritz - Delta BEC: Please let us know if there is anything that isnt being done accoding to the questions asked.

2022/10/06, 14:24 - Zukiswa - Delta BEC: IMG-20220928-WA0038.jpg (file attached)

2022/10/06, 14:25 - Zukiswa - Delta BEC: Let us know if there are any changes or concerns with the questions I have asked, reference to the screens hot above

2022/10/06, 15:29 - Charles Jordaan: Please let us know if there is anything that isnt being done accoding to the questions asked.

2022/10/06, 15:29 - Charles Jordaan: No

2022/10/06, 15:29 - Charles Jordaan: Let us know if there are any changes or concerns with the questions I have asked, reference to the screens hot above

2022/10/06, 15:30 - Charles Jordaan: Wasn't prober advertised

2022/10/06, 15:33 - Zukiswa - Delta BEC: Explain this in full

2022/10/06, 15:35 - Charles Jordaan: The people complain that it was posted on a bill board where the majority or stakeholders does'n come regularly



5 CATCH-ALL DISTRIBUTION

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

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

5.1 OVERVIEW

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

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

| ITEM | DESCRIPTION |
|-----------------|---------------------------|
| Venue | Saldhana, Dial Rock |
| Date | 21 October 2022 |
| Data Collection | Camelita – 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.

| # | 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 |

Table 5-2: Distribution- Criteria to be met

| # | CRITERIA TO BE MET | WHATSAPP EVIDENCE (YES/NO) | PHOTO EVIDENCE |
|---|--|----------------------------------|----------------|
| 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 | |
| 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 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 | Hopefield Community Hall |
| Date new poster was put up | 22/11/2022 |
| Original Planned Start Date | 10/11/2022 |
| Updated Planned Start Date | 08/12/2022 |

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.

| COMMUNITY | VENUES | RECEIPTING DATES (05 - 15 DECEMBER 2022) | TIME |
|---------------------------------------|----------------------------------|---|-------------|
| benhaezer | Ebenhaezer Community | 12 December 2022 | 09:00-16:00 |
| utzville | Centre | | |
| apendorp | Papendorp Church Hall | 13 December 2022 | 09:00-16:00 |
| raafwater | Leipoltville Church Hall | 15 December 2022 | 09:00-16:00 |
| eipoltville | | | |
| oring Bay | Miriam Owies Hall | 14 December 2022 | 09:00-16:00 |
| amberts Bay | Don Burrel Hall | 12 December 2022 | 09:00-16:00 |
| ands Bay | Elands Bay Community Hall | 13 December 2022 | 09:00-16:00 |
| /eldrift | Noordhoek Civic | 14 December 2022 | 09:00-16:00 |
| redenberg | Witteklip Community Hall | 15 December 2022 | 09:00-16:00 |
| andy Point | St Helena Bay Community | 13 December 2022 | 09:00-16:00 |
| ompneus Bay/Duykers land/Columbine | Hall | | |
| leenberg Cove | Steenberg Cove Community Hall | 13 December 2022 | 09:00-16:00 |
| aingville/West Point | Laingville Sports Club house | 14 December 2022 | 09:00-16:00 |
| aternoster | Paternoster Community Hall | 15 December 2022 | 09:00-16:00 |
| aldanha (white city) | | 08 December 2022 | 09:00-16:00 |

| COMMUNITY | VENUES | RECEIPTING DATES (05 - 15 DECEMBER 2022) | TIME |
|---------------------|------------------------------------|---|-------------|
| Saldanha Diaz Ville | White City Multi-purpose centre | | |
| Hopefield | Hopefield Community Hall | 08 December 2022 | 09:00-16:00 |
| angebaan | Langebaan Thusong Centre | 07 December 2022 | 09:00-16:00 |
| rzerfontein | Yzerfontein Community Hall | 07 December 2022 | 09:00-16:00 |
| Darling | Darling Community Hall | 09 December 2022 | 09:00-16:00 |
| Mamre | Mamre Moravian Church Hall | 06 December 2022 | 09:00-16:00 |
| Blouberg | Melkbos Country Club | 06 December 2022 | 09:00-16:00 |
| Atlantis | Saxon Sea Primary School Hall | 06 December 2022 | 09:00-16:00 |
| | | | |
| | | | |

Figure 6-1: Mobilisation for Receipting- New Poster



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

7 **RECEIPTING**

7.1 OVERVIEW

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

| ITEM | DESCRIPTION |
|-----------------------------|---|
| Planned Start Date | Hopefield Community Hall |
| Original Planned Start Date | 10/11/2022 |
| Updated Planned Start Date | 08/12/2022 |
| Actual Start Date | 08/12/2022 |
| Data collector | Ngwane- DFFE |
| | Obser cancelled last minute. |
| Effect on applicants | The project is delayed according to the original start date which means that the applicants will have to wait longer to know the outcome of the process and whether they will be receiving a permit. The delay was caused by fisher representing organisations requesting to have more time for the fishers to fill in the forms. |
| Additional Comments | Due the fisher organisations requests to move the receipting dates later, DFFE implemented a mobilisation for receipting process whereby they went to the area and put-up new posters indicating the new dates. The above "Updated Start Date" refers to the new start date according to the updated dates. |

7.2 CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL

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

| # | 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 attendan ce register for the DFFE team and observer forum? | Yes | <image/> |
| 3 | Have you signed the attendan ce register? (Send a Photo of the register you and the service provider signed) | Yes | See above item 2 |
| 4 | Is there an attendan ce register for the fishers to sign? | Yes | N/A |

Table 7-2: Receipting- Criteria to be met

| # | CRITERIA TO BE MET | WHATSAPP EVIDENCE (YES/NO) | PHOTO EVIDENCE |
|---|--|----------------------------------|--|
| 5 | Are there electronic and paper copies of the registere d fishers? | Yes | N/A |
| 6 | Is there an electronic checklist? | Yes | N/A |
| 7 | Is there a stamp pad for complete or incomple te forms? | Yes | INTERNETION INTERN |
| 8 | Are there receipt books? | Yes | 1351-1400 1301-1350. |
| 9 | Are there laptops set up? | Yes | |

| # | CRITERIA TO BE MET | WHATSAPP EVIDENCE (YES/NO) | PHOTO EVIDENCE |
|----|--|----------------------------------|--|
| 10 | Do the laptops have internet connectio n? (Ask the laptop operator to open google) | Yes | |
| 11 | Is there a video camera set up? | Yes | |
| 12 | Are there clearly labelled boxes for storing the applicatio ns? | Yes | Tidy Files Fire States Hope field MC - HOP MIC - HOP |

| # | CRITERIA | WHATSAPP | PHOTO EVIDENCE |
|----|---|----------|----------------|
| | TO BE | EVIDENCE | |
| | MET | (YES/NO) | |
| 13 | Has the service provider explained the procedur e of the day to the fishers? | Yes | N/A |
| 14 | Are fishers being guided to data capturers ? | Yes | N/A |
| 15 | Are the data capturers friendly? | Yes | N/A |
| 16 | Are fishers' forms being marked with a big "R" if they are registere d on the database ? | Yes | N/A |
| 17 | Are the data capturers going through the applicatio ns to ensure that they are complete ? | Yes | N/A |

| # | CRITERIA TO BE MET | WHATSAPP EVIDENCE (YES/NO) | PHOTO EVIDENCE |
|----|---|----------------------------------|----------------|
| 18 | Are the data capturers adding a thumbpri nt where applicant s have not signed? | No | Freedor |
| 19 | Are the data capturers filling in the electronic checklist? | Yes | N/A |
| 20 | Are the data capturers stamping either "COMPLE TE" or "INCOMP LETE" on fishers' forms after checking it? | Yes | N/A |
| 21 | Are data capturers competin g the first part of the fisher's applicatio n forms? | Yes | N/A |

| # | CRITERIA TO BE MET | WHATSAPP EVIDENCE (YES/NO) | PHOTO EVIDENCE |
|----|--|----------------------------------|-------------------|
| 22 | Are fishers being issued with receipts? Sporadica Ily check that the receipt number matches the one on their form. | Yes | N/A |
| 23 | Are the data capturers stapling all the fisher's documen tation? | Yes | N/A |
| 24 | Are the data capturers placing the stapled documen tation 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 facilitatin g 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 Hopefield 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, 17:12 - 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.

2022/11/29, 17:12 - You created group "Hopefeild Receipting "

2022/11/30, 10:19 - You added Sindisa Sigam

2022/12/08, 08:18 - Isaac - Delta BEC: Good morning, Team

This venue doesn't have an OF member, he confirmed his cancelation. @27714140671 can you please allocate us with a DFFE member that can help us today. Thanks in advance.

Kind regards

2022/12/08, 09:14 - Sindisa Sigam: Sir Joz.vcf (file attached)

2022/12/08, 09:15 - Sindisa Sigam: Mr Jozana will be the Observer in this community. Please note that he is the only DFFE official at the venue, so please do understand that he might not be able to answer promptly. Thanks

2022/12/08, 09:15 - Isaac - Delta BEC: @27714140671 please let him know that I have sent him an invitation. Thanks for your help.

2022/12/08, 09:19 - Sir Joz joined using your invite

2022/12/08, 09:42 - Isaac - Delta BEC: @27838654242 Are you at the venue yet?

2022/12/08, 09:54 - Sir Joz: Yes

2022/12/08, 09:54 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/08, 09:55 - Sir Joz: Hopefield opened at 08h40

2022/12/08, 09:56 - Isaac - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/08, 09:56 - Sir Joz: Yes

2022/12/08, 09:57 - Sir Joz: Yes for Hopefield

2022/12/08, 09:57 - Isaac - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/08, 10:12 - Sir Joz: IMG-20221208-WA0026.jpg (file attached)

2022/12/08, 10:13 - Isaac - Delta BEC: 2.4 Is there an attendance register for the fisers to sign?

2022/12/08, 12:16 - Isaac - Delta BEC: @27838654242 can we continue with questions?

2022/12/08, 12:29 - Sir Joz: Yes

2022/12/08, 12:29 - Isaac - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/08, 12:33 - Sir Joz: Yes

2022/12/08, 12:34 - Isaac - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?

2022/12/08, 12:54 - Sir Joz: Yes

2022/12/08, 12:54 - Isaac - Delta BEC: May I get a picture?

2022/12/08, 12:56 - Sir Joz: IMG-20221208-WA0081.jpg (file attached)

2022/12/08, 12:57 - Isaac - Delta BEC: 2.8 Are there receipt books?

2022/12/08, 12:57 - Sir Joz: Yes

2022/12/08, 12:58 - Isaac - Delta BEC: May I have a picture?

2022/12/08, 13:00 - Sir Joz: IMG-20221208-WA0082.jpg (file attached)

2022/12/08, 13:00 - Isaac - Delta BEC: 2.9 Are there laptops set up?

2022/12/08, 13:00 - Sir Joz: Yes

2022/12/08, 13:00 - Isaac - Delta BEC: May I have a picture?

2022/12/08, 13:01 - Sir Joz: IMG-20221208-WA0083.jpg (file attached)

2022/12/08, 13:01 - Isaac - Delta BEC: 2.10 Do the laptops have internet connection? (Ask the laptop operator to open google)

2022/12/08, 13:01 - Sir Joz: Yes

2022/12/08, 13:01 - Isaac - Delta BEC: May I have a picture?

2022/12/08, 13:01 - Sir Joz: IMG-20221208-WA0084.jpg (file attached)

2022/12/08, 13:02 - Isaac - Delta BEC: 2.11 Is there a video camera set up?

2022/12/08, 13:02 - Sir Joz: Yes

2022/12/08, 13:02 - Isaac - Delta BEC: May I get a picture?

2022/12/08, 13:02 - Sir Joz: IMG-20221208-WA0085.jpg (file attached)

2022/12/08, 13:03 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/08, 13:03 - Sir Joz: IMG-20221208-WA0086.jpg (file attached)

2022/12/08, 13:03 - Sir Joz: Yes

2022/12/08, 13:04 - Isaac - Delta BEC: May I get a picture of the marked boxes?

2022/12/08, 13:05 - Sir Joz: IMG-20221208-WA0087.jpg (file attached)

2022/12/08, 13:05 - Isaac - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/08, 13:06 - Sir Joz: Yes

2022/12/08, 13:06 - Isaac - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/08, 13:06 - Sir Joz: Yes

2022/12/08, 13:06 - Isaac - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/08, 13:07 - Sir Joz: Yes

2022/12/08, 13:07 - Isaac - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/08, 13:10 - Sir Joz: No only red UR mark for unregistered Fisher

2022/12/08, 13:10 - Isaac - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/08, 13:10 - Sir Joz: Yes

2022/12/08, 13:15 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/08, 13:24 - Sir Joz: Only if the applicant can't sign

2022/12/08, 13:24 - Isaac - Delta BEC: May I have a picture of the thumbprint kit?

2022/12/08, 13:26 - Sir Joz: IMG-20221208-WA0090.jpg (file attached)

2022/12/08, 13:27 - Isaac - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/08, 13:27 - Sir Joz: Yes

2022/12/08, 13:33 - Isaac - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/08, 13:36 - Sir Joz: Yes

2022/12/08, 13:36 - Isaac - Delta BEC: 2.21 Are data capturers competing the first part of the fishers application forms?

2022/12/08, 13:36 - Sir Joz: Yes

2022/12/08, 13:39 - Isaac - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/08, 13:40 - Sir Joz: Yes

2022/12/08, 13:40 - Isaac - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/08, 13:45 - Sir Joz: Yes

2022/12/08, 13:45 - Isaac - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/08, 13:46 - Sir Joz: Yes

2022/12/08, 16:02 - Isaac - Delta BEC: Did the venue close at 16:00?

2022/12/08, 16:09 - Sir Joz: At 16h08

2022/12/08, 16:10 - Isaac - Delta BEC: Thank you very much for you assistance today @27838654242

2022/12/08, 16:21 - Sir Joz: My pleasure l

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 |

| S. |
|-------------------------|
| |
| |
| |
| as the success criteria |
| |
| |

| | 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"/"un 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 lot 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 rais 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 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 |

unsuccessful", are they

t longer than expected and the team only got a documented by DFFE. aised this, and Abongile made the adjustment se 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

| Δ | DELTA | ATTENDANCE REGISTER | | forestry, fisheries & the environment. | | ATTENDANCE REGISTER | forestry, fisherin & the environm Department Republic of South Are |
|--|---|--|----------------------|--|--|---|---|
| LIENT NAME | Department of Environment, Forestry an | nd Fisheries | DATE | 26.01.2023 | ATTENDEE INFORMATION | CONTACT INFORMATION | SIGNATURE |
| OJECT NAME | Rights Allocation Process | | TIME | 10:30 | | | |
| ETING TYPE | Cissessment Meeting | | | | Name Quiciswa Mngqalo Company Delta BEC | Stere C. January | 2. Chiggolo |
| IUE | Offshore Building Dree /s | Sth Floor Foretrust Building | | | Designation Observer | Mobile 083 86 88 /58 Office 087 | Conto |
| | | | - | | Name | Email | |
| ENDEE INFO | | CONTACT INFORMATION | | SIGNATURE | Company | Mobile | |
| ne | Ficusione Joseph | Email Flozephedffe. you z | 361 | æ | Designation | Office | |
| npany ignation | PFFE | Mobile OTEZSECIUM Office C.P.T | | -369 | Name | Email | |
| ne | KUAN TRUSKEY | Email KMTRUSKEY EGNMI | | | Company | Mobile | |
| npany | STOWIE M. | Mebile 067 030 3801 | CD~1. | -13 | Designation | Office | |
| gnation | SECRETARIA-T. | Office CPT | | - Contraction of the second se | Name | Fmail | |
| ie . | RIAGN TENDRICKS | Email riaanh 101@quar | Cau | d1 10 | Company | Mobile | |
| ipany | DEFE | Mobile 0717546754 | | Highl | Designation | Office | |
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| ne | Banacia Multi, | Email benes builtin @ A | te away | | | Mobile | |
| ipany | DAE | Mobile 0832275877 | -9 | | Company Designation | Office | |
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| | PROJECT NAME Rights Allocation MEETING TYPE Assessment | Environment, Forestry and Fisheries | DATE 30.01-20 TIME 10:41 | 23 | |
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| | Figure 8-4: | | /01/2023 Team 1B nce Register | ATTENDANCE REGISTER | forestry, fsheries & the environme Deservert Instruction of consistence |
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| DIECT NAME | Rights Allocation Process | | TIME | 08:16 | Name | KUAN TRUSKEY. | Email KMTRUSKEY @GMAL. CON. | |
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| ENT NAME | Department of Environment, Forestry and Rights Allocation Process | Fisheries | DATE | 01. 02. 2023 08:00 | ATTENDEE INFOR | | CONTACT INFORMATION | SIGNATURE |
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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 |

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

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

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

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

8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

| | # | DATE | TEAM | COMMENTS/ISSUES |
|---|----|-------------|--------------|---|
| ſ | 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 applications that were reserved by the assessment teams. They went thought the applications that back to the assessment teams to assess again. |

applications, provided their comment, and them

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

| Δ | | ATTENDANCE REGISTER | | forestry, fisheries & the environment Department Republic of BOTH AFRICA | Δ | | ATTENDANCE REGISTER | forestry, fisheries & the environment Department Republic of South Affect |
|--------------------------------|---|---|----------|---|--------------------------------|------------------------|-----------------------------------|--|
| CLIENT NAME | Department of Environment, Forestry and Fis | sheries | DATE | 10 Feb 2023 | ATTENDEE INFO | RMATION | CONTACT INFORMATION | SIGNATURE |
| PROJECT NAME | Rights Allocation Process | | TIME | 11:30 | Name | KUAN TAUSKEN | Email KMTHOSKEY@GRANT.COM | |
| MEETING TYPE VENUE | Quality Control Process - Te MRM Braidroom, 3th Floor, For | ian 1,2 and 3 escuse Building | | | Company Designation | STOWIE M. SECRETARY | Mobile 067 030 3801 Office CPT | * |
| ATTENDEE INFO | IRMATION | CONTACT INFORMATION | | SIGNATURE | Name | | Email | |
| Name Company Designation | Fritz Swancpoel Della BEC Rojecz Monager Oberver | Email fritz sconepoel Connor Mobile 074 557 04401 Office | | Br | Company Designation Name | | Mobile Office Email | |
| Name Company Designation | NULLANDA NOSI DEFE TEAM 3 Chair (60) | Email Nontosi@ 1770.2 Mobile 078 458 0911 | 00.29 | 4 | Company Designation | | Mobile Office | |
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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.