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 61
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	91%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	90%

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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	Vredenburg	
Planned Start Date	19 September 2022	
Actual Start date	20 September 2022, this date is not definite as the DFFE issue Delta BEC with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "IMG-20220920-WA0068 Vredenburg Municipal office".	
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.	
Effect on applicants	The applicants were given one less day to prepare to be at the distribution phase.	
Additional Comments	No observer forum had been formed by the time DFFE commenced with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat.	

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:		PUBLIC NOTICE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN CAPE SMALL-SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND RIGHTS ALLOCATION		
1.1	 Visitation schedule 	Yes	The Department of Forestry, Flaheries and the Environment (DFFE) is in the process of rolling out the new verification, registration, declaration, and rights allocation process for the small-scale fahers in the Western Cape. The process will only be open to the community members who participated in the initial process in 2016. Community members will need to present their original/valid temporary identity document on the day of negistration and should gather all necessary documentation in preparation for the registration and verification processes. If community members are unable to attend these meetings, as ger the schedule, valir reasons include as an example a medical emergency or the death of an immediate family member. "Fitning" or "attending to other business" will come to the registration and iterasting the metings.		
1.2	• Location of the venues	Yes	Community members must notly the DFEE prior to the meeting, on the number provided below, to arrange the authorisation of a proxy letter. A template of the proxy letter can be retrieved from the nearest Fisheries Compliance Offices of the DFFE. Notes on the writication process • Verification forms are not for sale. • Use the second		
1.3	 Dates and times for distribution and receipting 	Yes	WEST COAST RECION COMMUNETY VENUE ESTIMATED MOBILISATION ESTIMATED MOBILISATION DIFE COLLECTION DATE REGISTRATION TIME Ebenhaszer Ebenhaszer Community 19 September 2022 3 October 2022 7 November 2022 05:06-16:00 Lubzville Centre 19 September 2022 3 October 2022 8 November 2022 05:06-16:00 Lebpohville Lapobville Church Hall 19 September 2022 6 October 2022 16 November 2022 09:36:16:00 Gradwater Leipobville Church Hall 19 September 2022 6 October 2022 9 November 2022 09:36:16:00 Lambert's Bry Don Burrell Hall 19 September 2022 5 October 2022 9 November 2022 09:36:16:00		
1.4	 Documents required for registration 	Yes	Bits Elands Bay Community Hall 19 Segnember 2022 3 October 2022 7 November 2022 0 90.06.60 Dorling Bay Mirlam Owles Hall 19 Segnember 2022 7 October 2022 11 November 2022 0 90.06.60 Velddrift Noorthook Civic Hall 19 Segnember 2022 4 October 2022 8 November 2022 0 90.06.60 Veddrift Noorthook Civic Hall 19 Segnember 2022 7 October 2022 11 November 2022 0 90.06.60 Sandy Point St Heinea Community Hall 19 Segnember 2022 7 October 2022 9 November 2022 0 90.06.60 Stompneus Bay/Dayler Island Columbine Steeherg Community Hall 19 Segnember 2022 6 October 2022 10 November 2022 0 90.06.60		
4.5	That forms	 That forms are free 	Statistical Write City Write City Multipurpose 19 September 2022 3 October 2022 7 November 2022 09:30-16:30 Saldariha Diaz Vile Write City Multipurpose 19 September 2022 4 October 2022 8 November 2022 09:30-16:30 Saldariha Diaz Vile Write City Multipurpose 19 September 2022 5 October 2022 8 November 2022 09:30-16:30 Hopefield Hopefield Hopefield 19 September 2022 6 October 2022 10 November 2022 09:30-16:30		
1.5	are free		Langebaan Langebaan Thusong Centre 19 September 2022 7 October 2022 11 November 2022 09:00:16:00 Yzerfontein Yzerfontein Community Hall 14 September 2022 28 September 2022 2 November 2022 09:00:16:00 Darling Darling Community Hall 12 September 2022 27 September 2022 1 November 2022 09:00:16:00 Mame Mame More Morriano Church Hall 12 September 2022 27 September 2022 1 November 2022 09:00:40:00 Blouberg Meikloso Country Club 12 September 2022 25 September 2022 31 October 2022 09:00:40:00 Atlantis Saxon Sea Civic Centre 12 September 2022 25 September 2022 31 October 2022 09:00:40:00		

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	Image was supplied retrospectively by DFFE and has been placed here under the assumption that they have supplied the correct image
3	Were the posters put up 2 weeks prior to the distribution phase date?	N/A	

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

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 message aired?	
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.

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	Witteklip Community Hall - Vredenburg	
Planned Start Date	07/10/2022	
Actual Start Date	07/10/2022	
Data collector	Kupido Swartz – Observer Forum	
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.

Tab	able 4-2: Distribution -Criteria to be met					
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE			
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes				
2	Did the venue open on time?	Yes	See above item 1. Venue doors open.			
3	Has an attendance register been signed by all parties including the observer forum?	Yes	<image/> <image/> <section-header><section-header><section-header></section-header></section-header></section-header>			
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes	N/A			

Table 4-2: Distribution -Criteria to be met

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

4.3 WHATSAPP MESSAGES

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

2022/09/27, 10:22 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/09/27, 10:22 - You created group "Vredenburg Witteklip Comm"

2022/10/06, 16:20 - You added Charles Jordaan

2022/10/06, 16:20 - You removed Charles Jordaan

2022/10/06, 16:20 - You added Kupido Swartz

2022/10/07, 07:50 - Isaac - Delta BEC: Good Morning, this group will be used for communication regarding this venue (Vredenburg Witteklip) 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.

2022/10/07, 07:53 - Isaac - Delta BEC: Good morning @27792152118

2022/10/07, 09:01 - Isaac - Delta BEC: Are you at the venue yet @27792152118?

2022/10/07, 09:25 - Isaac - Delta BEC: @27714140671 can you please allocate an official for us for this venue because I am not able to get ahold of my OF.

2022/10/07, 10:06 - Sindisa Sigam: Andiswa Nota.vcf (file attached)

2022/10/07, 10:11 - You added Andiswa Nota

2022/10/07, 10:12 - Fritz - Delta BEC: Kupido will be purchasing data to answer the question

2022/10/07, 10:12 - Isaac - Delta BEC: Good morning Andiswa

2022/10/07, 10:19 - Kupido Swartz: Bought data. You can send your questions 👍

2022/10/07, 10:20 - Isaac - Delta BEC: Good morning @27792152118

2022/10/07, 10:22 - Kupido Swartz: Good morning. Yes I'm here. Up and running and ready

2022/10/07, 10:24 - Isaac - Delta BEC: Did the process commence on time?

2022/10/07, 10:25 - Kupido Swartz: No. We were waiting for the namelists

2022/10/07, 10:25 - Isaac - Delta BEC: Are there any posters visible at the venue?

2022/10/07, 10:25 - Kupido Swartz: No

2022/10/07, 10:25 - Isaac - Delta BEC: Can I have a picture supporting your answer?

2022/10/07, 10:27 - Andiswa Nota: Morning

2022/10/07, 10:29 - Andiswa Nota: IMG-20221007-WA0040.jpg (file attached)

2022/10/07, 10:30 - Kupido Swartz: IMG-20221007-WA0041.jpg (file attached)

Sorry, yes. On door outside

2022/10/07, 10:35 - Isaac - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms?

2022/10/07, 10:35 - Kupido Swartz: Yes

2022/10/07, 10:35 - Isaac - Delta BEC: Has an attendance register being signed by all parties including the Observer Forum?

2022/10/07, 10:36 - Kupido Swartz: Yes

2022/10/07, 10:37 - Isaac - Delta BEC: May I please have a picture?

2022/10/07, 10:42 - Kupido Swartz: VID-20221007-WA0043.mp4 (file attached)

2022/10/07, 10:43 - Isaac - Delta BEC: Can you please send a picture

2022/10/07, 10:46 - Kupido Swartz: VID-20221007-WA0044.mp4 (file attached)

Did you received my photos

2022/10/07, 10:46 - Isaac - Delta BEC: It's a video. Please send a video.

2022/10/07, 10:49 - Kupido Swartz: I have send you 2 photos of the attendance registers.What video are you talking about

2022/10/07, 10:54 - Andiswa Nota: IMG-20221007-WA0045.jpg (file attached)

2022/10/07, 10:54 - Andiswa Nota: IMG-20221007-WA0046.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0047.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0048.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0049.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0050.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0053.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0051.jpg (file attached)

2022/10/07, 10:55 - Andiswa Nota: IMG-20221007-WA0052.jpg (file attached)

Officials Reg.

2022/10/07, 10:56 - Kupido Swartz: VID-20221007-WA0043.mp4 (file attached)

2022/10/07, 10:59 - Isaac - Delta BEC: Does the department have a list with all the names of all the fishers from 2016? And are verification forms being handed out to the fishers on site?

2022/10/07, 10:59 - Kupido Swartz: Yes

2022/10/07, 11:01 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?

2022/10/07, 11:13 - Isaac - Delta BEC: @27792152118 please don't forget to answer.

2022/10/07, 11:14 - Kupido Swartz: Yes. Busy right now

2022/10/07, 11:38 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?

2022/10/07, 11:40 - Kupido Swartz: Isaac, I did answer this question. Please check my answers. But yes

2022/10/07, 11:41 - Isaac - Delta BEC: On the date of verification form collection, did the DFFE members explain to fishers that forms can be filled in on the day of verification?

2022/10/07, 13:10 - Isaac - Delta BEC: @27792152118 are you still at the venue?

2022/10/07, 13:11 - Isaac - Delta BEC: Can we please finalize our questions?

2022/10/07, 13:13 - Kupido Swartz: Sorry. No

2022/10/07, 13:14 - Andiswa Nota: Explanation stated that forms may be filled in during the 30 days, prior to receipting and no forms were to be filled in today.

2022/10/07, 13:16 - Isaac - Delta BEC: IMG-20221007-WA0102.jpg (file attached)

Hi, @27792152118, if throughout the day any of the above-mentioned criteria is not met please do let us know. If there are any other concerns with the process please bring them to our attention as they happen.

2022/10/07, 13:46 - Kupido Swartz: According to my observations everything were satisfactory explained and questions answered. All 3 language s were also used. An A+ from my side

2022/10/07, 13:52 - Isaac - Delta BEC: That's good. Thanks for your assistance today @27792152118

2022/10/07, 13:55 - Kupido Swartz: 👍

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

5 CATCH-ALL DISTRIBUTION

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

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

5.1 OVERVIEW

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

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

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.

Tap	ble 5-2: Distribution -Criteria to be met				
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE		
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	See below item 4 and 5, venue is open		
2	Did the venue open on time?	Yes	N/A		
3	Has an attendance register been signed by all parties including the observer forum?	Yes	Remain the second secon		
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes			

Table 5-2: Distribution -Criteria to be met

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

5.3 WHATSAPP MESSAGES

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

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

2022/10/17, 12:12 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/10/17, 12:12 - Isaac - Delta BEC created group "C-A:D. Imizamo Yethu OF"

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

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

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

2022/10/21, 08:48 - Zukiswa - Delta BEC: Good Morning *Camelita*, this group will be used for communication regarding this venue *C-A-D Saldahna, Dial Rock*, and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/21, 08:48 - Zukiswa - Delta BEC: Are you at the venue?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2022/10/21, 11:35 - Zukiswa - Delta BEC: Does the department have a list with all the names of all the fisher's from 2016? And are verification forms being handed out to the fisher's on the list? Yes or No

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

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

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

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

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

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

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

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

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

2022/10/21, 12:00 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms? Yes or No

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

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

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

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

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

2022/10/21, 12:13 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers that forms can be filled in on the day of verification? Yes or No

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

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

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

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

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

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

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

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

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

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

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

6 MOBILISATION FOR RECEIPTING

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

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

6.1 **OVERVIEW**

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

ITEM	DESCRIPTION
Venue	Witteklip Community Hall - Vredenburg
Date new poster was put up	23/11/2022
Original Planned Start Date	11/11/2022
Updated Planned Start Date	05/12/2022

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

6.2 **NEW POSTER**

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

WEST COAST REGION				WEST COAST REGION			
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME
Ebenhaezer	Ebenhaezer Community	12 December 2022	09:00-16:00				
Lutzville	Centre			Saldanha Diaz Ville	White City Multi-purpose		
Papendorp	Papendorp Church Hall	13 December 2022	09:00-16:00		centre		
Graafwater	Leipoltville Church Hall	15 December 2022	09:00-16:00	Hopefield	Hopefield Community Hall	08 December 2022	09:00-16:0
Leipoltville				Langebaan	Langebaan Thusong Centre	07 December 2022	09:00-16:0
Doring Bay	Miriam Owies Hall	14 December 2022	09:00-16:00	Yzerfontein	Yzerfontein Community Hall	07 December 2022	09:00-16:0
Lamberts Bay	Don Burrel Hall	12 December 2022	09:00-16:00		,		
Elands Bay	Elands Bay Community Hall	13 December 2022	09:00-16:00	Darling	Darling Community Hall	09 December 2022	09:00-16:0
Veldrift	Noordhoek Civic	14 December 2022	09:00-16:00	Mamre	Mamre Moravian Church	06 December 2022	09:00-16:0
Vredenberg	Witteklip Community Hall	15 December 2022	09:00-16:00		Hall		
Sandy Point	St Helena Bay Community 13 December 2022	09:00-16:00	Blouberg	Melkbos Country Club	06 December 2022	09:00-16:0	
Stompneus Bay/Duykers Island/Columbine	Hall			Atlantis	Saxon Sea Primary School Hall	06 December 2022	09:00-16:0
Steenberg Cove	Steenberg Cove Community Hall	13 December 2022	09:00-16:00				
Laingville/West Point	Laingville Sports Club house	14 December 2022	09:00-16:00	1			
Paternoster	Paternoster Community Hall	15 December 2022	09:00-16:00	For more information, please contact: 021 402 3614.			
Saldanha (white city)		08 December 2022	09:00-16:00				

Figure 6-1: Mobilisation for Receipting – New poster



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

7 RECEIPTING

7.1 OVERVIEW

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

Table 7-1: Receipting - Planned start vs Actual start

ITEM	DESCRIPTION
Venue	Witteklip Community Hall - Vredenburg
Original Planned Start Date	11/11/2022
Updated Planned Start Date	15/12/2022
Actual Start Date	15/12/2022
Data collector	DFFE: Sir Ngiba Mr Mbonambi Sir
	Mr, Kupido Swatz (Observer Forum) did not arrive on the day.
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: Receipting - Criteria to be met			
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE	
1	Was the venue opened at 08:30?	Yes	N/A	
2	Is there an attendance register for the DFFE team and observer forum?	Yes	<image/> <image/> <image/> <text><text><text></text></text></text>	
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	No	Observer was not present, but DFFE did sign.	
4	Is there an attendance register for the fishers to sign?	Yes		
5	Are there electronic and paper copies of the registered fishers?	Yes	See above item 4 for the paper copy	

Table 7-2: Receipting - Criteria to be met

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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	Clear form Show all × 29℃ へ 包 回 何、 (1) ENG 1428 2022/12/15 □
11	Is there a video camera set up?	Yes	
12	Are there clearly labelled boxes for storing the applications?	Yes	Tranfilles WREDENBER WRE-VRE FORM QTS Area Smearer
13	Has the service provider explained the procedure of the day to the fishers?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
14	Are fishers being guided to data capturers?	Yes	N/A
15	Are the data capturers friendly?	Yes	N/A
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	Yes	Forestry, fibries The Wirdshield of Bennikeling Wirdshield of Bennikeling Kleinskaal Vissers
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	forestry, fisheries & the environment & the environment Bernaul of Bourne Arrow Complete Kleinskaal Vissers Schoolo Vorm
18	Are the data capturers adding a thumbprint where applicants have not signed?	No	
19	Are the data capturers filling in the electronic checklist?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE " on fishers' forms after checking them?	Yes	See above item 17
21	Are data capturers completing the first part of the fisher's application forms?	Yes	See above item 16
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	N/A
23	Are the data capturers stapling all the fisher's documentatio n?	Yes	Ya V, fisheries Vironment
24	Are the data capturers placing the stapled documentatio n in the labelled box next to them?	Yes	See above item 12

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
25	Are there Stowie-M and DFFE team leaders assisting and explaining to the fishers how the process work and facilitating any questions?	Yes	N/A
26	Did the venue close at 16:00?	Yes	N/A

7.3 WHATSAPP MESSAGES

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

Table 7-3: Receipting - WhatsApp

2022/11/29, 17:06 - 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, 17:06 - You created group "Vredenburg Receipting "

2022/11/30, 10:16 - You added Sindisa Sigam

2022/12/02, 11:46 - Fritz - Delta BEC changed the subject from "Vredenburg Receipting " to "Witteklip Receipting"

2022/12/15, 07:44 - You added Kupido Swartz

2022/12/15, 07:45 - Isaac - Delta BEC: Hi Observer Team, thank you for serving your community by agreeing to observe today. This group will be used for communication regarding the venue *Witteklip Community Hall*, and the receipting process taking place here today. We will be asking a series of " *Yes"/"No* " questions, please answer them when prompted. In between the questions we will be asking for photos and be giving opportunity to raise concerns, please answer these questions when prompted. They are important for the adequate observation of the DFFE processes.

Please remember that you as the observer are only there to observe and not to make decisions on who gets accepted or not. Please report any concerns via the WhatsApp group so that DFFE can be notified and try rectify or address the concern as soon as possible.

2022/12/15, 08:55 - Fritz - Delta BEC: Please commence with the questions for Kupido

2022/12/15, 08:55 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/15, 11:22 - Fritz - Delta BEC: Hi @27792152118, are you at the venue again?

2022/12/15, 12:04 - Isaac - Delta BEC: @27792152118 are you at the venue yet?

2022/12/15, 13:41 - Fritz - Delta BEC: @27714140671 Please send us a contact for this venue

2022/12/15, 13:43 - Sindisa Sigam: Sir NGIBA Mr Mbonambi SIR.vcf (file attached)

2022/12/15, 13:43 - Sindisa Sigam: We will ask Mr Phikelele to assist with Observing here

2022/12/15, 13:44 - You added Sir NGIBA Mr Mbonambi SIR

2022/12/15, 13:44 - Isaac - Delta BEC: Hi Observer Team, thank you for serving your community by agreeing to observe today. This group will be used for communication regarding the venue *Witteklip Community Hall*, and the receipting process taking place here today. We will be asking a series of " *Yes"/"No* " questions, please answer them when prompted. In between the questions we will be asking for photos and be giving opportunity to raise concerns, please answer

these questions when prompted. They are important for the adequate observation of the DFFE processes.

Please remember that you as the observer are only there to observe and not to make decisions on who gets accepted or not. Please report any concerns via the WhatsApp group so that DFFE can be notified and try rectify or address the concern as soon as possible.

2022/12/15, 13:44 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/15, 13:44 - Sindisa Sigam: Colleagues, please take note that Mr Phikelele might still be busy assist people at the venue.

2022/12/15, 13:45 - Fritz - Delta BEC: Noted

2022/12/15, 13:45 - Fritz - Delta BEC: Isaac, please call him and explain the situation and that we need to be assisted quickly

2022/12/15, 13:47 - Isaac - Delta BEC: Noted

2022/12/15, 13:48 - Isaac - Delta BEC: Just spoke to him he gave heads up for the commencement of the questionnaire.

2022/12/15, 13:48 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/15, 13:49 - Sir NGIBA Mr Mbonambi SIR: It was opened around 08h45,

2022/12/15, 13:50 - Isaac - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/15, 13:56 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:02 - Isaac - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/15, 14:02 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:03 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0122.jpg (file attached)

2022/12/15, 14:03 - Isaac - Delta BEC: 2.4 Is there an attendance register for the fishers to sign?

2022/12/15, 14:03 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:05 - Isaac - Delta BEC: You deleted this message

2022/12/15, 14:06 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 14:08 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0123.jpg (file attached)

2022/12/15, 14:12 - Isaac - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/15, 14:13 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:14 - Isaac - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/15, 14:14 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:15 - Isaac - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?

2022/12/15, 14:15 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:16 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 14:17 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0124.jpg (file attached)

2022/12/15, 14:18 - Isaac - Delta BEC: Is this the only one?

2022/12/15, 14:18 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:19 - Isaac - Delta BEC: 2.8 Are there receipt books?

2022/12/15, 14:19 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:20 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0126.jpg (file attached)

2022/12/15, 14:21 - Isaac - Delta BEC: 2.9 Are there laptops set up?

2022/12/15, 14:22 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:23 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 14:25 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0127.jpg (file attached)

2022/12/15, 14:26 - Isaac - Delta BEC: 2.10 Do the laptops have internet connection? (Ask thelaptop operator to open google)

2022/12/15, 14:26 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:26 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 14:28 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0128.jpg (file attached)

2022/12/15, 14:28 - Isaac - Delta BEC: 2.11 Is there a video camera set up?

2022/12/15, 14:28 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:28 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 14:28 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0129.jpg (file attached)

2022/12/15, 14:29 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/15, 14:29 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:29 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 14:35 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0130.jpg (file attached)

2022/12/15, 14:35 - Isaac - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/15, 14:36 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:36 - Isaac - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/15, 14:36 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:36 - Isaac - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/15, 14:38 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:39 - Isaac - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/15, 14:42 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 14:43 - Isaac - Delta BEC: May I have a picture?

2022/12/15, 14:43 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0131.jpg (file attached)

2022/12/15, 15:01 - Isaac - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/15, 15:01 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 15:04 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/15, 15:13 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 15:17 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 15:18 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0132.jpg (file attached)

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

2022/12/15, 15:19 - Sir NGIBA Mr Mbonambi SIR: Yes

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

2022/12/15, 15:21 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 15:21 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 15:22 - Sir NGIBA Mr Mbonambi SIR: Especially when it's an incomplete form

2022/12/15, 15:22 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0134.jpg (file attached)

2022/12/15, 15:22 - Isaac - Delta BEC: 2.21 Are data capturers completing the first part of the fishers application forms?

2022/12/15, 15:23 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 15:23 - Isaac - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/15, 15:24 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 15:24 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 15:26 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0126.jpg (file attached)

This is the pic I sent you earlier, there is no fishers at venue right now

2022/12/15, 15:26 - Isaac - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/15, 15:26 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 15:27 - Isaac - Delta BEC: My I get a picture?

2022/12/15, 15:29 - Sir NGIBA Mr Mbonambi SIR: IMG-20221215-WA0133.jpg (file attached)

2022/12/15, 15:29 - Isaac - Delta BEC: 2.24 Are the data capturers placing the stapled documentation in the labelled box next to them?

2022/12/15, 15:29 - Sir NGIBA Mr Mbonambi SIR: Yes

2022/12/15, 16:06 - Kupido Swartz: No. Apparently your staff was at the wrong venue and had to look for the right one(Witteklip Hall). They arrived just after 9

2022/12/15, 16:07 - Isaac - Delta BEC: Did the venue close at 16:00?

2022/12/15, 16:09 - Sir NGIBA Mr Mbonambi SIR: We are closing now

2022/12/15, 16:10 - Isaac - Delta BEC: Thank you very much for your assistance today @27838728950

2022/12/15, 16:11 - Sir NGIBA Mr Mbonambi SIR: 🙏 🙏 🙏

7.4 ISSUES RAISED

Table 7-4: Receipting -Data collected

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
Observer did not arrive on the day. DFFE representative was therefore asked to assist as the observer	Yes

8 VERIFICATION

8.1 OVERVIEW

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

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

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

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

8.2 OBSERVER FORUM INVOLVEMENT

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

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

8.3 ASSESSMENT TEAM

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

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

Table 8-1: Verification-Overview

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

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

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

Table 8-1: Verification - Criteria to be met

DATE	TEAM	OBSERVER	ATTENDANCE*	CHECKING COMPLETENESS*	IS THE ASSESSMENT TEAM MARKING THE VERIFICATION FORMS AS EITHER "COMPLETE" OR "INCOMPLETE"?	SUCCESSFUL OR UNSUCCESSFUL*	RESERVED APPLICATIONS*	IS THE ASSESSMENT TEAM PROVIDING DETAILED REASONS FOR THE OUTCOMES OF THE APPLICATIONS?	IS THE ASSESSMENT TEAM CAPTURING ALL INFORMATION AND OUTCOMES ON AN ELECTRONIC DATABASE FOR EVERY APPLICANT, COMMUNITY AND REGION?
08-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
09-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
10-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES

*Attendance	Are the following team members at the assessment day:
	Team leader (SSFM Deputy Director)
	Fisheries community development worker (FCDW)
	Secretariat (Stowie-M)
	• Observer
	Ensure the Delta BEC attendance register is signed. There needs to be a new attendance register for every day of the verification process
*Checking completeness	Is the DFFE checking the following criteria of the applications?:
	• the verification form is signed by the applicant;
	 all Required Questions (with three asterisk ***) are completed;
	all required supporting documents in line with the criteria are attached.
*Successful or unsuccessful	Is the assessment team marking the verification forms as either "Successful" or "Unsuccessful" based on the 4 qualifying criteria as well a decided in 1.2?
	Confirm what the 4 qualifying criteria are.
	• SA citizen
	• 18 years or older

55.
as the success criteria

	At least 10 years accumulative experience
	Majority of livelihood should be dependent on small scale fishing
*Reserved applications	Where the assessment team is unable to make a decision whether a verification form is "complete"/"incomplete" or "successful"/"uns marking those applications as "Reserved"?

8.3.1.1 Issues

Table 8-2: Comments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAM 1, 2, 3	• The team did not get through the 50 pilot applications as planned. Going through the applications took a lot lo through 4.
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a
02	26 JAN 2023	TEAM 1, 2, 3	There was no space for the teams to mark an application either "Complete" or "Incomplete". The observer forum raise on the google forms.
03	02 FEB 2023	TEAM 1, 2, 3	The team agreed to go through all the applications that were previously marked as unsuccessful. The review of these a in the "issues to consider" document. The changes came about during a plenary meeting.
04	06 FEB 2023	TEAM 1A	No FCDW present
05	06 FEB 2023	TEAM 1B	No FCDW present
06	07 FEB 2023	TEAM 1A	No FCDW present
07	07 FEB 2023	TEAM 1B	No FCDW present
08	08 FEB 2023	TEAM 1A	No FCDW present
08	08 FEB 2023	TEAM 1B	No FCDW present
09	09 FEB 2023	TEAM 1A	No FCDW present
10	09 FEB 2023	TEAM 1B	No FCDW present
11	10 FEB 2023	TEAM 1A	No FCDW present
12	10 FEB 2023	TEAM 1B	No FCDW present

insuccessful", are they

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

8.3.2 DATA COLLECTED:

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

Table 8-3: Verification - Data collected

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

8.3.2.1 Attendance register

		ATTENDANCE REGISTER	1	forestry, fisheries & the environment Department Republic of SouthAreca		ATTENDANCE REGISTER	forestry, fisheries & the environme Department Republic of South Areco
CLIENT NAME	Department of Environment, Forestr	ry and Fisheries	DATE	26.01.2023	ATTENDEE INFORMATION	CONTACT INFORMATION	SIGNATURE
ROJECT NAME	Rights Allocation Process		TIME	10'-30	Name Quiciswo mnggolo	Email msmngqola@yohoo.com	
EETING TYPE	Cissessment Meeting				Company Delta BEC		2. Chagolo
ENUE		Sth Floor Foretrust Building				Mobile 083 86 88 15 8 Office CPT	Coffere
TTENDEE INFO		CONTACT INFORMATION		SIGNATURE	Name	Email	
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mpany	STOWIE M.	Mobile 067 030 3801	(-	Designation	Office	
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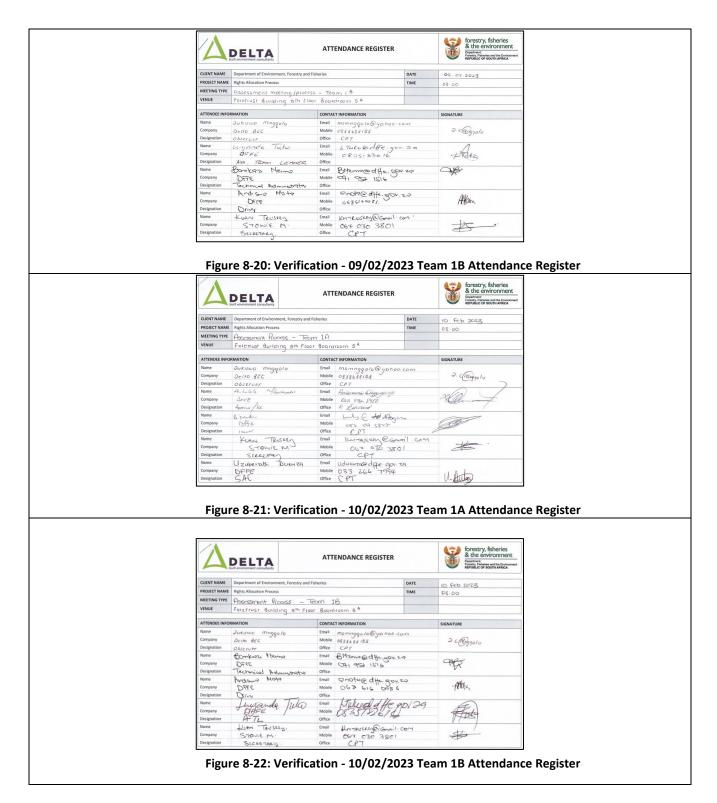
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CLIENT NAME	Department of Environment, Fores	try and Fisheries	DATE	08.00.2023
MEETING TYPE	E Assessment Rocas -		TIME	08:00
VENUE	Foretrust Building st			
ATTENDEE INF		Email msmngqolo@y	2 600- 5000	SIGNATURE
Company	Della BEC	Mobile ORZREARICE		D. Moggol.
Designation Name	Philadele Mbasamon	Office C.P.T Email Ambanament Copp. Mobile 053 74-3 8957 Office 4 Text coord	e-govise	
Company Designation	Apree Admin /Secue	Mobile 0835773 8455 Office Il Reduced	5	- Com
Name Company	Uzubenathi Duruza	Email udukura@dfe	900.29	1111
Designation	SAC	Office CPT	194	Valles
Name Company	Benecia Mulles Defe	Email white Q. alle. Mobile ors 253 55	gen . 2	age
Designation Name	lander	Office CPT Email	.,	- JO
Company Designation		Mobile Office		
Figu	ure 8-17: Veri	fication - 08/02	/2023 Te	am 1A Attenda
		ATTENDANCE REGI	STER	forestry, fisheries & the environmen
-				Department: Foresty, Foheries and the Environ REPUBLIC OF SOUTH AFRICA
CLIENT NAME	Department of Environment, Fores	try and Fisheries	DATE	08.02.2023
PROJECT NAM	ME Rights Allocation Process		TIME	08:00
VENUE	Foretrust Building St			
ATTENDEE INF	FORMATION	CONTACT INFORMATION		SIGNATURE
Name Company	Luyanche Tuko	Email LTuko & Affe of Mobile 0835182/6	ev. 29	tites
Designation	Ascist Team leas	Office		PB
Name Company	KUAN TRUSKEY. STOWIEM.	Email KM-TRUSCANDO	3801	-
Designation Name	Bomkazi Hzina			
Company	OFFE	Mobile Ott 752 15	sources	- AB
Designation Name	Administrator Andrisma Nora	Office		anl .
Company Designation	PFFE	Mobile 063616021F		Alda
Name	Dukuwa mngqolo	Email mamogolo@ye	thoo.com	2
Company Designation	Delto BEC Observer	Mobile 083 86 8815 8 Office CP 7		2 Milliggeolu
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	Foretrust Building 5th			
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VENUE ATTENDEE INI Name Company Designation	Dukiswa Mngqolo Delta BEC Observer	Email msmngqolo@ Mobile 083 8688 158		2. Maggo 10
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VENUE ATTENDEE IN Name Company Designation Name Company Designation Name Company	DURISUO MAGQOLO DELTO BEC Observer Porteche Montante DEFE ADMINI FESSEES STOWIE M.	Email m3 m ng qala @ Mobile 083 84.84 15.8 Office CP 7 Email Parley can be Mobile 183 87.5 Med Office P. Leased Email Languesses Mobile 64.8 030	Gurani). Come	$-\sqrt{D}$
VENUE ATTENDEE INI Name Company Designation Name Company Designation Name	Dukiswa Mngqolo Delta BEC Obierver Pinkelale Nfanka-b DEFE Farma / CEZ Lunn Teuskey STOWIE M. STCOWIE M.	Email mis ming gala & Mobile 083 84.82 15.8 Office CPT Email Parlerscenche Mobile 183 87.9 57ed Email United States Mobile 66.8 030 Office CPT	3801 Schrief J. Cont.	$-\sqrt{D}$
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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.

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

Table 8-4: Verification– Overview

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

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

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

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

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

8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

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



8.4.3 DATA COLLECTED:

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

Table 8-7: Verification - Data collected

#		DATA COLLECTED	YES/NO
1	A	ttendance register	Yes
2	C	hecklist signed by all parties involved	Yes

8.4.3.1 Attendance register

Δ		ATTENDANCE REGISTER		forestry, fisheries & the environment	Δ		ATT	ENDANCE REGISTER	forestry, fisheries & the environment Department Persitive Fiderice and the Environ Republic or SouthAPRICA
CLIENT NAME	Department of Environment, Forestry and Fit	heries	DATE	10 Feb 2023	ATTENDEE INFO	ORMATION	CONTAC	TINFORMATION	SIGNATURE
PROJECT NAME	Rights Allocation Process		TIME	11:30	Name	KUAN TAUSKEN		KMTROSKEY@GEMANT.COM.	Junitions
MEETING TYPE	Crucined Condon news - 16	am 1,2 and 3			Company	STOWIE M.	Mobile	067 030 3801	the
VENUE	MKM Boardroom, 3rd Floor, For	etruse Building			Designation	SECRE-GARY)		CPT	
ATTENDEE INFO	PRATION	CONTACT INFORMATION		SIGNATURE	Name		Email		
Name				adhatoke	Company		Mobile		
Company	Fritz Swanapoel Delka BEC	Email fintz sconepoel@gro Mobile 074 557 0461	1.000	Fr	Designation		Office		
Designation	Rojeck Monager Observer	Office		Di	Name	LU-LU-LU-LU-LU-LU-LU-LU-LU-LU-LU-LU-LU-L	Email	CONTRACTOR OF THE PROPERTY OF T	
Name	Nulanhla Nosi	Email Noncosi@ 1770.			Company		Mobile		
Company	DFFE	Mobile 078 458 0911	100.24	THE I	Designation		Office		
Designation	TEAM 3 Chair (60)	Office Frebrust PI	lina	4414	Name		Email		
Name	Sindian Sigaus	Email SSID Oche so	cen	0	Company		Mobile		
Company	DFFE	Email SEgginedite.go		\sim	Designation	Office			
Designation	Theom Z Choir (DD)	Office		3	Name		Email		
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Company	DA	Mobile 083 227 5757		615	Designation		Office Email		
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Designation	Director	Office 060508 7014.		ANGU	Designation		Office		
Designation	Price 10.	Once			Designation		Office		

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

8.4.3.2 Checklist signed by all parties involved

Scanned copies handed over to the DFFE.

9 CONCLUSION

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