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 62
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	100%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	91%

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GLOSSARY OF TERMS AND ABBREVIATIONS

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

1 INTRODUCTION

This chapter will be presented in the following sections:

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

1.1 BACKGROUND

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

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

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

1.2 PURPOSE OF REPORT

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

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

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

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

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

1.3 STRUCTURE OF REPORT

The report comprises the following sections:

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

2 APPROACH

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

3 MOBILISATION

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

This chapter is detailed in the following sections:

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

3.1 OVERVIEW

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

ITEM	DESCRIPTION			
Venue	Langebaan Thusong Centre			
Planned Start Date	19 September 2022			
Actual Start date	19 September 2022, this date is not definite as DFFE issue us with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "IMG-20220919-WA0063Thusong Service Center Langebaan".			
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.			
Effect on applicants	The project is on track to be completed as committed by the department.			
Additional Comments	No observer forum had been formed by the time DFFE 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:			NT OF FORESTRY,	FISHERIES AND T	NOTIO	ROLLING OUT W	
1.1	 Visitation schedule 	Yes	small-scale fishers in the Community members will for the registration and ve If community members ar member. "Fishing" or "atte	Western Cape. The process wi need to present their original/ rification processes. re unable to attend these meet ending to other business" will ne	Ill only be open to the communi valid temporary identity documi ings, as per the schedule, valid ot be regarded as valid reasons		the initial process in 2016. Ind should gather all necessary le a medical emergency or the	documentation in preparation
1.2	• Location of the venues	Yes	A template of the proxy let Notes on the verification prov Verification forms are n Each verification form w Eligible community mer Community members w The DFFE will collective	tter can be retrieved from the n cess ot for sale. will have a unique sequence nu mbers will be required to visit th uil be given 31 days to complet sceive all verification forms afte will be given a receipt with a ur on form.	mearest Fisheries Compliance C mber and the form should not t the distribution centres to collect te the forms and collect all the r r 31 days at the same venues.	e nhotoconiad		used as proof that they have
1.3	 Dates and times for distribution 	Yes	COMMUNITY Ebenhaezer Lutzville Papendorp	VENUE Ebenhaezer Community Centre Papendorp Church Centre	WEST CO. ESTIMATED MOBILISATION DATE 19 September 2022	IST REGION ESTIMATED DISTRIBUTION 3 October 2022 4 October 2022	DFFE COLLECTION DATE 7 November 2022 8 November 2022	REGISTRATION TIME
	and receipting		Leipoltville Graafwater Lambert's Bay Eiland Bay	Leipoltville Church Hall Leipoltville Church Hall Don Burrell Hall Elands Bay Community Hall	19 September 2022 19 September 2022 19 September 2022 19 September 2022 19 September 2022	6 October 2022 6 October 2022 6 October 2022 5 October 2022 3 October 2022	10 November 2022 10 November 2022 9 November 2022 7 November 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00
1.4	 Documents required for registration 	Yes	Eiland Bay Doring Bay Velddrift Vredenberg Sandy Point Stenderg: Stenderg: Cove	Elands Bay Community Hall Miriam Owles Hall Noordhoek Civic Hall Witteklip Community Hall St Helena Community Hall Steenberg Community Hall	19 September 2022	3 October 2022 7 October 2022 4 October 2022 5 October 2022 6 October 2022	11 November 2022 11 November 2022 8 November 2022 11 November 2022 9 November 2022 10 November 2022	99:00-16:00 99:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00
			Steenberg's Cove Laingville/West Point Patemoster Saldanha (White City)	Steenberg Community Hall Sports Clubhouse Paternoster Community Hall White City Multipurpose	19 September 2022 19 September 2022 19 September 2022 19 September 2022	3 October 2022 4 October 2022 5 October 2022	10 November 2022 7 November 2022 8 November 2022 9 November 2022	09:00-16:00 09:00-16:00 09:00-16:00
1.5	• That forms are free	Yes	Saldanha Diaz Vila Hopefield Langebaan Yzerfontein Darling Marre Biouberg Atlantis	Centre Hopefield Community Hall Langebaan Thusong Centre Yzerfontein Community Hall Darling Community Hall Mamre Moravian Church Hall Meikbos Country Club Saxon Sea Civic Centre	19 September 2022 19 September 2022 14 September 2022 12 September 2022 12 September 2022 12 September 2022 12 September 2022 13 September 2022	6 October 2022 7 October 2022 28 September 2022 27 September 2022 27 September 2022 26 September 2022 26 September 2022	10 November 2022 11 November 2022 2 November 2022 1 November 2022 1 November 2022 3 November 2022 31 October 2022 31 October 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00

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

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

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 message aired?	No
4	Is there correspondence from DFFE to the radio stations?	No

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

3.3 DATA COLLECTED:

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

Table 3-5: Mobilisation - Data collected

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

3.3.1 OBSERVER FORUM FEEDBACK FORMS

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

3.3.2 LETTERS FROM VARIOUS SERVICE PROVIDERS

Delta BEC requested the DFFE to submit letters from the service providers of the radio station and the SMS broadcasting; these letters will serve as proof of services rendered in a certain area on a certain date and convey the relevant information. This would assist DFFE in providing evidence that protocol was followed, as the

observer forum was not established by the time these services were to be rendered.

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

4 **DISTRIBUTION**

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

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

4.1 OVERVIEW

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

ITEM	DESCRIPTION	
Venue	Langebaan Thusong Centre	
Planned Start Date	07/10/2022	
Actual Start Date	07/10/2022	
Data collector	Charles Jordaan – Observer Forum	
Effect on applicants	The project is on track to be completed as committed by the department	
Additional Comments	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	ble 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 item 4 and 5, venue arranged and open		
2	Did the venue open on time?	Yes	See below item 4 and 5, venue arranged and open		
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			

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	

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for Langebaan Thusong Centre 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, 10:23 - 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, 10:23 - Isaac - Delta BEC created group "Langebaan Thusong Cntr"

2022/09/27, 10:23 - Isaac - Delta BEC added you

2022/10/06, 16:21 - Isaac - Delta BEC added Charles Jordaan

2022/10/07, 08:35 - Zukiswa - Delta BEC: Good Morning *Charles Jordaan*, this group will be used for communication regarding this venue *Langebaan Thusong 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.

2022/10/07, 08:51 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/07, 09:46 - Isaac - Delta BEC added Patrick Booysen

2022/10/07, 09:48 - Patrick Booysen: Thanks. My appreciation

2022/10/07, 09:52 - Zukiswa - Delta BEC: Good Morning *Charles Jordaan*, this group will be used for communication regarding this venue *Langebaan Thusong 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.

2022/10/07, 09:52 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/07, 09:55 - Patrick Booysen: Yes

2022/10/07, 09:56 - Zukiswa - Delta BEC: Please send a photo

2022/10/07, 10:00 - Patrick Booysen: IMG-20221007-WA0031.jpg (file attached)

2022/10/07, 10:01 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question?

2022/10/07, 10:01 - Patrick Booysen: No

2022/10/07, 10:04 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/07, 10:04 - Patrick Booysen: Yes

2022/10/07, 10:05 - Patrick Booysen: IMG-20221007-WA0033.jpg (file attached)

2022/10/07, 10:05 - Patrick Booysen: IMG-20221007-WA0034.jpg (file attached)

2022/10/07, 10:06 - Zukiswa - Delta BEC: Please send a photo

2022/10/07, 10:08 - Patrick Booysen: IMG-20221007-WA0035.jpg (file attached)

2022/10/07, 10:08 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 10:10 - Patrick Booysen: IMG-20221007-WA0036.jpg (file attached)

2022/10/07, 10:10 - Patrick Booysen: No

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

2022/10/07, 10:11 - Patrick Booysen: Min late

2022/10/07, 10:11 - Patrick Booysen: 3

2022/10/07, 10:16 - Zukiswa - Delta BEC: Yes or No

2022/10/07, 10:16 - Patrick Booysen: No

2022/10/07, 10:16 - Zukiswa - Delta BEC: Please send a photo

2022/10/07, 10:17 - Patrick Booysen: I haven't got one.

2022/10/07, 10:18 - Zukiswa - Delta BEC: Please take 1 I can wait

2022/10/07, 10:20 - Patrick Booysen: IMG-20221007-WA0037.jpg (file attached)

2022/10/07, 10:21 - Patrick Booysen: IMG-20221007-WA0038.jpg (file attached)

2022/10/07, 10:21 - Patrick Booysen: IMG-20221007-WA0039.jpg (file attached)

2022/10/07, 10:45 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 10:45 - Patrick Booysen: No

2022/10/07, 11:24 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/07, 11:29 - Patrick Booysen: Yes

2022/10/07, 11:31 - Patrick Booysen: IMG-20221007-WA0056.jpg (file attached)

2022/10/07, 11:35 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 11:36 - Patrick Booysen: No

2022/10/07, 11:38 - Charles Jordaan: I am back

2022/10/07, 11:40 - 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

2022/10/07, 11:40 - Charles Jordaan: Yes

2022/10/07, 11:41 - Zukiswa - Delta BEC: Please send a photo

Ask the government officials for the photo

2022/10/07, 11:42 - Charles Jordaan: IMG-20221007-WA0067.jpg (file attached)

2022/10/07, 11:43 - Charles Jordaan: IMG-20221007-WA0069.jpg (file attached)

2022/10/07, 11:59 - Charles Jordaan: IMG-20221007-WA0081.jpg (file attached)

2022/10/07, 11:59 - Charles Jordaan: They will know

2022/10/07, 11:59 - Charles Jordaan: Then please send it to the group

2022/10/07, 11:59 - Charles Jordaan: AUD-20221007-WA0084.opus (file attached)

2022/10/07, 11:59 - Charles Jordaan: IMG-20221007-WA0083.jpg (file attached)

2022/10/07, 12:00 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 12:00 - Charles Jordaan: No

2022/10/07, 14:22 - 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

2022/10/07, 14:26 - Charles Jordaan: Yes

2022/10/07, 14:28 - Charles Jordaan: IMG-20221007-WA0124.jpg (file attached)

Here

2022/10/07, 14:28 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining

2022/10/07, 14:28 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 14:28 - Charles Jordaan: No

2022/10/07, 14:35 - 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

2022/10/07, 14:35 - Charles Jordaan: No

2022/10/07, 14:37 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining

2022/10/07, 14:38 - Patrick Booysen: IMG-20221007-WA0127.jpg (file attached)

2022/10/07, 14:39 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Motivate why you it was no explained to fishers

2022/10/07, 14:39 - Charles Jordaan: No

2022/10/07, 14:43 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Kindly please let me know if there are any further comments...reference back to the attached screenshot when issues arise throughout the day.

2022/10/07, 14:46 - Patrick Booysen: No

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.

140	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			
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	Langebaan Thusong Centre
Date new poster was put up	24/11/2022
Original Planned Start Date	11/11/2022
Updated Planned Start Date	07/12/2022

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				
Lamberts Bay	Don Burrel Hall	12 December 2022	09:00-16:00	Yzerfontein	Yzerfontein Community Hall	07 December 2022	09:00-16:0
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				
Paternoster	Paternoster Community Hall	15 December 2022	09:00-16:00				
Saldanha (white city)		08 December 2022	09:00-16:00	For more information,	please contact: 021 402 3614.		
			1 Page				

Figure 6-1: Mobilisation for Receipting – New poster

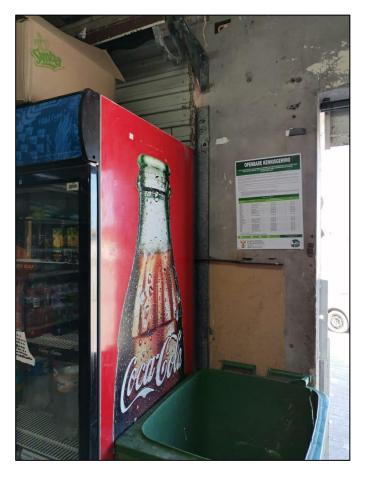


Figure 6-2: Mobilisation for Receipting – Poster

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	Langebaan Thusong Centre
Original Planned Start Date	11/11/2022
Updated Planned Start Date	07/12/2022
Actual Start Date	07/12/2022
Data collector	Nkgabie - (DFFE)
	Observer cancelled on 06/12/2022.
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		
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2	
4	Is there an attendance register for the fishers to sign?	Yes		
5	Are there electronic and paper copies of the registered fishers?	Yes	See above item 4 for the paper copy	
6	Is there an electronic checklist?	Yes	N/A	

Table 7-2: Receipting - Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
7	Is there a stamp pad for complete or incomplete forms?	Yes	N/A
8	Are there receipt books?	Yes	
9	Are there laptops set up?	Yes	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
11	Is there a video camera set up?	Yes	
12	Are there clearly labelled boxes for storing the applications?	Yes	Tig Da
13	Has the service provider explained the procedure of the day to the fishers?	Yes	N/A
14	Are fishers being guided to data capturers?	Yes	N/A
15	Are the data capturers friendly?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	Yes	N/A
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	N/A
18	Are the data capturers adding a thumbprint where applicants have not signed?	No	trodat
19	Are the data capturers filling in the electronic checklist?	Yes	N/A
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE " on fishers' forms after checking them?	Yes	N/A

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

2022/11/29, 17:13 - 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, 17:13 - You created group "Langebaan Receipting "

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

2022/12/06, 16:41 - Fritz - Delta BEC: Observer cancelled for tomorrow, Langebaan needs assistance.

2022/12/07, 07:34 - Isaac - Delta BEC: Good morning Team

This venue doesn't have an OF member, @27714140671 can we please have someone allocated for it. Thanks in advance.

2022/12/07, 08:38 - Isaac - Delta BEC: @27714140671 please see the message above.

2022/12/07, 10:53 - Fritz - Delta BEC: @27714140671 in support of our conversation, this venue needs assistance

2022/12/07, 11:01 - Sindisa Sigam: Nkgabie DEFF.vcf (file attached)

2022/12/07, 11:01 - Fritz - Delta BEC added Nkgabie DEFF

2022/12/07, 11:01 - Sindisa Sigam: Nkgabiseng will be the Observer here

2022/12/07, 11:03 - 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 Langebaan Thusong Centre, 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 being given an 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 to rectify or address the concern as soon as possible.

2022/12/07, 11:04 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/07, 11:06 - Nkgabie DEFF: Yes

2022/12/07, 11:06 - Isaac - Delta BEC: 2.2 Is there an DFFE team and observer forum?

Is there an attendance register for the

2022/12/07, 11:07 - Nkgabie DEFF: Yes	
2022/12/07, 11:08 - Isaac - Delta BEC: May I get a picture? P	lease
2022/12/07, 11:08 - Nkgabie DEFF: IMG-20221207-WA0010	.jpg (file attached)
2022/12/07, 11:09 - Isaac - Delta BEC: 2.3 Have you signed (Send a Photo of the register you signed)	ed the attendance register?
2022/12/07, 11:10 - Nkgabie DEFF: Its the same register	
2022/12/07, 11:10 - Nkgabie DEFF: IMG-20221207-WA0010	.jpg (file attached)
2022/12/07, 11:10 - Isaac - Delta BEC: 2.4 Is there an fisers to sign?	attendance register for the
2022/12/07, 11:11 - Nkgabie DEFF: IMG-20221207-WA0015	.jpg (file attached)
2022/12/07, 11:11 - Nkgabie DEFF: Yes	
2022/12/07, 11:12 - Isaac - Delta BEC: 2.5 Are there ele the registered fishers?	ctronic and paper copies of
2022/12/07, 11:13 - Nkgabie DEFF: Yes	
2022/12/07, 11:14 - Isaac - Delta BEC: 2.6 Is there an ele	ectronic checklist?
2022/12/07, 11:14 - Nkgabie DEFF: Yes	
2022/12/07, 11:15 - Isaac - Delta BEC: 2.7 Is there a sincomplete forms?	stamp pad for complete or
2022/12/07, 11:16 - Nkgabie DEFF: Yes	
2022/12/07, 11:17 - Nkgabie DEFF: null	
2022/12/07, 11:21 - Isaac - Delta BEC: May I have a picture?	
2022/12/07, 11:29 - Nkgabie DEFF: IMG-20221207-WA0015	.jpg (file attached)
2022/12/07, 11:31 - Isaac - Delta BEC: 2.8 Are there rece	eipt books?
2022/12/07, 11:31 - Nkgabie DEFF: Yes	
2022/12/07, 11:32 - Isaac - Delta BEC: 2.9 Are there lapt	ops set up?
2022/12/07, 11:35 - Nkgabie DEFF: Yes	
2022/12/07, 11:36 - Isaac - Delta BEC: May I have a picture?	
2022/12/07, 11:37 - Isaac - Delta BEC: And picture of receipt	t book
2022/12/07, 12:10 - Nkgabie DEFF: IMG-20221207-WA0040	.jpg (file attached)
2022/12/07, 12:10 - Nkgabie DEFF: IMG-20221207-WA0039	.jpg (file attached)

2022/12/07, 12:11 - Isaac - Delta BEC: 2.10 Do the laptops have internet connection? (Ask thelaptop operator to open google)
2022/12/07, 12:27 - Nkgabie DEFF: IMG-20221207-WA0037.jpg (file attached)
2022/12/07, 12:28 - Isaac - Delta BEC: 2.11 Is there a video camera set up?
2022/12/07, 12:29 - Nkgabie DEFF: IMG-20221207-WA0036.jpg (file attached)
2022/12/07, 12:29 - Nkgabie DEFF: Yes
2022/12/07, 12:29 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?
2022/12/07, 12:29 - Nkgabie DEFF: Yes
2022/12/07, 12:30 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 12:30 - Nkgabie DEFF: IMG-20221207-WA0035.jpg (file attached)
2022/12/07, 12:31 - Isaac - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?
2022/12/07, 12:33 - Nkgabie DEFF: Yes
2022/12/07, 12:34 - Isaac - Delta BEC: 2.14 Are fishers being guided to data capturers?
2022/12/07, 12:35 - Nkgabie DEFF: Yes
2022/12/07, 12:37 - Isaac - Delta BEC: 2.15 Are the data capturrers friendly?
2022/12/07, 12:40 - Nkgabie DEFF: Yes
2022/12/07, 12:42 - Isaac - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?
2022/12/07, 13:11 - Nkgabie DEFF: No
2022/12/07, 13:11 - Nkgabie DEFF: Only unregistered forms are marked
2022/12/07, 13:31 - Isaac - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?
2022/12/07, 13:34 - Nkgabie DEFF: Yes
2022/12/07, 13:35 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?
2022/12/07, 13:36 - Nkgabie DEFF: Yes
2022/12/07, 13:36 - Isaac - Delta BEC: May I have a picture
2022/12/07, 13:39 - Nkgabie DEFF: IMG-20221207-WA0048.jpg (file attached)

2022/12/07, 13:40 - Isaac - Delta BEC: 2.19 Are the electronic checklist?	ne data capturers filling in the
2022/12/07, 13:40 - Nkgabie DEFF: Yes	
2022/12/07, 13:40 - Isaac - Delta BEC: 2.20 Are the c "COMPLETE" or "INCOMPLETE" on fishers forms after che	
2022/12/07, 13:41 - Nkgabie DEFF: Yes	
2022/12/07, 13:41 - Isaac - Delta BEC: 2.21 Are data part of the fishers application forms?	capturers competing the first
2022/12/07, 13:41 - Nkgabie DEFF: Yes	
2022/12/07, 13:43 - Isaac - Delta BEC: 2.22 Are fishe Sporadically check that the receipt number matches the	
2022/12/07, 13:43 - Nkgabie DEFF: Yes	
2022/12/07, 14:04 - Isaac - Delta BEC: 2.23 Are the fishers documentation?	data capturers stapling all the
2022/12/07, 14:05 - Nkgabie DEFF: Yes	
2022/12/07, 14:05 - Isaac - Delta BEC: 2.24 Are the stapled documentaion in the labelled box next to them?	e data captureres placing the
2022/12/07, 14:07 - Nkgabie DEFF: Yes	
2022/12/07, 16:05 - Isaac - Delta BEC: Did the venue clos	e at 16:00?
2022/12/07, 16:11 - Nkgabie DEFF: Yes	
2022/12/07, 16:33 - Isaac - Delta BEC: Thanks for your as	sistance @27735906109
2022/12/07, 16:35 - Nkgabie DEFF: My Pleasure	

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

Δ		ATTENDANCE REGISTER	1	forestry, fisheries & the environment Department REPUBLIC OF SOUTHAFRICA		ATTENDANCE REGISTER	forestry, fisheries & the environment Department Republic of Bourth AFRECA
CLIENT NAME	Department of Environment, Forestry	y and Fisheries	DATE	26.01.2023	ATTENDEE INFORMATION	CONTACT INFORMATION	SIGNATURE
PROJECT NAME	Rights Allocation Process		TIME	10:30	Name Quikiswo mngqolo		JUNATORE
MEETING TYPE	Cissessment Meeting		1			Store C.J.	2. Chagolo
VENUE		Sth Floor Foretrust Building			Designation Deserver	Mobile 083 86 88 /58 Office CPT	Coffee
					Name	Email	
ATTENDEE INFO		CONTACT INFORMATION		SIGNATURE	Company	Mobile	
Name	Ficiniene Joeph	Email Florephedffe. you	V-29	(Th)	a company	Office	
Company	DEFE	Mobile OTEZSEUJOY		- Ba	Designation		
Designation Name	FLOW	Office CPT			Name	Email	
Company	KUAN TRUSKEY	Email Knitzuskey@Gm	nl. Co.~1.		Company	Mobile	
Designation	STOWIE M. SECRETARIAT.	Mobile 06780303801 Office CPT			Designation	Office	
Name	RIAGN TENDRICK		1.0	~ ~ ~	Name	Email	
Company	DFFE.		an. Can	Hershl	Company	Mobile	
Designation	FCOW	Mobile OF 17546754 Office CPT			Designation	Office	
Name	Bernacia Hulles	Email benec bruthv@.	161		Name	Email	
Company	DATE	Mobile 0832275837	and gazza	- Card	Company	Mobile	
Designation	NE	Office CPT		And	Designation	Office	
Name	UZUBENATHS DUCH	12A Email uduruza@dife. opr 2	29		Name	Email	
Company	DFFE : SSFM	Mobile 083 266 7994		II. Not	Company	Mobile	
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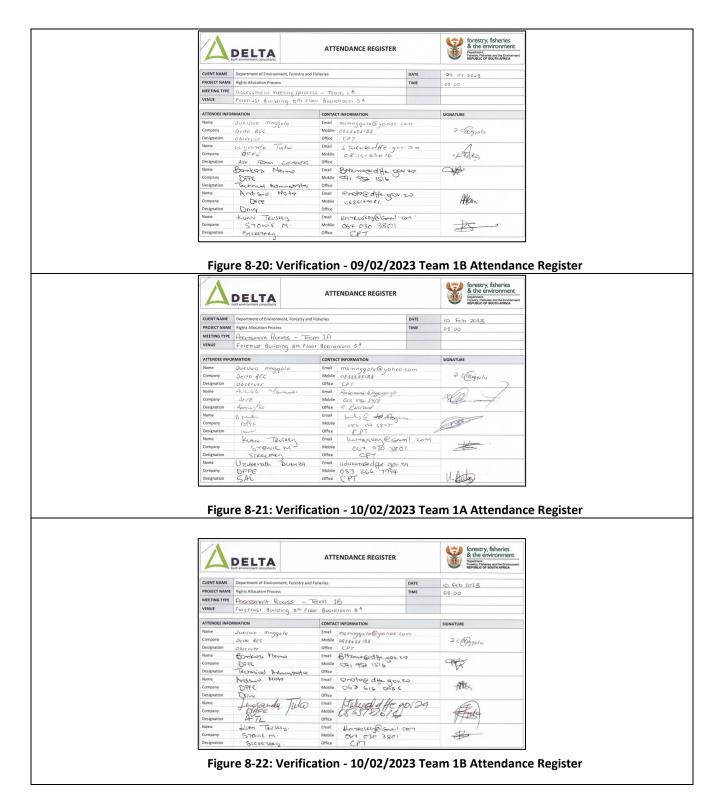
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Figure 8-13: Verification - 06/02/2023 Team 1A Attendance Register

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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.

	DECODIDITION
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 **C**RITERIA TO BE MET FOR THE QUALITY CONTROL TO BE SUCCESSFUL

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

Tabl	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	TEAMS: 1, 2, 3	FRITZ SWANEPOEL	NO	YES	14	0	NO	NO	NO	YES

				ASSESSMENT TEAM?	DECISIONS ON?		BEE
25-JAN-23	TEAMS: 1, 2, 3	FRITZ SWANEPOEL	NO	YES	14	0	

*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	Attendance register	Yes
2	Checklist signed by all parties involved	Yes

8.4.3.1 Attendance register

partment of Environment, Forestry and Fid the Allocation Process Wality Control Rocess — Te M Beardream, 3 rd Fideor, Fore non tz Snewczeceł dw CEC	am 1,2 and 3	DATE TIME	10 Feb 2023	ATTENDEE INFO Name Company Designation Name	RMATION KUAN TAUSPEN STOWIE M. SECRETARY		INFORMATION KMTRUSKRY@GRMNI.com. 067 030 3801	SIGNATURE
uality Control Roass - Te M Braidicom, 3 ^{re} Floor, Fon non tz Snoncooel	CONTACT INFORMATION Email fritz. Swonepoel @aprovil			Company Designation	STOWIE M.	Email Mobile	KM-TRUSKEY@GMN1.00M.	the is
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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.