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 63
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	92%
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	Masakhane (Gansbaai)
Planned Start Date	19 September 2022
Actual Start date	14 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-20220914-WA0041 Masakhane Community Hall".
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.
Effect on applicants	The project is running ahead, which could mean that the DFFE is not sticking to the dates as advertised to the 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:			PUBLIC NOTICE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT BOLLING OUT WESTERN CAPE SMALL- SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND RIGHTS ALLOCATION		
1.1	 Visitation schedule 	Yes	The Department of Foresty, Reheries and the Environment (DFFE) is in the process of rolling out the new verification, registration, dediardion, and rights allocation process for the manufacule latives in the Veeterm Cape. The process will very be open to the community mentoes who participated in the hinal process in 2015. The roll of the registration and verification processes. If the other the device		
1.2	• Location of the venues	Yes			
1.3	 Dates and times for distribution and receipting 	Yes	COMMUNITY VENUE ESTIMATED MODILISATION DATE ESTIMATED DISTINUITION DATE DFFE COLLECTION DATE REGISTRATION TATE Ummaklikeid Riverdall Vermaklikeid Community 18 September 2022 6 October 2022 9 Normiter 2022 06:0-16:00 Biarginier Biarginier Community 18 September 2022 6 October 2022 9 Normiter 2022 06:0-16:00 Biarginier Biarginier Community 18 September 2022 3 October 2022 1 Normiter 2022 09:0-16:00 Biarginier Biarginier Biarginier 18 September 2022 4 October 2022 1 Normiter 2022 09:0-16:00 Biarginier Biarginier Biarginier 19 September 2022 4 October 2022 1 Normiter 2022 09:0-16:00 Biarginier Biarginier 16 September 2022 2 October 2022 1 Normiter 2022 09:0-16:00 Biarginier Biarginier 11 September 2022 2 October 2022 1 Normiter 2022 09:0-16:00 Mithiondification Community Hall 14 September 2022 2 October 2022 1 Norember 2022 09:0-16:00 Arristori Wammulistrant Biarginether 2022 <t< td=""></t<>		
1.4	 Documents required for registration 	Yes	Brunchsal Brunchsal Community Hall 19 September 2022 3 October 2022 P November 2022 09 October 2022 09 Oct		
1.5	 That forms are free 	Yes	Immeriation Profession Profession Profession September 2022 29 September 2022 3 November 2022 09:00-16:00 Pringle Bay Betry Bay Middleton Botriver Community Hall 13 September 2022 30 September 2022 4 November 2022 09:00-16:00 Middleton Botriver Botriver 4 November 2022 09:00-16:00 00:00-16:00		

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	Gansbaat Bansbaat Bansbaat
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.

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

	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

	CRITERIA TO BE MET	YES/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				
2	Was a copy of the broadcast message provided? No				
3	Was a letter from the radio station provided stating the dates the 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	Masakhane Community Hall - Gansbaai
Planned Start Date	07/10/2022
Actual Start Date	07/10/2022
Data collector	Lawrence Lucas – 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	ble 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			
3	Has an attendance register been signed by all parties including the observer forum?	Yes	Exercise Exerci			

Table 4-2: Distribution -Criteria to be met

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

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Masakhane Community Hall - Gansbaai 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, 10:28 - 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, 10:28 - You created group "Gaansbaai Masakhane Comm"

2022/10/06, 16:21 - You added Lawrence Lucas

2022/10/07, 07:51 - Isaac - Delta BEC: Good Morning, this group will be used for communication regarding this venue (Gaansbaai Masakhane Community Hall) and the distribution process taking place here today. We will be asking a series of Yes/No questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/07, 07:53 - Isaac - Delta BEC: Good morning @27833440582

2022/10/07, 07:58 - Lawrence Lucas: PTT-20221007-WA0001.opus (file attached)

2022/10/07, 08:54 - Lawrence Lucas: IMG-20221007-WA0002.jpg (file attached)

2022/10/07, 08:54 - Lawrence Lucas: IMG-20221007-WA0003.jpg (file attached)

2022/10/07, 08:54 - Lawrence Lucas: IMG-20221007-WA0004.jpg (file attached)

2022/10/07, 08:54 - Lawrence Lucas: IMG-20221007-WA0005.jpg (file attached)

2022/10/07, 09:00 - Isaac - Delta BEC: Was the venue open on time?

2022/10/07, 09:01 - Lawrence Lucas: Yes

2022/10/07, 09:01 - Isaac - Delta BEC: Did the process commence on time?

2022/10/07, 09:02 - Lawrence Lucas: Yes

2022/10/07, 09:02 - Isaac - Delta BEC: Are there any posters visible at the venue?

2022/10/07, 09:03 - Lawrence Lucas: No

2022/10/07, 09:06 - Isaac - Delta BEC: Can I have a picture supporting your answer?

2022/10/07, 09:07 - Lawrence Lucas: IMG-20221007-WA0007.jpg (file attached)

2022/10/07, 09:07 - Lawrence Lucas: IMG-20221007-WA0008.jpg (file attached)

2022/10/07, 09:12 - Isaac - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms?

2022/10/07, 09:14 - Lawrence Lucas: Yes

2022/10/07, 09:14 - Isaac - Delta BEC: Has an attendance register being signed by all parties including the Observer Forum?

2022/10/07, 09:15 - Lawrence Lucas: Yes

Will send pic

2022/10/07, 09:24 - Lawrence Lucas: IMG-20221007-WA0019.jpg (file attached)

2022/10/07, 09:24 - 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, 09:25 - Lawrence Lucas: IMG-20221007-WA0020.jpg (file attached)

2022/10/07, 09:25 - Lawrence Lucas: Yes

2022/10/07, 09:25 - Lawrence Lucas: IMG-20221007-WA0021.jpg (file attached)

2022/10/07, 09:27 - 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, 09:28 - Lawrence Lucas: Yes

2022/10/07, 09:28 - Lawrence Lucas: IMG-20221007-WA0022.jpg (file attached)

2022/10/07, 09:29 - 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, 09:29 - Lawrence Lucas: Yes

2022/10/07, 09:31 - Isaac - Delta BEC: May I have a picture?

2022/10/07, 09:31 - Lawrence Lucas: IMG-20221007-WA0023.jpg (file attached)

2022/10/07, 09:31 - Lawrence Lucas: IMG-20221007-WA0024.jpg (file attached)

2022/10/07, 10:04 - Isaac - Delta BEC: Did the Service Provider bring socio-economic questionnaires?

2022/10/07, 10:04 - Lawrence Lucas: Yes

2022/10/07, 10:05 - Lawrence Lucas: IMG-20221007-WA0030.jpg (file attached)

2022/10/07, 11:37 - Isaac - Delta BEC: Is everything still running smoothly?

2022/10/07, 11:38 - Lawrence Lucas: Yez

2022/10/07, 11:38 - Lawrence Lucas: Yes

2022/10/07, 12:00 - Lawrence Lucas: IMG-20221007-WA0081.jpg (file attached)

2022/10/07, 12:00 - Lawrence Lucas: IMG-20221007-WA0082.jpg (file attached)

2022/10/07, 12:00 - Lawrence Lucas: IMG-20221007-WA0083.jpg (file attached)

2022/10/07, 13:08 - Isaac - Delta BEC: IMG-20221007-WA0102.jpg (file attached)

Hi, @27833440582, 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, 13:12 - Lawrence Lucas: OK

2022/10/07, 13:52 - Lawrence Lucas: IMG-20221007-WA0103.jpg (file attached)

2022/10/07, 13:52 - Lawrence Lucas: IMG-20221007-WA0104.jpg (file attached)

2022/10/07, 13:53 - Lawrence Lucas: IMG-20221007-WA0105.jpg (file attached)

2022/10/07, 14:59 - Lawrence Lucas: PTT-20221007-WA0120.opus (file attached)

2022/10/07, 15:00 - Lawrence Lucas: IMG-20221007-WA0121.jpg (file attached)

2022/10/07, 15:00 - Lawrence Lucas: IMG-20221007-WA0122.jpg (file attached)

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.

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

ITEM	DESCRIPTION
Venue	Hermanus New Harbour Multipurpose Centre
Date	18 October 2022
Data Collection	Lawrence Lucas – Observer Forum

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

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

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

Table 5-2: Distribution -Criteria to be met

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

#	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 Hermanus New Harbour Multipurpose Centre to report on the observations made during the day of the catch-all distribution process. The conversations held on the WhatsApp group is presented below, indicating the correspondence received from the observer for the distribution process.

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

2022/10/17, 11:55 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/10/17, 11:55 - You created group "C-A:D. Kalk Bay Hall "

2022/10/17, 11:56 - You changed the subject from "C-A:D. Kalk Bay Hall " to "C-A:D. Kalk Bay Holy Trin"

2022/10/17, 12:48 - You changed the subject from "C-A:D. Kalk Bay Holy Trin" to "C-A:D. Hermanus New Harbr"

2022/10/17, 12:56 - You added Lawrence Lucas

2022/10/18, 09:08 - Lawrence Lucas: Morning

2022/10/18, 09:08 - Lawrence Lucas: IMG-20221018-WA0000.jpg (file attached)

2022/10/18, 09:08 - Isaac - Delta BEC: Good morning Lawrence

2022/10/18, 09:13 - Isaac - Delta BEC: Good Morning @27833440582 , this group will be used for communication regarding this venue Hermanus, 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.

2022/10/18, 09:15 - Isaac - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/18, 09:16 - Lawrence Lucas: Yes

2022/10/18, 09:17 - Isaac - Delta BEC: May I please have a picture.

2022/10/18, 09:18 - Lawrence Lucas: IMG-20221018-WA0001.jpg (file attached)

2022/10/18, 09:18 - Isaac - Delta BEC: Did the process commence on time? Yes or No

2022/10/18, 09:19 - Lawrence Lucas: Yes

2022/10/18, 09:19 - Isaac - Delta BEC: May I please have a picture.

2022/10/18, 09:20 - Lawrence Lucas: IMG-20221018-WA0002.jpg (file attached)

2022/10/18, 09:20 - Lawrence Lucas: IMG-20221018-WA0003.jpg (file attached)

2022/10/18, 09:21 - Isaac - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/18, 09:30 - Lawrence Lucas: Yes

2022/10/18, 09:31 - Lawrence Lucas: IMG-20221018-WA0004.jpg (file attached)

2022/10/18, 09:32 - Isaac - 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

2022/10/18, 09:39 - Lawrence Lucas: Yes

2022/10/18, 09:39 - Lawrence Lucas: IMG-20221018-WA0005.jpg (file attached)

2022/10/18, 09:39 - Lawrence Lucas: IMG-20221018-WA0006.jpg (file attached)

2022/10/18, 10:01 - Isaac - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/18, 10:05 - Lawrence Lucas: No

2022/10/18, 10:05 - Isaac - 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

2022/10/18, 10:08 - Lawrence Lucas: Yes

2022/10/18, 10:08 - Lawrence Lucas: IMG-20221018-WA0007.jpg (file attached)

2022/10/18, 10:08 - Lawrence Lucas: IMG-20221018-WA0008.jpg (file attached)

2022/10/18, 10:11 - Isaac - 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

2022/10/18, 10:18 - Lawrence Lucas: Yes

2022/10/18, 10:20 - Isaac - Delta BEC: Please send a picture.

2022/10/18, 10:21 - Lawrence Lucas: IMG-20221018-WA0009.jpg (file attached)

2022/10/18, 10:21 - Isaac - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/18, 10:22 - Lawrence Lucas: No

2022/10/18, 10:24 - Isaac - Delta BEC: You deleted this message

2022/10/18, 11:23 - Isaac - Delta BEC: IMG-20221007-WA0110.jpg (file attached)

Hi, @27833440582, if throughout the day any of the above 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.

2022/10/18, 11:35 - Lawrence Lucas: Ok

2022/10/18, 12:21 - Lawrence Lucas: Just want 2 know if there is a list for Botrivier because no list here for Botrivier and we have people from that place

2022/10/18, 12:26 - Isaac - Delta BEC: @27714140671 can you please answer?

2022/10/18, 12:26 - Lawrence Lucas: Stanley Peter Perrang

2022/10/18, 12:27 - Isaac - Delta BEC: Can you ask an official that is there to assist you?

2022/10/18, 12:27 - Lawrence Lucas: Loadshedding here and people can't use laptops

2022/10/18, 12:28 - Isaac - Delta BEC: Oh till what time is there loadshedding?

2022/10/18, 12:28 - Lawrence Lucas: 14h30

2022/10/18, 12:29 - Isaac - Delta BEC: So the officials there cannot help you with the list because they can't use the laptops? Will they be able to help when the power is back?

2022/10/18, 12:29 - Lawrence Lucas: Yes

2022/10/18, 12:30 - Isaac - Delta BEC: 👍

2022/10/18, 12:31 - Lawrence Lucas: Is it possible that 1of the deff officials on this group can maybe check

2022/10/18, 12:31 - Isaac - Delta BEC: I have asked @27714140671, he will attend to this when he gets a chance.

2022/10/18, 12:44 - Sindisa Sigam: Hi Colleagues, yes Stanley Perrang is in the list of Botriver

2022/10/18, 12:45 - Lawrence Lucas: Thanks sorted

2022/10/18, 14:36 - Fritz - Delta BEC: Hi Lawrence, how are things at the venue?

2022/10/18, 14:36 - Lawrence Lucas: Very very very still

2022/10/18, 15:16 - Lawrence Lucas: A guy from kalkbay in hermanus can he collect here

2022/10/18, 15:17 - Lawrence Lucas: Everett schubert

2022/10/18, 15:17 - Isaac - Delta BEC: @27714140671 can you answer this question?

2022/10/18, 15:51 - Isaac - Delta BEC: @27833440582 is everything finished now?

2022/10/18, 15:53 - Lawrence Lucas: PTT-20221018-WA0023.opus (file attached)

2022/10/18, 15:53 - Isaac - Delta BEC: Ok

2022/10/18, 15:54 - Lawrence Lucas: IMG-20221018-WA0024.jpg (file attached)

2022/10/18, 15:54 - Lawrence Lucas: PTT-20221018-WA0025.opus (file attached)

2022/10/18, 15:55 - Isaac - Delta BEC: Thanks for your assistance guys.

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	Masakhane Community Hall - Gansbaai
Date new poster was put up	25/11/2022
Original Planned Start Date	11/11/2022
Updated Planned Start Date	06/12/2022

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.

	SOUTH COAST (OVE	RBERG)	SOUTH COAST (OVERBERG)				
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIA
Vermaaklikheid/ Riversdale/ San Sebastian	Slangrivier Community Hall	13 December 2022	09:00 -16:00	Blompark	Blompark VGK/ URC Hall	07 December 2022	09
Slanarivier				Hawston	Hawston Thusong Centre	09 December 2022	09
Gouritzmond	Gouritzmond Community	12 December 2022	09:00 -16:00	Paradise Park			
	Hall			Westdene	Hermanus Multi-Purpose	09 December 2022	09:
Stillbaai	Stillbaai Community Hall	14 December 2022	09:00 -16:00	Zwelihle	Centre		
Melkhoutfontein				Mt Pleasant			
Stanford	Kiewiet Hall	08 December 2022	09:00 -16:00	Kleinmond	Proteadoro Community Hall	06 December 2022	09:
Arniston/Waenhuiskraans	Arniston Community Hall	15 December 2022	09:00 -16:00	Pringle Bay			
Bredarsdorp	Bredasdorp Thusong Centre	12 December 2022	09:00 -16:00	Betty's Bay			
Struisbaai	Struisbaai Community Hall	13 December 2022	09:00 -16:00				
Elim	Elim Community Hall	14 December 2022	09:00 -16:00				
Buffelsjagbaai	Buffelsjag Community Hall	15 December 2022	09:00 -16:00	For more information	n, please contact: 021 402 3614.		
Eluxolweni	Eluxolweni Community Hall	05 December 2022	09:00 -16:00				
Masakhane (Gansbaai)	Masakhane Community Hall	06 December 2022	09:00 -16:00				

Figure 6-1: Mobilisation for Receipting – New poster



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

7 RECEIPTING

7.1 OVERVIEW

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

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

ITEM	DESCRIPTION
Venue	Masakhane Community Hall - Gansbaai
Original Planned Start Date	11/11/2022
Updated Planned Start Date	06/12/2022
Actual Start Date	06/12/2022
Data collector	Thabiso – DFFE
	Lawrence cancelled on the day. Thabiso from DFFE had to assist
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/>
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2 DFFE member acted as the observer
4	Is there an attendance register for the fishers to sign?	Yes	<image/> <image/> <image/> <image/> <text><text><text><text></text></text></text></text>

Table 7-2: Receipting - Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
5	Are there electronic and paper copies of the registered fishers?	Yes	N/A
6	Is there an electronic checklist?	Yes	
7	Is there a stamp pad for complete or incomplete forms?	Yes	COMPLETE INCOMPLETE COMPLETE INCOMPLETE COMPLETE INCOMPLETE

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
8	Are there receipt books?	Yes	Image: Service Image
9	Are there laptops set up?	Yes	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	An and An

#	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	SC - MAS MASAKHAWE La Grego Guerrage
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	See above item 9
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?	No	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?	Yes	Poska Bano Badi Jamo no Almohadillo Poska Mana Badi Jamo no Almohadillo De 2 2 2 2 2
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 documentation?	Yes	N/A
24	Are the data capturers placing the stapled documentation 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?	No	N/A

7.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Hermanus Multi-Purpose 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, 17:01 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/11/29, 17:01 - You created group "Masakhane Receipting "

2022/11/30, 10:14 - You added Sindisa Sigam

2022/12/02, 10:44 - Fritz - Delta BEC added Lawrence Lucas

2022/12/05, 10:19 - Fritz - Delta BEC: @27833440582 , we would just like to confirm your attendance in advance at Masakhane Community Hall for Tomorrow @ 08:30. Thank you for your participation.

2022/12/06, 06:19 - Lawrence Lucas: Sorry I won't make it personal problem came up sorry for letting u know this late

2022/12/06, 08:06 - 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 Masakhane 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 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.

2022/12/06, 08:07 - Isaac - Delta BEC: Good morning @27714140671

Our OF member cannot make it today, can you please organize a DFFE member to assist at this venue today, please?

2022/12/06, 08:33 - You removed Lawrence Lucas

2022/12/06, 10:03 - Sindisa Sigam: Thabiso.vcf (file attached)

2022/12/06, 10:07 - You added Thabiso

2022/12/06, 10:08 - 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 Masakhane 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.

2022/12/06, 10:10 - Isaac - Delta BEC: Was the venue opened at 08:30?

2022/12/06, 10:20 - Thabiso: Yes

2022/12/06, 10:20 - Isaac - Delta BEC: Is there an attendance register for the DFFE team and observer forum? Yes or No

2022/12/06, 10:20 - Thabiso: Yes

2022/12/06, 10:23 - Isaac - Delta BEC: Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/06, 10:23 - Thabiso: Yes

2022/12/06, 10:24 - Isaac - Delta BEC: Please send a picture

2022/12/06, 10:24 - Thabiso: IMG-20221206-WA0027.jpg (file attached)

2022/12/06, 10:24 - Isaac - Delta BEC: Is there an attendance register for the fishers to sign?

2022/12/06, 10:25 - Thabiso: Yes

2022/12/06, 10:28 - Isaac - Delta BEC: May I see a picture supporting your answer?

2022/12/06, 10:30 - Thabiso: IMG-20221206-WA0030.jpg (file attached)

2022/12/06, 10:30 - Thabiso: IMG-20221206-WA0031.jpg (file attached)

2022/12/06, 10:31 - Isaac - Delta BEC: Are there electronic and paper copies of the registered fishers?

2022/12/06, 10:33 - Thabiso: No.

We only have the paper copy

2022/12/06, 10:34 - Isaac - Delta BEC: Is there an electronic checklist?

2022/12/06, 10:35 - Thabiso: No

2022/12/06, 10:35 - Isaac - Delta BEC: Is there a stamp pad for complete or incomplete forms?

2022/12/06, 10:36 - Thabiso: Yes

2022/12/06, 10:36 - Isaac - Delta BEC: May I get a picture? Please.

2022/12/06, 10:37 - Thabiso: IMG-20221206-WA0051.jpg (file attached)

2022/12/06, 10:38 - Isaac - Delta BEC: Are there receipt books?

2022/12/06, 10:42 - Thabiso: Yes

2022/12/06, 10:42 - Isaac - Delta BEC: Are there laptops set up?

2022/12/06, 10:42 - Thabiso: Yes

2022/12/06, 10:42 - Isaac - Delta BEC: May I get a picture. Please

2022/12/06, 10:43 - Thabiso: IMG-20221206-WA0053.jpg (file attached)

2022/12/06, 10:43 - Isaac - Delta BEC: Do the laptops have internet connection? (Ask the laptop operator to open google)

2022/12/06, 10:44 - Thabiso: Yes

2022/12/06, 10:44 - Isaac - Delta BEC: May I get a picture. Please

2022/12/06, 10:44 - Thabiso: IMG-20221206-WA0054.jpg (file attached)

2022/12/06, 10:45 - Thabiso: IMG-20221206-WA0055.jpg (file attached)

2022/12/06, 10:45 - Isaac - Delta BEC: Is there a video camera set up?

2022/12/06, 10:45 - Thabiso: Yes

2022/12/06, 10:45 - Isaac - Delta BEC: May I get a picture. Please

2022/12/06, 10:46 - Thabiso: IMG-20221206-WA0056.jpg (file attached)

2022/12/06, 10:48 - Isaac - Delta BEC: Are there clearly labelled boxes for storing the applications?

2022/12/06, 10:54 - Thabiso: Yes

2022/12/06, 10:54 - Thabiso: IMG-20221206-WA0060.jpg (file attached)

2022/12/06, 10:54 - Isaac - Delta BEC: May I get a picture. Please

2022/12/06, 10:55 - Isaac - Delta BEC: Has the service provider explained the procedure of the day to the fishers?

2022/12/06, 11:06 - Thabiso: No the department officials are the one explaining the procedure to the fishers as they come on one by one

2022/12/06, 11:06 - Isaac - Delta BEC: Are fishers being guided to data capturers?

2022/12/06, 11:06 - Thabiso: Yes

2022/12/06, 11:07 - Isaac - Delta BEC: Are the data capturers friendly?

2022/12/06, 11:09 - Thabiso: Yes

2022/12/06, 11:09 - Isaac - Delta BEC: Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/06, 11:10 - Thabiso: No

2022/12/06, 11:10 - Isaac - Delta BEC: Are the data capturers going through the applications to ensure that they are complete?

2022/12/06, 11:11 - Thabiso: Yes

2022/12/06, 11:12 - Isaac - Delta BEC: Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/06, 11:13 - Thabiso: Yes

2022/12/06, 11:13 - Isaac - Delta BEC: May I get a picture

2022/12/06, 11:18 - Thabiso: IMG-20221206-WA0068.jpg (file attached)

We haven't had any of the fishers use it today but we do have the stamp pad for when needed

2022/12/06, 11:21 - Isaac - Delta BEC: Are the data capturers filling in the electronic checklist?

2022/12/06, 11:22 - Thabiso: By electronic checklist do you mean the electronic form?

2022/12/06, 11:29 - Isaac - Delta BEC: I believe it is the first part of the electronic form that needs to be completed on behalf of the fishers.

2022/12/06, 11:53 - Isaac - Delta BEC: Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/06, 11:53 - Thabiso: Yes

2022/12/06, 11:54 - Thabiso: Yes

2022/12/06, 11:54 - Isaac - Delta BEC: Are data capturers competing the first part of the fishers application forms?

2022/12/06, 11:56 - Thabiso: Yes

(the electronic form)

2022/12/06, 11:57 - Isaac - Delta BEC: Are the data capturers stapling all the fishers documentation?

2022/12/06, 11:58 - Thabiso: Yes

2022/12/06, 11:59 - Isaac - Delta BEC: Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/06, 12:13 - Thabiso: Yes

2022/12/06, 12:13 - Isaac - Delta BEC: May I have a picture?

2022/12/06, 12:18 - Thabiso: IMG-20221206-WA0079.jpg (file attached) 2022/12/06, 12:18 - Isaac - Delta BEC: Are the data capturers stapling all the fishers documentation? 2022/12/06, 12:19 - Thabiso: Yes 2022/12/06, 12:20 - Isaac - Delta BEC: Are the data captures placing the stapled documentation in the labelled box next to them? 2022/12/06, 12:20 - Thabiso: Yes 2022/12/06, 16:05 - Isaac - Delta BEC: Did the venue close at 16:00? 2022/12/06, 16:06 - Thabiso: No 2022/12/06, 16:18 - Isaac - Delta BEC: Is it still open? 2022/12/06, 16:24 - Thabiso: Yes 2022/12/06, 16:28 - Thabiso: IMG-20221206-WA0103.jpg (file attached) Closed 2022/12/06, 16:35 - Isaac - Delta BEC: Thanks @27613524780

7.4 ISSUES RAISED

Table 7-4: Distribution -Data collected

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
Applications are not being marked with an "R" if the applicant is registered	No
Venue closed at 14:15	N/A

8 VERIFICATION

8.1 OVERVIEW

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

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

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

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

8.2 OBSERVER FORUM INVOLVEMENT

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

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

8.3 ASSESSMENT TEAM

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

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

Table 8-1: Verification-Overview

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

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

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

Table 8-1: Verification - Criteria to be met

08-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
09-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
10-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
*Attendance *Checking com		 Te Fi Se O Ensure th Is the DFI tl a a a 	ollowing team member eam leader (SSFM Dep isheries community de ecretariat (Stowie-M) observer ne Delta BEC attendan FE checking the follow he verification form is Il Required Questions Il required supporting	outy Director) evelopment worker (F ce register is signed. ring criteria of the app signed by the applica (with three asterisk * documents in line wi	CDW) There needs to be a n plications?: int; ***) are completed; th the criteria are atta	ached.		
*Successful or	unsuccessful	decided i Confirm S/ 18 A	sessment team markin in 1.2? what the 4 qualifying o A citizen 8 years or older t least 10 years accum 1ajority of livelihood si	criteria are. nulative experience		ful" or "Unsuccessful"	based on the 4 qualif	ying criteria as well a
*Reserved ap	plications		ne assessment team i those applications as '		lecision whether a ve	erification form is "co	mplete"/"incomplete	" or "successful"/"un

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

8.3.1.1 Issues

Table 8-2: Coments and Issues

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

cted and the team only got through 4.

ented by DFFE.

and Abongile made the adjustment on the google

ons came about due to the change in the "issues

he deputy directors present.

8.3.2 DATA COLLECTED:

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

Table 8-3: Verification - Data collected

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

8.3.2.1 Attendance register

			Δ		ATTENDANCE REGISTER	forestry, fisheries & the environment Department REFUGLE OF SOUTH AFRCA	
			CLIENT NAME	Department of Environment, Forestry and Fi	sheries DATE	26/01/2023	
			PROJECT NAME		TIME	10 30	
				Assessment of Venification			
			VENUE	Foretnust Ruilding, 3rd floor	Main Boardoom		
			ATTENDEE INFO	0	CONTACT INFORMATION	SIGNATURE	
			Name	PULENG GOLOLO	Email WGololo Ocyve gov. Za	dime	
			Company	DEFE	Mobile 068 29 4 5967	Attillachelo	
			Designation Name	TREMMICAL ASSISTANT - ABMIN			
			Company	Zukish Mpayipeli Stowie-M	Email WCS3260gmail. Con Mobile 0794660290	0,5	
			Designation	Secretoriat	Office	~	
			Name	Nkgabiseng Sgosengoe		B	
			Company	DEE	Mobile 0837021 402 5726	KOSKE	
			Designation	Team kordinator	Office 121 102 2776	Sac	
			Name	Elmo ADAMS	Email Eadans @ dfa.gov.za	(h.)	
			Company	DARE	Mobile OGI 403 1360	(the	
			Designation	TECH. WENBER	Office	J.S.	
			Name	ANDISINA NOTA	Email anota@dffe yor.za Mobile 0636160085	Dare	
			Company	DEFE	Mobile DG36160095	14600	
٦		ATTENDANCE REGISTER		e 8-1: Verificatio		ATTENDANCE REGISTER	& the environme
Δ	DELTA Dat encounter considers	ATTENDANCE REGISTER	Figur	e 8-1: Verificatio			forestry, fisheries & the environme Beneficial of Bornau of the firm
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Δ	DELTA		ATTENDANCE REGISTER		forestry, fisheries & the environment Department, February Fabrica and the Environm Republic of South Artica
CUENT NAME		nt, Forestry and Fis	heries	DATE	30-01-2023
PROJECT NAM		- Team \$	A	TIME	10 : 00
VENUE		rd Floor 4	Forstruct Building		
ATTENDEE IN	FORMATION Auhlanhla Neosi		CONTACT INFORMATION	,	SIGNATURE
Company Designation	DFFE		Moone 078 458 0911	0370.900.20	· SAL
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Name	Thabiso Bitts	eler:	Email Touthelezia dife gov	201	
Designation	DFFE Driver		Mobile 061 3524780 Office Port Edward.		
Figure	e 8-3: Verif	icatio	n - 30/01/2023 [.]	Team	3A Attendance
Δ	DELTA		ATTENDANCE REGISTER		forestry, fisheries & the environment
	E Department of Environmen	nt, Forestry and Fis	iherles	DATE	50-01-2023.
	ME Rights Allocation Process * Assessment Proces	5 - Terms	8B	TIME	10:00
VENUE	Swall Boardiscom,	end Floor, F	Fremst Building		
ATTENDEE IN Name	FORMATION				SIGNATURE
Company	Eine Adams DAFE		Email Ecoloris@dfe.g Mobile doi 403 1360	pv. ca	Gelin
Designation Name	FLOW TOUH BAENKILE		Office Email bMaxedia edfe.	90301	
Company Designation	SAC SSEM		Mobile OL 4 503 5023 Office Cape Towar OFFIC Email Montenance Colffee Mobile OS 3 274 6103 Office 3/1 Small becurren	i e	Bingonto
Name Company	Nkeabiseng Sge DFFE	senge	Email Agesengoe estiff	gerzer	NOR
Designation Name	Assistant Com	ordinator	Office 3 d Small boucheon Email WCSSF26@gmail 1 Mobile 079 4660290	n Con	Eget
Company Designation	STOWIE-M Secretariot		Mobile 079 4660290 Office	00/1	2.1
	PULENG GOL	oho	Email WGoldo @ Oppe 900.20	-	
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Company Designation	TECHNICAL MEME	SER Admin	office Bridgloor Brual Sean	droen	3B Attendance
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CLIENT NAME	Department of Environment, Forestry and I	Fisheries	DATE	51-01-2023	ATTENDEE INF	OPMATION	CONTACT INFORMATION	SIGNATURE
PROJECT NAME	Rights Allocation Process		TIME	0800	Name	Irlon Cleophas		SIGNATORE
MEETING TYPE	Assessment Process . Teo				Company	Deltabec	Email Cleophasij@gmail.com Mobile 0612330065	till
VENUE	Sinal Boardroom, 3rd Flo	or Foretrust Building			Designation	Observer	Office	- 2
ATTENDEE INFO	PMATION	CONTACT INFORMATION		SIGNATURE	Name	Observer	Email	
Name	PULENG GOLOLO		70.	SIGNATORE	Company		Mobile	
Company	DEFE	Email WGololo@dffe.gov Mobile Q68 294 5987	0.00	P. 1. MARalale	Designation		Office	
Designation	TECHNICAL MEMERKER: ASM	UN Office FEHERIES &RANCH : 3/0	Hour Smally	Roodine m Mittalale	Name		Email	
Name	Jukisa Mpayipeli	Email LOCSS 260 Strail.com			Company		Mobile	
Company	STOWIS-M	Mobile 0494660290		2100	Designation		Office	
Designation	Secretariot	Office	6	CA.	Name		Email	
Name	Nheakisere Sojsenge	Email Asgesenger Odge.go	v.za	a de la companya de	Company		Mobile	
Company	OPFE	Mobile 083 274 6103		OT '	Designation		Office	
Designation Name	Assistant Co-ordinator	email Barriana Ala			Name		Email	
Company	Derentate Noradai	Email Bazulare Agon Mobile 064 903 5023	lai		Company		Mobile	
Designation	Driver	office b. noverlaid PfC.		17-1-	Designation		Office	
Name	Elmo Adams	Email Eadans @ diffe.go	04.65		Name		Email	
Company	Offe	Mobile 06/ 403 1360	10-	(the day)	Company		Mobile	
Designation	ROW TECH	Office		- AC-	Designation		Office	

CULTRY NAME Department of Environment, Forestry and Fabrics PROJECT NAME Rights Allocation Process MEETING TYPE Accession The Rosess - Toron 29 VENUE Forefunct Building, 3rd Floor, Main Baardron on

MITTING THE Processional Handwing, 3rd Floer, Main Zaarcheen ni VENUE ForeEnast Ruidwing, 3rd Floer, Main Zaarcheen ni ATTENDE WROMMANNA CONTACT NHOMMANNA Name Company DPF6 Mobile DESTDU 5>27 Designation Orite Enast Jack Sortie Enast Jack Name (rit Abijo Bukelezi Email Toutieles: Duffe. you zu Designation Office Mobile OSIS24780 Designation Office Mobile OSIS24780 Name In-lan Cleaphul timus Cleaphul Cl Figure 8-6: Verification - 01/02/2022 T -----1 _ • •

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01-02-2023 09:10

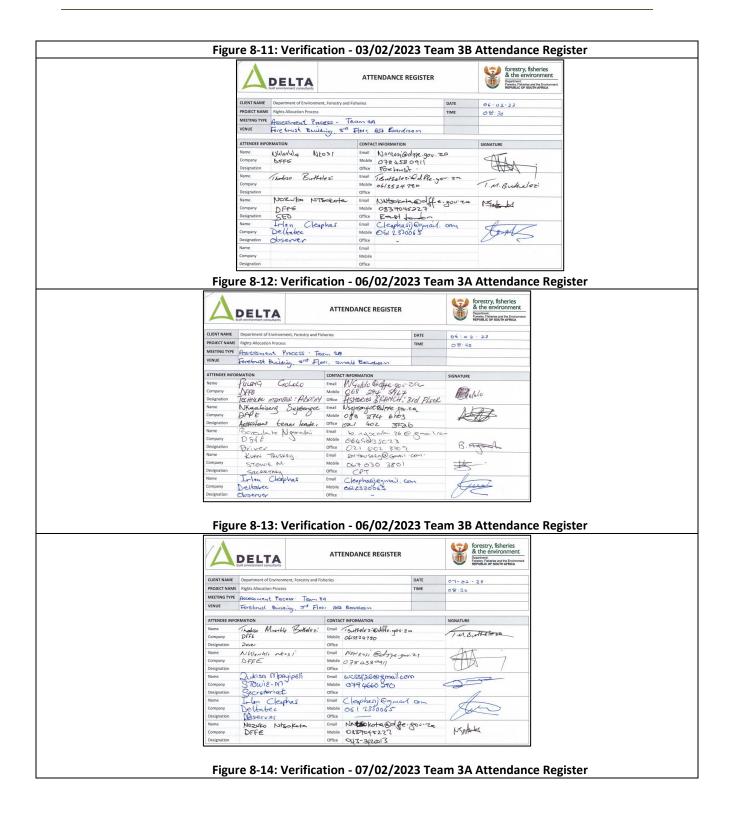
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CUENT NAME	Department of Environment, Forestry and Fis	heries		DATE	01-02-2023
PROJECT NAME	Rights Allocation Process			TIME	08:10
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Company	DFFE	Mobile	068 294 5967		all Pro la la
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Name	ZUKISA MPAYIPELI	Email	wcssf26@gmail.co		
Company	STOWIE-M	Mobile	0794660290		and
Designation	Secretariet	Office			
Name	Backere Myscali	Email	Billigsration offs	F ,	
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Designation	Origer	Office	0649655023		C(),,
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Designation	Assistant Co-ordinator	Office	021 602 3706		1000
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4		ATTENDANCE REGISTER	forestry, fisheries & the environment Department Republic of SouthArRica
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Figure 8-15: Ver	ification - 07/02/2023 To	eam 3B Attendance Re	gister
	ATTENDANCE REGISTER	forestry, fisheries & the environment Department Republic of south Affect	
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Company Designation	DFFE	Mobile 0613524780		Int Batteless	
Name	Irlon Geophas	Office Port Edward Email Clesphasijagmail	, Conn	0	-
Company Designation	Deltabec Observer	Mobile 061 233 0065		Cent	
Name Company		Email Mobile			
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CLIENT NAME	Department of Environment, Forestry and Fi	isheries	DATE	10.02:23
PROJECT NAME	Rights Allocation Process		TIME	
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Company	DFFE	Mobile 068 294 5964	2 /	Mathalula
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Name	SIWAPHINE BAMBELD	Email WG666019 WC68F1900gn	nailcom	d
Company	STOWIE-M	Mobile 067 187 2449 0		
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Name	Nkgabisenp Sapsengee	Email Negabory Southe gov.	202	1 121
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Designation	Assistant Team leader	Office 021 (102 3726		and .
Name	Parahure	Email Bereder Alla		
Company	DSIE	Mobile 0,84 90330-2		3 A
Designation	Draver	Office		
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Company	Deltabec	Mobile 061 233 0065		Goffie
Designation	observer.	Office		\mathcal{A}

8.3.2.2 Photo's

Handed over to DFFE as part of the information pack.

8.3.2.3 Checklist signed by all parties involved

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

8.4 QUALITY CONTROL TEAM

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

8.4.1 QUALITY CONTROL TEAM

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

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

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

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

	1	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	TEAM: 1, 2,	FRITZ								
20 57 11 25	3	SWANEPOEL	NO	YES	14	0	NO	NO	NO	YES
	J	JUANEFUL								

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

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 wen comment, and then sent it back to the assessment teams to assess again.

ent through the applications, provided their

8.4.3 DATA COLLECTED

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

Table 8-7: Verification - Data collected

#	# DATA COLLECTED							
1	Attendance register	Yes						
2	Checklist signed by all parties involved	Yes						

8.4.3.1 Attendance register

Δ	DELTA buit environment consultants	ELTA ATTENDANCE REGISTER			forestry, fisheries & the environment Department Republic of BOUTH AFRICA				ATTENDANCE REGISTER		forestry, fisheries & the environment Department Porenty, Fisheries and the Environment Republic of SouthAFRICA
CLIENT NAME	Department of Environment, Forestry and Fit	sheries		DATE	10 Feb 2023	ATTENDEE INFO	DRMATION	CONTA	CT INFORMATION	SIGNATURE	1
PROJECT NAM	E Rights Allocation Process			TIME	11:30	Name	KUAN TAUSKEN		KMTRUSKEY@GEMANT. COM.	JIGHATON	1/1
MEETING TYPE	Quality Control Process - Te	t ma	2 on 3			Company	STOWIE M.	Mobile		-	·
VENUE	MRM Braidicom, 3rd Floor, For	etuse	Building			Designation	SECRETOPEN	Office	CPT	4	
			5			Name	Sector 4 - 2	Email	CFI		
ATTENDEE INF		2010101010	CT INFORMATION		SIGNATURE	Company		Mobile			
Name	Fritz Swancpoel	Email	fitz swonepoel @ apresil			Designation		Office			
Company	Detto BEC	Mobile	014 551 046		Bry	Name				_	
Designation	Roject Monager Observer	Office						Email			
Name	NUla-Ula Nosi	Email	Noncosi@ 1770.9	00.29		Company		Mobile			
Company	DFFE	Mobile	078 458 0911			Designation		Office			
Designation Name	TEAM 3 Chair (60)	Office	Fortrust Build	109	4	Name		Email			
Company	Sirolian Stephin	Email	SSignedille.gov.	Cen .	0	Company		Mobile			
Designation	DFFE	Office	0714140671		$ \times$	Designation		Office			
Name	Theom 2 Choir (DD)	Email	a constant of starts			Name		Email			
Company	Benacia Milles Diffe	Mobile	bombic diffe. gen	2.0	Grade	Company		Mobile			
Designation	The back I Luc)	035 204 313 2		aco	Designation		Office				
Name	Abargile Nogangwa	Email	A. Hogingues Odf 060 508 7014	P Gral Tr.	110 .	Name		Email			
Company	DEFE	Mobile	OCCUTE FULL	- J. C.	ATTANS	Company		Mobile			
Designation	Director	Office	060308 1014		ANN	Designation		Office			

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

8.4.3.2 Checklist signed by all parties involved

Scanned copies handed over to the DFFE.

9 CONCLUSION

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