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 59
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	0%
RECEIPTING COMPLIANCE RATING	91%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	73%

TABLE OF CONTENTS

ANNEXU	ANNEXURE BG: AREA 591				
1	INTRODUCTION	7			
1.1	BACKGROUND	7			
1.2	PURPOSE OF REPORT	8			
1.3	STRUCTURE OF REPORT	8			
2	APPROACH	9			
3	MOBILISATION	10			
3.1	OVERVIEW	10			
3.2	CRITERIA TO BE MET TO BE SUCCESSFUL	10			
3.2.1	Poster	11			
3.2.2	Bulk SMS's	12			
3.2.3	RADIO BROADCAST	13			
3.3	DATA COLLECTED:	13			
3.3.1	OBSERVER FORUM FEEDBACK FORMS	13			
3.3.2	Letters from various service providers	14			
4	DISTRIBUTION	15			
4.1	OVERVIEW				
4.2	CRITERIA TO BE MET FOR DISTRIBUTION TO BE SUCCESSFUL				
4.3	WHATSAPP MESSAGES				
4.5	WHATSAFF MESSAGES				
5	CATCH-ALL DISTRIBUTION	21			
5.1	OVERVIEW	21			
5.2	CRITERIA TO BE MET FOR CATCH-ALL DISTRIBUTION TO BE SUCCESSFUL	22			
5.3	WHATSAPP MESSAGES	24			
6	MOBILISATION FOR RECEIPTING	28			
6.1	OVERVIEW	28			
6.2	NEW POSTER				
7	RECEIPTING	29			
. 7.1	OVERVIEW	-			
7.2	CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL				
7.3	WHATSAPP MESSAGES				
8		40			
	OVERVIEW				
8.1					
8.2		-			
8.3		-			
8.3.1	CRITERIA TO BE MET FOR THE VERIFICATION PHASE TO BE SUCCESSFUL				
8.3.1.1	Issues				
8.3.2	DATA COLLECTED:				
8.3.2.1 8.3.2.2	Attendance register Photo's				
8.3.2.2	Checklist signed by all parties involved				
8.3.2.3 8.4	QUALITY CONTROL TEAM				
8.4.1	QUALITY CONTROL TEAM				
8.4.1 8.4.2	CRITERIA TO BE MET FOR THE QUALITY CONTROL TO BE SUCCESSFUL				
8.4.2 8.4.2.1	CRITERIA TO BE METFOR THE QUALITY CONTROL TO BE SUCCESSFUL				
8.4.3	DATA COLLECTED				
8.4.3 8.4.3.1	Attendance register				
2					

8.4.3.2	Checklist signed by all parties involved	53
9	CONCLUSION	54

LIST OF FIGURES

Figure 4-1: WhatsApp conversation, evidence for Table 4-2 item 1,2,3,4 and 5	.20
Figure 6-1: Mobilisation for Receipting – New poster	
Figure 8-1: Verification - 26/01/2023 Attendance Register	.44
Figure 8-2: Verification - 27/01/2023 Attendance Register	.44
Figure 8-3: Verification - 30/01/2023 Team 3A Attendance Register	
Figure 8-4: Verification - 30/01/2023 Team 3B Attendance Register	.45
Figure 8-5: 31/01/2023 Team 3B Attendance Register	.46
Figure 8-6: Verification - 01/02/2023 Team 3A Attendance Register	.46
Figure 8-7: Verification - 01/02/2023 Team 3B Attendance Register	
Figure 8-8: Verification - 02/02/2023 Team 3A Attendance Register	.47
Figure 8-9: Verification - 02/02/2023 Team 3B Attendance Register	.47
Figure 8-10: Verification - 03/02/2023 Team 3A Attendance Register	.47
Figure 8-11: Verification - 03/02/2023 Team 3B Attendance Register	
Figure 8-12: Verification - 06/02/2023 Team 3A Attendance Register	
Figure 8-13: Verification - 06/02/2023 Team 3B Attendance Register	
Figure 8-14: Verification - 07/02/2023 Team 3A Attendance Register	
Figure 8-15: Verification - 07/02/2023 Team 3B Attendance Register	
Figure 8-16: Verification - 08/02/2023 Team 3A Attendance Register	
Figure 8-17: Verification - 08/02/2023 Team 3B Attendance Register	
Figure 8-18: Verification - 09/02/2023 Team 3A Attendance Register	
Figure 8-19: Verification - 09/02/2023 Team 3B Attendance Register	
Figure 8-20: Verification - 10/02/2023 Team 3A Attendance Register	
Figure 8-21: Verification - 10/02/2023 Team 3B Attendance Register	
Figure 8-22: Quality Control - 10/02/2023 Attendance Register	
5 · · · · · · · · · · · · · · · · · · ·	-

LIST OF TABLES

Table 1-1: Overview of observation	Ш
Table 3-1: Mobilisation - Planned start vs Actual start	10
Table 3-2: Mobilisation – Poster criteria to be met	11
Table 3-3: Mobilisation - Bulk SMS's criteria to be met	12
Table 3-4: Mobilisation - Radio broadcast criteria to be met	13
Table 3-5: Mobilisation - Data collected	13
Table 4-1: Distribution - Planned start vs Actual start	15
Table 4-2: Distribution -Criteria to be met	16
Table 5-1: Catch-All Distribution - Date and Venue	21
Table 5-2: Distribution -Criteria to be met	22
Table 5-3: Catch-All Distribution - WhatsApp messages	24
Table 6-1: Mobilisation for Receipting - Overview of the process	28
Table 7-1: Receipting - Planned start vs Actual start	29
Table 7-2: Receipting - Criteria to be met	30
Table 7-3: Receipting - WhatsApp	35
Table 8-1: Verification - Criteria to be met	41
Table 8-2: Coments and Issues	43
Table 8-3: Verification - Data collected	44
Table 8-4: Verification– Overview	51
Table 8-5: Verification – Quality control criteria to be met	52
Table 8-6: Comments and Issues	52

Table 8-7: Verification - Data collected

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	Rheenendal Youth Centre		
Planned Start Date	19-20 September 2022		
Actual Start date	20 September 2022, this date is not definite as the DFFE issue Delta BEC with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "20220920-WA0150 Rheenendal Tuck Shop".		
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.		
Effect on applicants	DFFE is on track		
Additional Comments	No observer forum had been formed by the time DFFE commenced with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat.		

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

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

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

3.2.1 POSTER

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

#	CRITERIA TO BE MET	YES/NO						
1	Have posters been designed with the following information:				HERIES VERIFICA	THE ENVIRONMEI TION, REGISTRATI LLOCATION		
1.1	 Visitation schedule 	Yes	small-scale fishers in the Weste Community members will need for the registration and verificat If community members are un member. "Fishing" or "attending Community members must not	ern Cape. The process w I to present their originali- tion processes. able to attend these mer g to other business" will n ify the DFFE prior to the	ill only be open to the community valid temporary identity documen atings, as per the schedule, valid to be regarded as valid reasons f meeting, on the number provided	below, to arrange the authorisatio	initial process in 2016. nould gather all necessary do nedical emergency or the dea	cumentation in preparation
1.2	 Location of the venues 	Yes	Notes on the verification process Verification forms are not for Each verification form will han Eligible community members Community members will be The DFEF will collect/receive	sale. ive a unique sequence nu s will be required to visit t given 31 days to comple a all verification forms aft e given a receipt with a u	nearest Fisheries Compliance Off imber and the form should not be the distribution centres to collect II the forms and collect all the rer of 31 days at the same venues. Inique number, which will also be	photocopied. heir verification forms.	n form. The receipt will be us	ed as proof that they have
1.3	 Dates and times for distribution and receipting 	Yes	Kurland (Plett) I Covie Qolweni(Plett) Plins Trees New Hortzon KwaNokuthula (Plett) / Bossies	VENUE Kurland Community Hall St Pauly Anglican Church New Horizon Community Hall Thusong Community Centre Knanshoek Hall	SOUTHERN CAPE (GAI ESTIMATED MORILISATION DATE 19-20 September 2022 19-20 September 2022 19-20 September 2022		DFFE COLLECTION DATE 7 November 2022 7 November 2022 8 November 2022 9 November 2022 10 November 2022	REGISTRATION TIME 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00
1.4	 Documents required for registration 	Yes	Greenvalley Wittedorift Wittedorift Wittekasie / White Location Rhenendal Touwsranten Kielnkrantz (Wildnerness) Sedgefleid / Smutsville	Hornlee Community Hall Wittedrift Community Hall Rheenendal Youth Centre Touwscratten Community Centre Kleinkranz Church Smutsville Community Hall Klein Brak / Power Town	19-20 September 2022 19-20 September 2022 19-20 September 2022 19-20 September 2022 19-20 September 2022 19-20 September 2022 19-20 September 2022	S October 2022 4 October 2022 S October 2022 S October 2022 7 October 2022 7 October 2022 7 October 2022 4 October 2022 4 October 2022	P November 2022 B November 2022 10 November 2022 11 November 2022 11 November 2022 11 November 2022 11 November 2022 6 November 2022 B November 2022	99:00-16:30 99:00-16:30 99:00-16:30 99:00-16:30 99:00-16:30 99:00-16:30 99:00-16:30 99:00-16:30
1.5	• That forms are free	Yes	Tarka / New Sunnyside D'almeida D'almeida KweNongaba Mossel Bay / Herbertadale For more information, please co	Hall D'almeida Town Hall Mossel Bay Town Hall ontact 021 402 3614.	19-25 September 2022 19-26 September 2022 19-26 September 2022 ERIES AND THE ENVIRONMEN ERIES AND THE ENVIRONMEN	6 October 2022 S October 2022	10 November 2022 9 November 2022 Cali Centre: +	09:00-16:00 09:00-16:00 09:00-16:00 27:86 111 2468 (e.gov:za

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

#	CRITERIA TO BE MET	YES/NO	
2	Were the posters put up at the venue and other locations as stated?	N/A	File File <t< td=""></t<>
3	Were the posters put up 2 weeks prior to the distribution phase date?	N/A	

3.2.2 BULK SMS's

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

	CRITERIA TO BE MET	YES/NO
1	Have SMSs been sent with the following information:	
1.1	Visitation schedule	No
1.2	Location of the venues	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

Table 3-3: Mobilisation - Bulk SMS's criteria to be met

3.2.3 RADIO BROADCAST

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

	CRITERIA TO BE MET	YES/NO	
1	Radio broadcast communicated the following:		
1.1	Visitation schedule	No	
1.2	Location of the venues	No	
1.3	Dates and times for distribution and receipting	No	
1.4	 Documents required for registration 	No	
1.5	That forms are free	No	
2	Was a copy of the broadcast message provided?	No	
3	Was a letter from the radio station provided stating the dates the No 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	Rheendendal Youth Centre
Planned Start Date	06/10/2022
Actual Start Date	06/10/2022
Data collector	Bazukile – Department
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.

Tap	le 4-2: Distribution -Criteria to be met					
#	CRITERIA TO BE MET	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE			
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	See below items 4 and 5			
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	<image/>			
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes				

Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAP P 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	<image/>

4.3 WHATSAPP MESSAGES

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

2022/10/05, 15:34 - 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.

2022/10/05, 15:34 - Isaac - Delta BEC created group "Rheenendal Youth Centre "

2022/10/05, 15:34 - Isaac - Delta BEC added you

2022/10/05, 15:35 - Isaac - Delta BEC: @27714140671 can you please allocate an OF from your department for this venue for 2022/10/05

2022/10/06, 08:41 - Fritz - Delta BEC: @27714140671 just following up on the request above

2022/10/06, 08:58 - Sindisa DFFE: Bazukile.vcf (file attached)

2022/10/06, 09:00 - Isaac - Delta BEC added Bazukile DFFE

2022/10/06, 09:12 - Zukiswa - Delta BEC: Good Morning *Bazukile*, this group will be used for communication regarding this venue *Rheenendal Youth Centre*, and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking

for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/06, 09:12 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/06, 09:15 - Bazukile DFFE: Yes

2022/10/06, 09:18 - Zukiswa - Delta BEC: Please send a photo

2022/10/06, 09:22 - Bazukile DFFE: IMG-20221006-WA0013.jpg (file attached)

2022/10/06, 09:22 - Bazukile DFFE: IMG-20221006-WA0014.jpg (file attached)

2022/10/06, 09:24 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 09:30 - Bazukile DFFE: No

2022/10/06, 09:31 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/06, 09:42 - Bazukile DFFE: Yes

2022/10/06, 09:46 - Zukiswa - Delta BEC: Please send a photo

2022/10/06, 10:04 - Bazukile DFFE: IMG-20221006-WA0047.jpg (file attached)

2022/10/06, 10:05 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 10:05 - Bazukile DFFE: No

2022/10/06, 10:05 - Zukiswa - Delta BEC: Did the process commence on time?

2022/10/06, 10:48 - Bazukile DFFE: Yes

2022/10/06, 10:49 - Zukiswa - Delta BEC: Please send a photo: process taking place on time

2022/10/06, 10:59 - Bazukile DFFE: IMG-20221006-WA0068.jpg (file attached)

2022/10/06, 11:00 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 11:40 - Bazukile DFFE: No

2022/10/06, 12:05 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer? Yes or No

2022/10/06, 12:41 - Bazukile DFFE: Yes

2022/10/06, 12:47 - Zukiswa - Delta BEC: Please send a photo: register

2022/10/06, 12:49 - Bazukile DFFE: IMG-20221006-WA0089.jpg (file attached)

2022/10/06, 12:53 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 12:58 - Bazukile DFFE: No

2022/10/06, 12:59 - 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, 13:50 - Bazukile DFFE: Yes

2022/10/06, 13:50 - Zukiswa - Delta BEC: Please send a photo: related to the above statement

2022/10/06, 14:19 - Bazukile DFFE: IMG-20221006-WA0097.jpg (file attached)

2022/10/06, 14:19 - Bazukile DFFE: IMG-20221006-WA0098.jpg (file attached)

2022/10/06, 14:20 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 14:21 - Bazukile DFFE: No

2022/10/06, 14:21 - 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

2022/10/06, 14:22 - Bazukile DFFE: Yes

2022/10/06, 14:22 - Zukiswa - Delta BEC: Please send a photo: with that regard

2022/10/06, 14:22 - Bazukile DFFE: IMG-20221006-WA0099.jpg (file attached)

2022/10/06, 14:25 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 14:26 - Bazukile DFFE: No

2022/10/06, 14:27 - 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, 14:28 - Bazukile DFFE: Yes

2022/10/06, 14:28 - Zukiswa - Delta BEC: Please send a photo: of that regard

2022/10/06, 14:34 - Bazukile DFFE: VID-20221006-WA0100.mp4 (file attached)

2022/10/06, 14:34 - Bazukile DFFE: IMG-20221006-WA0101.jpg (file attached)

2022/10/06, 14:34 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/06, 14:35 - Bazukile DFFE: No

2022/10/06, 14:35 - 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, 14:36 - Zukiswa - Delta BEC: IMG-20220928-WA0038.jpg (file attached)

Hi Bazukile if there are any concerns or changes throughout the day..kindly let us know/bring it to our attention. Thank you.

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

5 CATCH-ALL DISTRIBUTION

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

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

5.1 OVERVIEW

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

ITEM	DESCRIPTION
Venue	Plett New Horizon Community Hall
Date	19/10/2022
Data Collection	Nola - DFFE

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.

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	
2	Did the venue open on time?	Yes	

Table 5-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
3	Has an attendance register been signed by all parties including the observer forum?	Yes	<image/> <image/> <image/> <image/> <image/> <text></text>
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes	<image/>
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	<image/>

5.3 WHATSAPP MESSAGES

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

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

2022/10/17, 11:52 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/10/17, 11:51 - Isaac - Delta BEC created group "C-A:D. Yzerfontein Com H."

2022/10/17, 11:51 - Isaac - Delta BEC added you

2022/10/17, 12:50 - Isaac - Delta BEC changed the subject from "C-A:D. Yzerfontein Com H." to "C-A:D. Plettenberg Bay:NW"

2022/10/18, 15:54 - Isaac - Delta BEC: @27714140671 can you please allocate an official for this venue for tomorrow? Thanks in advance.

2022/10/19, 08:07 - Zukiswa - Delta BEC: @27714140671 morning just a reminder to please allocate an official at this venue for us

2022/10/19, 08:46 - Sindisa DFFE: Noted colleagues, I will send it just now. I'm waiting for the number from Stowie

2022/10/19, 08:49 - Sindisa DFFE: Nola 0611943443

2022/10/19, 08:59 - Isaac - Delta BEC added +27 67 255 7608

2022/10/19, 09:06 - Isaac - Delta BEC removed +27 67 255 7608

2022/10/19, 09:07 - Isaac - Delta BEC added DFFE Nola

2022/10/19, 09:07 - Zukiswa - Delta BEC: Good Morning *Nola*, this group will be used for communication regarding this venue *C-A-D Plettenberg Bay: New Horizons*, and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/19, 09:08 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/19, 09:08 - DFFE Nola: Yes

2022/10/19, 09:10 - Zukiswa - Delta BEC: Please send a photo: of venue outside & inside

2022/10/19, 09:11 - DFFE Nola: IMG-20221019-WA0006.jpg (file attached)

2022/10/19, 09:11 - DFFE Nola: IMG-20221019-WA0007.jpg (file attached)

2022/10/19, 09:13 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 09:13 - DFFE Nola: No

2022/10/19, 09:20 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/19, 09:29 - DFFE Nola: Yes

2022/10/19, 09:52 - Zukiswa - Delta BEC: Please send a photo

2022/10/19, 10:00 - DFFE Nola: A photo of what?

2022/10/19, 10:02 - Zukiswa - Delta BEC: A photo of the venue that the DFFE arranged for the collection of forms.

2022/10/19, 10:05 - DFFE Nola: IMG-20221019-WA0026.jpg (file attached)

2022/10/19, 10:06 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 10:07 - DFFE Nola: No

2022/10/19, 10:07 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No

2022/10/19, 10:08 - DFFE Nola: Yes

2022/10/19, 10:11 - Zukiswa - Delta BEC: Please send a photo: process taking place on time

2022/10/19, 10:15 - DFFE Nola: IMG-20221019-WA0027.jpg (file attached)

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

2022/10/19, 10:25 - DFFE Nola: No

2022/10/19, 10:27 - DFFE Nola: We only had 2 people with our first session.

2022/10/19, 10:32 - Zukiswa - Delta BEC: Has an attendance register been signed by all parties including the observer forum? Yes or No

2022/10/19, 10:33 - DFFE Nola: No

2022/10/19, 10:37 - Zukiswa - Delta BEC: Kindly explain why is the no register at the venue signed in by all parties?

2022/10/19, 10:39 - DFFE Nola: We are busy signing now and there is no observer yet so we were waiting for DFFE official and observer.

2022/10/19, 10:41 - Zukiswa - Delta BEC: Noted when that is in order kindly respond back to this question: Has an attendance register been signed by all parties including the observer forum? Yes or No

2022/10/19, 10:45 - DFFE Nola: Yes

2022/10/19, 11:05 - Zukiswa - Delta BEC: Please send a photo: of the register

2022/10/19, 11:33 - DFFE Nola: IMG-20221019-WA0039.jpg (file attached)

2022/10/19, 11:45 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 11:49 - DFFE Nola: No

2022/10/19, 11:52 - 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

2022/10/19, 12:16 - DFFE Nola: Yes

2022/10/19, 12:23 - Zukiswa - Delta BEC: Please send a photo: list of the names of fisher's from 2016

2022/10/19, 12:36 - DFFE Nola: IMG-20221019-WA0041.jpg (file attached)

2022/10/19, 12:37 - DFFE Nola: IMG-20221019-WA0042.jpg (file attached)

2022/10/19, 12:37 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 12:38 - DFFE Nola: No

2022/10/19, 12:38 - 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

2022/10/19, 12:39 - DFFE Nola: Yes

2022/10/19, 12:40 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining to fishers how to fill in forms

2022/10/19, 12:41 - DFFE Nola: IMG-20221019-WA0044.jpg (file attached)

2022/10/19, 12:41 - DFFE Nola: This is all I have currently.

2022/10/19, 12:44 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 12:47 - DFFE Nola: No

2022/10/19, 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

2022/10/19, 12:50 - DFFE Nola: No

2022/10/19, 12:50 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining to fishers that forms can be filled in on the day

2022/10/19, 12:54 - DFFE Nola: Yes

2022/10/19, 12:55 - Zukiswa - Delta BEC: Is this now a YES or No?

2022/10/19, 12:55 - DFFE Nola: Fishermen are explained that they may take forms home to fill in and anything they may be unsure of can clarified when they bring forms to submit.

2022/10/19, 13:00 - DFFE Nola: IMG-20221019-WA0046.jpg (file attached)

2022/10/19, 13:01 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/19, 13:02 - DFFE Nola: Fishermen are explained that they may take forms home to fill in and anything they may be unsure of can clarified when they bring forms to submit.

2022/10/19, 13:02 - DFFE Nola: Yes

2022/10/19, 13:03 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Hi Nola kindly let us aware of any situation that might arise throughout the day. Referencing back to the questions I have asked on the attached screenshot.

2022/10/19, 13:05 - DFFE Nola: OK will do.

2022/10/19, 15:30 - Zukiswa - Delta BEC: Hi Nola is everything still alright on your side?

2022/10/19, 16:10 - 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	Rheenendal Youth Centre
Date new poster was put up	01/12/2022 - The DFFE indicated on the WhatsApp group created that they did not take a picture to prove that they put the poster up, but just provided a message to say that they did it.
Original Planned Start Date	10/11/2022
Updated Planned Start Date	15/12/2022

 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.

SOUTHERN CAPE (GARDEN ROUTE)				SOUTHERN CAPE (GARDEN ROUTE) COMMUNITY VENIJES RECEIPTING DATES (05 - TIME			
OMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME		COMMUNITY	COMMUNITY VENUES	COMMUNITY VENUES RECEIPTING DATES (05 - 15 DECEMBER 2022)
(utiand (Plett)	Kurland Community Hall		09:00 -16:00		Touwsranten	Touwsranten Touwsranten Community Centre	
					Kleinkzanz (Wilderness)	Kleinkranz (Wilderness) Kleinkranz Church	Kleinkranz (Wilderness) Kleinkranz Church 13 December 2022
Kurland (Plett)	Kurland Community Hall	12 December 2022	09:00 -16:00		Sedgefield/Smutsville		
Covie	SI Paul's Anglican	12 December 2022	09:00 -16:00		Grootbrak/ Klein Brak	Grootbrak/ Klein Brak Hall Dialmeida Town Hall	
Qolweni (Piett)	Church New Holizon	13 December 2022	09:00 -16:00		Tarka/New sunnyside	Tarka/New sunnyside	Tarka/New sunnyside
Pine Trees	Community Hall				Dolimeido	Dalimeida	Dolimeido
New Horizon					Asia	Asia Community Hall	Asia Asia Community Holl 15 December 2022
					KwaNonqaba	KwaNonqaba	KwaNonqoba
EwoNokuthula (Piett)/Bossiesgif	Thusong Community Centre	14 December 2022	09:00 -16:00			North Contractory	
franshoek	Kranshoek Hall	15 December 2022	09:00 -16:00		Massel Bay/Herbertsdale	masser bdy/neraensaare	massei say/nerbensaale
Homlee	Homlee Community	13 December 2022	09:00 -16:00				
Greenvalley	Hall Witterdillt Community Hall	14 December 2022	09:00 -16:00				
Wittedrift					For more information, pleas	For more information, please contact: 021 402 36	For more information, please contact: 021 402 3614.
Rheenendol	Rheenendal Youth Centre	15 December 2022	09:00 -16:00				

Figure 6-1: Mobilisation for Receipting – New poster

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	Rheenendal Youth Centre
Original Planned Start Date	10/11/2022
Updated Planned Start Date	15/12/2022
Actual Start Date	15/12/2022
Data collector	Vincent Blaaw – DFFE
Effect on applicants	The project is delayed according to the original start date which means that the applicants will have to wait longer to know the outcome of the process and whether they will be receiving a permit. The delay was caused by fisher representing organisations requesting to have more time for the fishers to fill in the forms.
Additional Comments	Due the fisher organisations requests to move the receipting dates later, DFFE implemented a mobilisation for receipting process whereby they went to the area and put-up new posters indicating the new dates. The above "Updated Start Date" refers to the new start date according to the updated dates.

7.2 CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL

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

	Table 7-2: Receipti	ng - Criteria to c	
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
1	Was the venue opened at 08:30?	Yes	
2	Is there an attendance register for the DFFE team and observer forum?	Yes	Image: State
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 copies

Table 7-2: Receipting - Criteria to be met

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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)
10	Do the laptops have internet connection? (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 applications?	Yes
13	Has the service provider explained the procedure of the day to the fishers?	Yes

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
14	Are fishers being guided to data capturers?	Yes	
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?	No	N/A
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	ELAT WESTERCORES WINDER CAPE SMALLSCALE FISHERIES 2022 WINDER AL-STALLSCALE FISHERIES 2023 WINDER AL-STALLSCALE FISHER
18	Are the data capturers adding a thumbprint where applicants have not signed?	No	N/A
19	Are the data capturers filling in the electronic checklist?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers' forms after checking it?	(YES/NO) Yes	See above item 17
21	Are data capturers completing the first part of the fisher's application forms?	Yes	See above item 17
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	See above item 17
23	Are the data capturers stapling all the fisher's documentation?	Yes	N/A
24	Are the data capturers placing the stapled documentation in the labelled box next to them?	Yes	
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

0)

7.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Rheenendal Youth Centre 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

2022/12/01, 12:15 - 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.

2022/12/01, 12:15 - You created group "Rheenendal Receipting "

2022/12/01, 12:18 - Vincent Blaauw: Hi there

2022/12/01, 12:19 - Zukiswa - Delta BEC: 🜒

2022/12/01, 12:19 - Zukiswa - Delta BEC: This group is for receipting taking place next week...thanks everyone

2022/12/01, 12:30 - Vincent Blaauw: 📥

2022/12/15, 06:00 - Zukiswa - 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 *RheenendalYouthCentre*, 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.

2022/12/15, 06:07 - Vincent Blaauw: Good morning

2022/12/15, 08:30 - Zukiswa - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/15, 09:34 - Vincent Blaauw: Yes

2022/12/15, 09:35 - Vincent Blaauw: IMG-20221215-WA0018.jpg (file attached)

2022/12/15, 09:37 - Zukiswa - Delta BEC: 2. 2 Is there an attendance register for the DFFE team and observer forum?

2022/12/15, 09:45 - Vincent Blaauw: Yes

2022/12/15, 09:50 - Vincent Blaauw: IMG-20221215-WA0030.jpg (file attached)

2022/12/15, 09:51 - Zukiswa - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/15, 09:51 - Vincent Blaauw: Network is very bad here

2022/12/15, 09:51 - Vincent Blaauw: IMG-20221215-WA0030.jpg (file attached)

2022/12/15, 09:52 - Zukiswa - Delta BEC: 2.4 Is there an attendance register for the fisers to sign?

2022/12/15, 09:52 - Vincent Blaauw: Yes

2022/12/15, 09:54 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 09:55 - Vincent Blaauw: IMG-20221215-WA0032.jpg (file attached)

2022/12/15, 09:55 - Vincent Blaauw: IMG-20221215-WA0033.jpg (file attached)

2022/12/15, 09:55 - Zukiswa - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/15, 09:56 - Vincent Blaauw: This message was deleted

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

2022/12/15, 10:16 - Zukiswa - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/15, 10:16 - Zukiswa - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?

2022/12/15, 10:16 - Zukiswa - Delta BEC: 2.8 Are there receipt books?

2022/12/15, 10:17 - Zukiswa - Delta BEC: 2.9 Are there laptops set up?

2022/12/15, 10:17 - Zukiswa - Delta BEC: 2.10 Do the laptops have internet connection? (Ask thelaptop operator to open google)

2022/12/15, 10:17 - Zukiswa - Delta BEC: 2.11 Is there a video camera set up?

2022/12/15, 10:18 - Zukiswa - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/15, 10:18 - Zukiswa - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/15, 10:18 - Zukiswa - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/15, 10:18 - Zukiswa - Delta BEC: 2.15 Are the data capturer's friendly?

2022/12/15, 10:19 - Zukiswa - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/15, 10:19 - Zukiswa - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/15, 10:19 - Zukiswa - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/15, 10:19 - Zukiswa - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/15, 10:20 - Zukiswa - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/15, 10:20 - Zukiswa - Delta BEC: 2.21 Are data capturers competing the first part of the fishers application forms?

2022/12/15, 10:20 - Zukiswa - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form

2022/12/15, 10:20 - Zukiswa - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/15, 10:21 - Zukiswa - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/15, 10:24 - Zukiswa - Delta BEC: As per your request, due to loadschedding at Rheenendal, signal is sometimes lost. Kindly please answer the question listed and a supporting photo

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0098.jpg (file attached)

Yes

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0099.jpg (file attached)

Yes

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221212-WA0045.jpg (file attached)

Yes

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0100.jpg (file attached)

Yes

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0105.jpg (file attached)

Yes

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0104.jpg (file attached)

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0103.jpg (file attached)

Yes

2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0101.jpg (file attached) 2022/12/15, 11:11 - Vincent Blaauw: IMG-20221215-WA0102.jpg (file attached) Yes 2022/12/15, 11:23 - Vincent Blaauw: The reason why the answers and fotos are not coming true acourding to the list is bcouz of network problem 2022/12/15, 11:58 - Vincent Blaauw: IMG-20221215-WA0119.jpg (file attached) Yes 2022/12/15, 13:49 - Fritz - Delta BEC: Hi Vincent, are all the guestions answered? 2022/12/15, 13:50 - Zukiswa - Delta BEC: I just called him.. he says they drove the fishers to police station 2022/12/15, 13:50 - Zukiswa - Delta BEC: They coming back shorly 2022/12/15, 13:50 - Vincent Blaauw: Not yet bcouz fishermans must still stamp they forms the department are driving them to town to police station 2022/12/15, 14:22 - Fritz - Delta BEC: Have the fishermen returned? 2022/12/15, 14:23 - Vincent Blaauw: .not yet still waiting they drive to Knysna only police station around 2022/12/15, 15:40 - Zukiswa - Delta BEC: Are they not back 2022/12/15, 15:40 - Vincent Blaauw: They are on they way 2022/12/15, 15:49 - Fritz - Delta BEC: Hi Zuki, you can continue with the questions here 2022/12/15, 15:55 - Vincent Blaauw: IMG-20221215-WA0151.jpg (file attached) Yes 2022/12/15, 15:55 - Vincent Blaauw: IMG-20221215-WA0152.jpg (file attached) Yes 2022/12/15, 15:57 - Vincent Blaauw: No they just right incomplete 2022/12/15, 16:00 - Zukiswa - Delta BEC: Noted 2022/12/15, 16:02 - Vincent Blaauw: No fisherman can sign for himself 2022/12/15, 16:06 - Zukiswa - Delta BEC: Let me know wen you are finish answering the questions 2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0159.jpg (file attached) Yes

2022/12/15, 16:07 - Vincent Blaauw: No bcouz they can't download it bcouz it's loadshedding again

2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0160.jpg (file attached) Yes 2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0161.jpg (file attached) Yes 2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0164.jpg (file attached) Yes 2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0163.jpg (file attached) Yes 2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0162.jpg (file attached) Yes 2022/12/15, 16:07 - Vincent Blaauw: IMG-20221215-WA0162.jpg (file attached) Yes

2022/12/15, 16:30 - Vincent Blaauw: IMG-20221215-WA0172.jpg (file attached)

Yes

2022/12/15, 16:32 - Zukiswa - Delta BEC: Thank you soo much Vincent enjoy festive e season's, you have done well this week with my venues

2022/12/15, 16:36 - Vincent Blaauw: Thnx alot much appreciated again for the opportunity a happy festive season to u all and let's here from each other in 2023 may God bless u all 0 0 0 0 0 0 0 0 0 0 0

8 VERIFICATION

8.1 **OVERVIEW**

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

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

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

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

8.2 OBSERVER FORUM INVOLVEMENT

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

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

8.3 ASSESSMENT TEAM

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

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

Table 8-1: Verification-Overview

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

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

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

Table 8-1: Verification - Criteria to be met

08-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
09-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
10-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
*Checking com	npleteness	 Fi Se O Ensure the Is the DFI the a 	eam leader (SSFM Dep sheries community de ecretariat (Stowie-M) bserver ne Delta BEC attendan FE checking the follow he verification form is Il Required Questions Il required supporting	evelopment worker (F ce register is signed. ring criteria of the app signed by the applica (with three asterisk *	There needs to be a n plications?: ant; ***) are completed;		er for every day of the	e verification process
*Successful or	unsuccessful	Is the ass decided i Confirm • S/ • 18 • A	sessment team markin	g the verification for criteria are. nulative experience	ms as either "Success		based on the 4 qualif	ying criteria as well a
*Reserved ap	plications		ne assessment team is those applications as '		lecision whether a ve	erification form is "co	mplete"/"incomplete	or "successful"/"ur

	YES
	YES
s.	
а	s the success criteria
ns	successful", are they

8.3.1.1 Issues

Table 8-2: Coments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAM 1, 2, 3	The team did not get through the 50 pilot applications as planned. Going through the applications took a lot longer than expecte
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a document
02	26 JAN 2023	TEAM 1, 2, 3	There was no space for the teams to mark an application either "Complete" or "Incomplete". The observer forum raised this, and forms.
03	02 FEB 2023	TEAM 1, 2, 3	The team agreed to go through all the applications that were previously marked as unsuccessful. The review of these application to consider" document. The changes came about during a plenary meeting.
04	06 FEB 2023	TEAM 1A	No FCDW present.
05	06 FEB 2023	TEAM 1B	No FCDW present
06	07 FEB 2023	TEAM 1A	No FCDW present.
07	07 FEB 2023	TEAM 1B	No FCDW present.
			Teams finished early due to there not being water in the building.
08	08 FEB 2023	TEAM 1A	No FCDW present.
			The camera used to record the meeting has a full memory, recording took place through Microsoft teams.
			For a portion of the day the deputy directors left for a meeting. Some of the teams continued assessing applications without the
09	09 FEB 2023	TEAM 1A	No FCDW present.
10	09 FEB 2023	TEAM 1B	No FCDW present.
11	10 FEB 2023	TEAM 1A	No FCDW present.
12	10 FEB 2023	TEAM 1B	No FCDW present.

cted and the team only got through 4.

ented by DFFE.

nd Abongile made the adjustment on the google

ons came about due to the change in the "issues

he deputy directors present.

8.3.2 DATA COLLECTED:

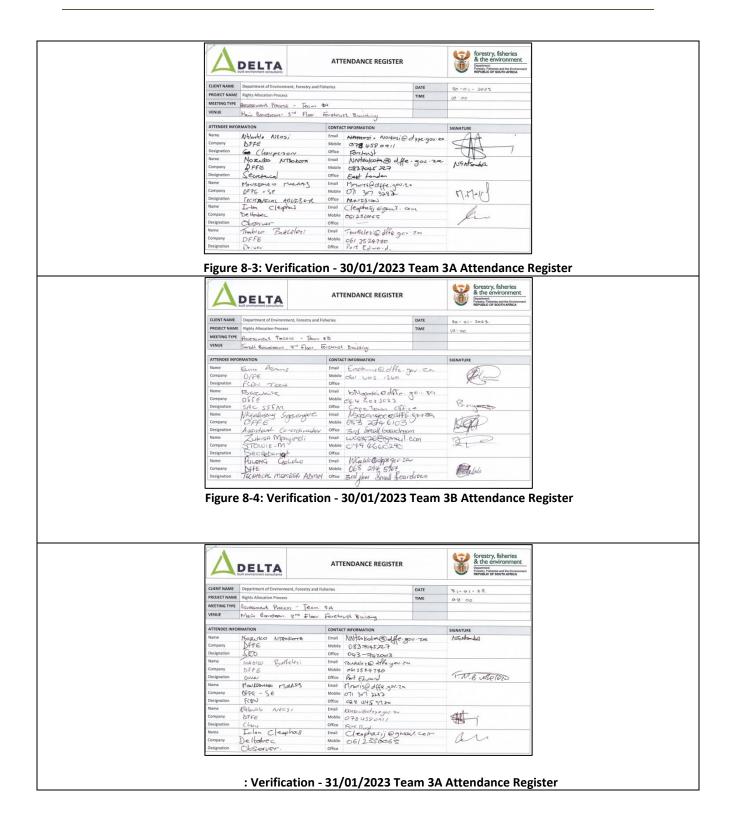
This section presents the evidence collected in the form of attendance registers, photos, and signed observation checklists.

Table 8-3: Verification - Data collected

#	DATA COLLECTED	YES/NO
1	Attendance register	Yes
2	Photos	Yes
3	Checklist signed by all parties involved	Yes

8.3.2.1 Attendance register

			Δ		ATTENDANCE REGISTER	forestry, fisheries & the environment Detartmetic REFUGLE OF SOUTH AFRCA	
			CLIENT NAME	Department of Environment, Forestry and Fi	sheries DATE	26/01/2023	
			PROJECT NAME		TIME	10 30	
				Assessment of Venification			
			VENUE	Foretnust Ruilding, 3rd floor	Main Boardoom		
			ATTENDEE INFO	0	CONTACT INFORMATION	SIGNATURE	
			Name	PULENG GOLOLO	Email WGololo Ocyve gov. Za	dinno	
			Company	DEFE	Mobile 068 29 4 5967	Attillachelo	
			Designation Name	TREMMICAL ASSISTANT - ABMIN			
			Company	Zukish Mpayipeli Stowie-M	Email WCS3260gmail. Con Mobile 0794660290	0,5	
			Designation	Secretoriat	Office	~	
			Name	Nkgabiseng Sgosengoe		B	
			Company	DEE	Mobile 0837021 402 5726	KOSKE	
			Designation	Team kordinator	Office 121 102 2776	Sac	
			Name	Elmo ADAMS	Email Eadans @ dfa.gov.za	(h.)	
			Company	DARE	Mobile OGI 403 1360	(the	
			Designation	TECH. WENBER	Office	J.S.	
			Name	ANDISINA NOTA	Email anota@dffe yor.za Mobile 0636160085	Dare	
			Company	DEFE	Mobile DG36160095	14600	
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CLIENT NAME	Department of Environment, Forestry and I	Fisheries	DATE	51-01-2023	ATTENDEE INF	ORMATION	CONTACT INFORMATION	SIGNATURE
PROJECT NAME MEETING TYPE	Rights Allocation Process Assessment Process . Teo	3B	TIME	08.00	Name	Irlon Cleophus	Email Cleophasij@gmail.com	teon
VENUE	Small Boardroom, 3rd Flo				Company	Deltabec	Mobile OG123300637	_ ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
		0			Designation	Observer	Email	
ATTENDEE INFO	0	Email Contact INFORMATION		SIGNATURE	Company		Mobile	
Company	PULENG GOLOLO DEFE	Email WGololo Odgre.gov. Mobile OES 294 5987	au	mont .	Designation		Office	
Designation	TELHNICAL MEMERIKER: ASM		loci Smoth	Enderen Malale	Name		Email	
lame	Dukisa Mpayipeli	Email LOCSST26@Strail.com	are arring	200000000	Company		Mobile	
Company	STOWIE-M	Mobile 0494660 290		2100	Designation		Office	
lesignation	Secretariot	Office	6		Name		Email	
Name	Migalaiserg Sojasengee	Email Asyssenger Odfre- 90	1.2a	ACAD	Company		Mobile	
Company Designation	OFFE	Mobile 083 274 6103		- And	Designation		Office	
Vame	Assistant Co-ordinator Bozenlate Norcalai	Email Bazulare Auro			Name		Email	
Company	DESE DESE	Mobile 064 903 5023	191		Company		Mobile	
Designation	Driver	Office b. neocatai dffc. e	20		Designation		Office	
Name	Elmo Adams	Email Ecodams @ d.He. you	20.04		Name		Email	
Company	Offe	Mobile 04 403 1360		Ada	Company		Mobile	
Designation	ROW TECH	Office			Designation		Office	

ATTENDEE INFORMATION		CONTA	CT INFORMATION	SIGNATURE	
Name	Nozuko NTSOLOTA	Email	NNtobele@dffe.gov.za	NEMERICA	
Company	DFFE	Mobile	F502240F280	1- 1 darder	
Designation		Office	East Landon		
Name	IHAOISO Buttalezi	Email	TButtelez: Odfle. you. Za		
Company	DFFE	Mobile	0613524780	10. Buthelers	
Designation		Office			
Name	Irlen Cleophas	Email	Cleophanj@gmail.com 06(2330065	Λ	
Company	Deltabec	Mobile	0612330065	1/2-	
Designation	dosorver	Office		V	
Name	Nhlandila Ntosi	Email	Noricosi @ dage apu-za		
Company	DEFE	Mobile	078 4580 911	A	
Designation		Office	Fore Trust.		
Name		Email			
Company		Mobile			
Designation		Office			

DATE

01-02-2023 09:10

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

Δ		ATT	ENDANCE REGISTER		forestry, fisheries & the environment Desertion: Preservent Republic of South Arteca
CLIENT NAME	Department of Environment, Forestry and Fis	heries		DATE	01-02-2023
PROJECT NAME	Rights Allocation Process			TIME	08:10
MEETING TYPE	Assessment Process - Team =	36			0.10
VENUE	Forctrust Building, 3rd Floo		all Boardroom.		
ATTENDEE INFO	RMATION	CONTAG	CT INFORMATION		SIGNATURE
Name	PULENG GOLOLO	Email	NGololo Delyse. 900.2	a	
Company	DFFE	Mobile	068 294 5967		and the second
Designation	TECHNICAL MEMBER: ADMIN	Office		rel Mees	, mangala a
Name	ZUKISA MPAYIPELI	Email	HISHERIES BRANCH :3 WCSSF26@gmail.com	n	
Company	STOWIE-M	Mobile	0794660290		OND
Designation	Secretariet	Office			0
Name	Backene Nyzahi	Email	Billipscalar office		
Company	QGEE O	Mobile	3. 3.		
Designation	Oriver	Office	0649655023	2107	
Name	Nkgabiseng Sepsenge	Email	Kelosangoe Octo gov.	22	100
Company	DARE	Mobile	083 2946103		Astr
Designation	Assistant Co-ordinator	Office	021 602 3726		
Name	Inlen Cleaphan	Email	Cheophasijaamal	1 con	
Company	Dellabec	Mobile	cheophasijægmai		X
Designation	observer.	Office			

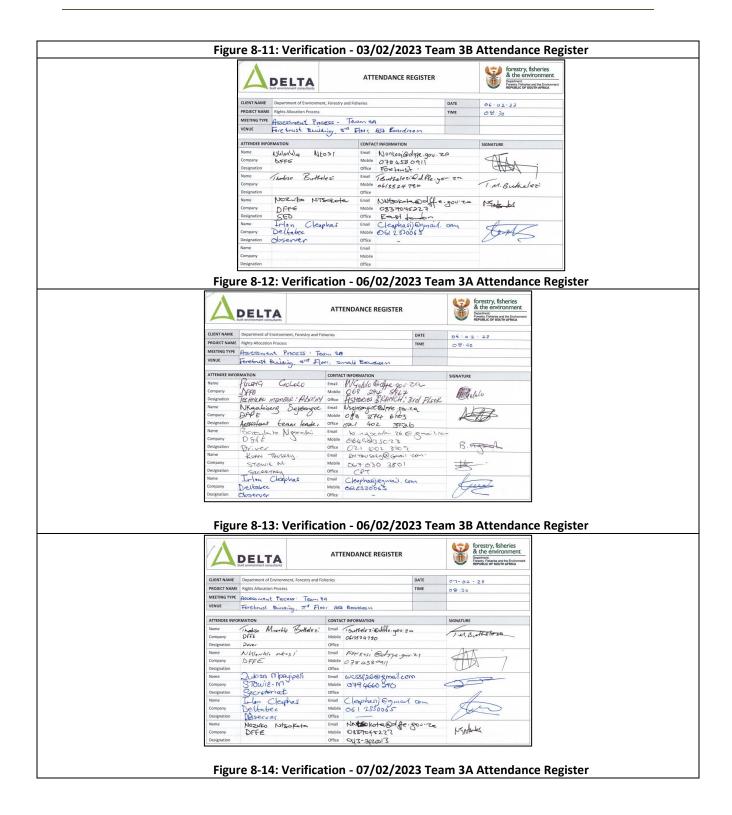
Figure 8-7: Verification - 01/02/2023 Team 3B Attendance Register

CLIENT NAME

it, Forestry and Fi

PROLET NAME Roberts Process METENO TYPE Assessment Rosess - Torn 3A VENUE Forebrist Building, 3rd Floor, Naú Beardroom

1				
1	DELTA	ATTENDANCE REGISTER		forestry, fisheries & the environment
CLIENT N		nd Fisheries	DATE	02-02-2023
	NAME Rights Allocation Process STYPE ASSESSMENT Process.	Tean 3A	TIME	G E : 01
VENUE	Forelaust Building, 210	Floor Main Beardown.		
ATTENDE	MONIFICUECO MONTS	Email Menoris Colfe. Jou. 20		SIGNATURE
Company Designati	DPDE-STATEHOLDER ENGAGE	Mobile 271 307 3282		Mirjon
Name	Tambiso Guthelezi	Email T. Butholevie diffe.	ov. Zen	
Company Designati	ion Driver	Mobile Office		T.M.B
Name Company	Nozuko NTSokotti	Email NNtsolate @ dife. Mobile 0837045227	gov-re	ASSANKaka
Designati	Nillentile NKOSI	Email NOWKESSI		
Company Designati	DIFE	Mobile 0784580911 Office DFFE		the j
Name	Irlan Cleaphas	Email Cleaphasij Connaul. Con	۱.	6
Company Designati		Mobile 06(232065		gui
gure 8	8-8: Verification	- 02/02/2023 Tea	m 3A /	
1		ATTENDANCE REGISTER		forestry, fisheries & the environment
CLIENT N	IAME Department of Environment, Forestry a NAME Rights Allocation Process	nd Fisheries	DATE	02-02-23
PROJECT		2am 3B	TIME	10 1 30
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CLIENT NAME	Department of Environment, Forestry and Fi	isheries	DATE	10 02:23
PROJECT NAME	Rights Allocation Process		TIME	
MEETING TYPE	Assessment Process Tea			
VENUE	Forctryst Building, 3rd F			
ATTENDEE INFO	RMATION	CONTACT INFORMATION		SIGNATURE
Name	PULENG GOLOLO	Email A Gololo Odyr 900	1. za	10-
Company	DEFE	Mobile 068 294 5964	~ /	Mathenala
Designation	TECHNICH MEMBERIFON	un office 3rd floor Small B	earchoom	Anni Cachart
Name	SIWAPHINE BAMBELD	Email WESSFROLD WESSFIRRIN	nailcom	d
Company	STOWIE-M	Mobile 067 137 2449 0		SB
Designation	SECRETARIAT	office 3rd floor small Boo		Ŷ
Name	Nkgabisenp Sapsenger	Email Negabourgs Gulle . gov.	za.	1-1-1
Company	OPPE 000	Mobile 083 270 6103		ACTO
Designation	Assistant Team leader	Office 021 (102 3726		and .
Name	Perchine	Email Barcula M.G.		-
Company	DSIE	Mobile ORI 90330-2		3AD
Designation	Drave	Office		
Name	Inton Cleephas	Email Cleaphasij Eugmail.	com	- Antier
Company	Deltabec	Mobile 061 233 0065		Goptie
Designation	Observer.	Office		A

8.3.2.2 Photo's

Handed over to DFFE as part of the information pack.

8.3.2.3 Checklist signed by all parties involved

Scanned copies were handed over to DFFE as part of the information pack.

8.4 QUALITY CONTROL TEAM

The quality control process was initially meant to happen every Friday afternoon once the assessment team have finished for the day. This did not happen; on the first two Fridays, the teams had not completed enough applications to warrant the quality control team meeting. The team only met on the third Friday (10/02/2023).

8.4.1 QUALITY CONTROL TEAM

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

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

Table 8-4:	Verification-	Overview
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8.4.2 CRITERIA TO BE MET FOR THE QUALITY CONTROL TO BE SUCCESSFUL

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

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

25-JAN-23	TEAM: 1, 2, 3	FRITZ SWANEPOEL	NO	YES	14	0	NO
*Attendance			llowing team members hairperson (SSFML Diree	present for the quality ctor)	control day:		

•	Assessment team leaders (SSFM	l Deputy Directors)

- Fisheries community development workers (FCDW) d. Secretariat (Stowie-M)
- Observer Ensure the Delta BEC attendance register is signed.

There needs to be a new attendance register for every day of the verification process

8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

		-	
#	DATE	TEAM	COMMENTS/ISSUES
01	10 FEB 2023	TEAM 1, 2, 3	No FCDW's were present
02	10 FEB 2023	TEAM 1, 2, 3	The quality control team went through the applications that were reserved by the assessment teams. They wen comment, and then sent it back to the assessment teams to assess again.

ent through the applications, provided their

8.4.3 DATA COLLECTED

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

Table 8-7: Verification - Data collected

#	DATA COLLECTED	YES/NO
1	Attendance register	Yes
2	Checklist signed by all parties involved	Yes

8.4.3.1 Attendance register

Δ	DELTA buit environment consultants	ATTENDANCE REGISTER			forestry, fisheries & the environment	Δ		ATT	ENDANCE REGISTER	8	forestry, fisheries & the environment Department Porenty, Fisheries and the Environment Republic of SouthAFRICA
CLIENT NAME	Department of Environment, Forestry and Fit	sheries		DATE	10 Feb 2023	ATTENDEE INFO	DRMATION	CONTA	CT INFORMATION	SIGNATURE	1
PROJECT NAM	E Rights Allocation Process			TIME	11:30	Name	KUAN TAUSKEN		KMTRUSKEY@GEMANT. COM.	JIGHATON	1/1
MEETING TYPE	Quality Control Process - Te	t ma	2 on 3			Company	STOWIE M.	Mobile		-	·
VENUE	MRM Braidicom, 3rd Floor, For	etuse	Building			Designation	SECRETOPEN	Office			
, , , , , , , , , , , , , , , , , , , ,						Name	Sector 4 - 2	Email	CFI	-	
ATTENDEE INF		2010101010	CT INFORMATION		SIGNATURE	Company		Mobile			
Name	Fritz Swancpoel	Email	fitz swonepoel @ apresil			Designation		Office			
Company	Detto BEC	Mobile	014 551 046		Bry	Name				_	
Designation	Roject Monager Observer	Office						Email			
Name	NUla-Ula Nosi	Email	Noncosi@ 1770.9	00.29		Company		Mobile			
Company	DFFE	Mobile	078 458 0911		ATA -	Designation		Office			
Designation Name	TEAM 3 Chair (60)	Office	Fortrust Build	109	4	Name		Email			
Company	Sirolian Stephin	Email	SSignedille.gov.	Cen .	0	Company	Company		Mobile		
Designation	DFFE	Office	0714140671		$ \times$	Designation		Office			
Name	Theom 2 Choir (DD)	Email	a constant of starts			Name		Email			
Company	Benacia Milles Diffe	Mobile	bombic diffe. gen	2.0	Grade	Company		Mobile			
Designation	The back I Luc)	0.0	033 227 5837		aco	Designation		Office			
Name	Abargile Nogangwa	Email	A. Hogingues Odf 060 508 7014	P Gral Tr.	110 .	Name		Email			
Company	DEFE	Mobile	OCCUTE FULL	- J. C.	ATTANS	Company		Mobile			
Designation	Director	Office	060308 1014		ANN	Designation		Office			

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

8.4.3.2 Checklist signed by all parties involved

Scanned copies handed over to the DFFE.

9 CONCLUSION

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