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 66
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	Plett New Horizon Community Hall
Planned Start Date	19-20 September 2022
Actual Start date	20 September 2022, this date is not definite as the DFFE issue are with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "20220919_151446 Kranshoek Centre".
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.
Effect on applicants	DFFE is on track
Additional Comments	No observer forum had been formed by the time DFFE commenced with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat.

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

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

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

3.2.1 POSTER

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

#	CRITERIA TO BE MET	YES/NO			
1	Have posters been designed with the following information:		DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN Cape Small-Scale Fisheries Verification, Registration, Declaration, and Rights Allocation		
1.1	 Visitation schedule 	Yes	The Department of Forestry, Fisheries and the Environment (DFFE) is in the process of rolling out the new verification, registration, declaration, and rights allocation process for the smal-scale fishers in the Western Cape. The process will only be open to the community members with need to the initial process in 2016. Community members will need to present their original/avial temporary identity document on the day of registration and should gather all necessary documentation in preparation for the registration and verification processes. If community members are unable to attend these meetings, as per the schedule, valid reasons include as example a medical emergency or the death of an immediate family member. "Faihing" or "attending to other business" will not be regarded as valid reasons for not attending the meetings. Community the DFFE pior to the meeting, on the meeting route provide busines, to arrange the autohorisation of a proxy letter.		
1.2	• Location of the venues	Yes	A template of the proxy letter can be retrieved from the nearest Fisheries Compliance Offices of the DFFE. Notes on the verification process • Verification forms are not for sale. • Each verification form will have a unique sequence number and the form should not be photocopied. • Eighby commany members will be negulied to viait the destruction centres to collect their verification forms. • The DFFE will collectrized will be required from with a unique number, which will also be viable on the original verification form. The receipt will be used as proof that they have submitted the verification form.		
1.3	 Dates and times for distribution and receipting 	Yes	SOUTHERN CARE (GARGEN ROUTE) REGION COMMUNITY VENUE ESTURATED MODILES/NOATE SECURITIES NOATE SECURI		
1.4	 Documents required for registration 	Yes	Kranshoek Konstnook Hall 19-30 September 2022 6 October 2022 10 November 2022 6 October 2022 7 November 2022 6 October 2022 7 November 2022 6 October 2022 7 November 2022 6 October 2022 7 October 2022 7 October 2022 1 November 2022 6 October 2022 1 November 2022 0 October 2022 1 November 2022		
1.5	• That forms are free	Yes	Tarka / New Sumyside Tarka Tarka / New Sumyside Tarka / New Sumyside Tarka / New Sumyside Tarka / New Summer 2022 6 October 2022 10 November 2022 6 October 2022 9 November 2022 9 November 2022 6 October 2022 9 November 2022 6 October 2022 9 November 2022 6 October 2022 9 November 2022 9 Novemb		
2	Were the posters put up at the venue and other locations as stated?	Yes	This image was supplied retrospectively by DFFE and has been placed here under the assumption that they have supplied the correct image		

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

#	CRITERIA TO BE MET	YES/NO
3	Were the poster put up 2 weeks prior to the distribution phase date?	Yes

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?		
3	Was a letter from the radio station provided stating the dates the message aired?		

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

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

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	Kranshoek Hall	
Planned Start Date	06/10/2022	
Actual Start Date	07/10/2022	
Data collector	Bazukile - DFFE	
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.

Tau	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 items 4 and 5			
2	Did the venue open on time?	Yes	N/A			
3	Has an attendance register been signed by all parties including the observer forum?	Yes				

Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAP P 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	
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 Kranshoek Hall to report on the observations made during the day of the distribution process. The conversations held on the WhatsApp group is presented below (Table 4-3: WhatsApp conversation, evidence for Table 4-2 item 1,2,3,4 and 5, indicating the correspondence received from the observer for the distribution process.

2022/10/05, 15:29 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/10/05, 15:29 - Isaac - Delta BEC created group "Kranshoek Hall "

2022/10/05, 15:29 - Isaac - Delta BEC added you

2022/10/06, 16:23 - Isaac - Delta BEC: Good day @27714140671 could you please allocate officials for this venue for tomorrow.

2022/10/07, 07:46 - Isaac - Delta BEC: Good morning @27714140671, please remember to give us the contacts for the OF for this venue running today. Thanks in advance.

2022/10/07, 10:18 - Fritz - Delta BEC: @27714140671 Please let us know who the team lead is

2022/10/07, 11:33 - Fritz - Delta BEC: Nkgabiseng, Princess, Zanethemba

2022/10/07, 11:34 - Fritz - Delta BEC: @27715556838 I think you may have one of their numbers from a previous venue

2022/10/07, 11:38 - Isaac - Delta BEC added Nkgabie DEFF

2022/10/07, 11:39 - Isaac - Delta BEC: I have added Ngkabiseng

2022/10/07, 11:43 - Nkgabie DEFF: Good Morning

I am in Kleinkrants

Bazukile is in kranshoek

2022/10/07, 11:44 - Isaac - Delta BEC: Ok

2022/10/07, 11:44 - Isaac - Delta BEC added Bazukile DFFE

2022/10/07, 11:44 - Isaac - Delta BEC removed Nkgabie DEFF

2022/10/07, 11:46 - Zukiswa - Delta BEC: Good Morning *Bazukile*, this group will be used for communication regarding this venue *Kranshoek 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, 11:46 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/07, 11:46 - Bazukile DFFE: Yes

2022/10/07, 11:46 - Zukiswa - Delta BEC: Please send a photo: venue outside & inside

2022/10/07, 11:47 - Bazukile DFFE: IMG-20221007-WA0073.jpg (file attached)

2022/10/07, 11:47 - Bazukile DFFE: IMG-20221007-WA0074.jpg (file attached)

2022/10/07, 11:47 - Bazukile DFFE: IMG-20221007-WA0075.jpg (file attached)

2022/10/07, 11:49 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 11:49 - Bazukile DFFE: No

2022/10/07, 11:50 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/07, 11:50 - Bazukile DFFE: Yes

2022/10/07, 11:52 - Zukiswa - Delta BEC: Please send a photo

2022/10/07, 11:52 - Bazukile DFFE: IMG-20221007-WA0078.jpg (file attached)

2022/10/07, 11:53 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 11:53 - Bazukile DFFE: No

2022/10/07, 11:53 - Zukiswa - Delta BEC: Did the process commence on time?

2022/10/07, 11:53 - Bazukile DFFE: Yes

2022/10/07, 11:53 - Zukiswa - Delta BEC: Please send a photo

2022/10/07, 11:54 - Bazukile DFFE: IMG-20221007-WA0080.jpg (file attached)

2022/10/07, 11:57 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 12:00 - Bazukile DFFE: No

2022/10/07, 12:01 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/07, 12:02 - Bazukile DFFE: Yes

2022/10/07, 12:03 - Zukiswa - Delta BEC: Please send a photo: of the register

2022/10/07, 12:04 - Bazukile DFFE: IMG-20221007-WA0094.jpg (file attached)

2022/10/07, 12:04 - Bazukile DFFE: IMG-20221007-WA0095.jpg (file attached)

2022/10/07, 12:05 - Bazukile DFFE: IMG-20221007-WA0097.jpg (file attached)

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

2022/10/07, 12:10 - Bazukile DFFE: No

2022/10/07, 12:14 - 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, 12:14 - Bazukile DFFE: Yes

2022/10/07, 12:14 - Zukiswa - Delta BEC: Please send a photo: relating to the above question

2022/10/07, 12:21 - Bazukile DFFE: IMG-20221007-WA0105.jpg (file attached)

2022/10/07, 12:21 - Bazukile DFFE: IMG-20221007-WA0106.jpg (file attached)

2022/10/07, 12:23 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 12:26 - Bazukile DFFE: No

2022/10/07, 14:21 - Zukiswa - Delta BEC: On the date of verification form, did the DFFE member's explain to fishers how to fill in the forms? Yes or No

2022/10/07, 14:22 - Bazukile DFFE: Yes

2022/10/07, 14:23 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining

2022/10/07, 14:24 - Bazukile DFFE: IMG-20221007-WA0121.jpg (file attached)

2022/10/07, 14:25 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 14:25 - Bazukile DFFE: No

2022/10/07, 14:26 - 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, 14:26 - Bazukile DFFE: Yes

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

2022/10/07, 14:29 - Bazukile DFFE: IMG-20221007-WA0125.jpg (file attached)

2022/10/07, 14:30 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/07, 14:30 - Bazukile DFFE: No

2022/10/07, 14:32 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Kindly please reference back to the attached screeshot if there are any concerns throughout the day.

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

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

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

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

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

Table 5-2: Distribution -Criteria to be met

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

5.3 WHATSAPP MESSAGES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2022/10/19, 11:52 - Zukiswa - Delta BEC: Does the department have a list with all the names of all the fisher's from 2016? And are verification forms being handed out to the fisher's on the list? Yes or No

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

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

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

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

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

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

2022/10/19, 12:38 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms? Yes or No

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

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

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

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

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

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

2022/10/19, 12:48 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers that forms can be filled in on the day of verification? Yes or No

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

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

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

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

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

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

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

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

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

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

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

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

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

2022/10/19, 16:10 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

6 MOBILISATION FOR RECEIPTING

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

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

6.1 OVERVIEW

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

ITEM	DESCRIPTION
Venue	Kranshoek Hall
Date new poster was put up	01/12/2022
Original Planned Start Date	10/11/2022
Updated Planned Start Date	15/12/2022

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

6.2 **NEW POSTER**

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

SOUTHERN CAPE (GARDEN ROUTE)					SOUTHERN CAPE (GARDEN ROUTE)
OMMUNITY	VENUES	RECEIPTING DATES (05 -	TIME	COMMUNITY	VENUES	RECEIPTING DATES (0 15 DECEMBER 2022)
urland (Plett)	Kurland Community Hall	12 December 2022	09:00 -16:00	Touwsranten	Touwsranten Community Centre	12 December 2022
				Kleinkranz (Wilderness)	Kleinkranz Church	13 December 2022
rland (Plett)	Kurland Community Hall	12 December 2022	09:00 -16:00	Sedgefield/Smutsville	Smutzville Community	14 December 2022
vie	St Paul's Anglican	12 December 2022	09:00 -16:00	Grootbrak/ Klein Brak	Hall D'almeida Town Hall	12 December 2022
olweni (Plett)	Church New Horizon	13 December 2022	09:00 -16:00	Tarka/New sunnyside		
ne Trees	Community Hall			Dailmeida		
ew Horizon				Asla	Asla Community Hall	15 December 2022
				KwaNonqaba	1	
waNokuthula Plett)/Bossiesgif	Thusong Community Centre	14 December 2022	09:00 -16:00	Mossel Bay/Herbertsdale		
ranshoek	Kranshoek Hall	15 December 2022	09:00 -16:00	mossei buy/nerbensuure		
ornlee	Hornlee Community	13 December 2022	09:00 -16:00			
Greenvalley	Hall Witterdrift Community Hall	14 December 2022	09:00 -16:00			
Wittedrift				For more information, plea	se contact: 021 402 36	14.
heenendal	Rheenendal Youth Centre	15 December 2022	09:00 -16:00			

Figure 6-1: Mobilisation for Receipting – New poster



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

7 RECEIPTING

7.1 OVERVIEW

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

7.2 CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL

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

	Table 7-2: Receipti		be met
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
1	Was the venue opened at 08:30?	Yes	
2	Is there an attendance register for the DFFE team and observer forum?	Yes	S. 12 2027 Kine Tasket 15. 12 2022 service M to State 102 Service 40 Service
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2
4	Is there an attendance register for the fishers to sign?	Yes	
5	Are there electronic and paper copies of the registered fishers?	Yes	See above item 4 for the paper copies

Table 7-2: Receipting - Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
6	Is there an electronic checklist?	Yes	Image of a contract from the local field of a local field
7	Is there a stamp pad for complete or incomplete forms?	Yes	COMPLETE
8	Are there receipt books?	Yes	3801-3850.
9	Are there laptops set up?	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	
11	Is there a video camera set up?	Yes	
12	Are there clearly labelled boxes for storing the applications?	Yes	Filing Solutions Heavistork Complete

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
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	
15	Are the data capturers friendly?	Yes	N/A
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	No	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	<text><text><section-header></section-header></text></text>
18	Are the data capturers adding a thumbprint where applicants have not signed?	No	N/A
19	Are the data capturers filling in the electronic checklist?	Yes	N/A
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers' forms after checking them?	Yes	See above item 17
21	Are data capturers completing the first part of the fisher's application forms?	Yes	See above item 17

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	SI ASSERVICES STATUS
23	Are the data capturers stapling all the fisher's documentation?	Yes	forestry, fisher a the environ Department: Forestry, Fisheries and the REPUBLIC OF SOUTH
24	Are the data capturers placing the stapled documentation in the labelled box next to them?	Yes	N/A
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 Plett New Kranshoek Hall to report on the observations made during the day of the receipting process. The conversations held on the WhatsApp group are presented below (Table 7-3: Receipting - WhatsApp), indicating the correspondence received from the observer for the receipting process.

Table 7-3: Receipting - WhatsApp

2022/12/01, 12:13 - 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.

2022/12/01, 12:13 - You created group "Kranshoek Receipting "

2022/12/15, 05:58 - Zukiswa - Delta BEC: Good morning team @27714140671 can you please allocate a DFFE member to observe at this venue

2022/12/15, 10:02 - Fritz - Delta BEC: @27714140671

2022/12/15, 10:14 - Sindisa DFFE: Dyondzo Machimana.vcf (file attached)

2022/12/15, 10:14 - Sindisa DFFE: Will ask Dyondzo to assist with Observing today again

2022/12/15, 10:15 - Zukiswa - Delta BEC: Thank you

2022/12/15, 10:15 - You added Dyondzo Machimana

2022/12/15, 10:15 - Zukiswa - Delta BEC: Hi Observer Team, thank you for serving your community by agreeing to observe today. This group will be used for communication regarding the venue *Kranshoek Hall*, and the receipting process taking place here today. We will be asking a series of " *Yes"/"No* " questions, please answer them when prompted. In between the questions we will be asking for photos and be giving opportunity to raise concerns, please answer these questions when prompted. They are important for the adequate observation of the DFFE processes.

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

2022/12/15, 10:15 - Zukiswa - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/15, 10:18 - Dyondzo Machimana: Yes

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

2022/12/15, 10:26 - Dyondzo Machimana: IMG-20221215-WA0055.jpg (file attached)

2022/12/15, 10:26 - Zukiswa - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/15, 10:32 - Dyondzo Machimana: Yes

2022/12/15, 10:33 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 10:36 - Dyondzo Machimana: IMG-20221215-WA0067.jpg (file attached)

They didn't bring a fresh register but we have used previously used register

2022/12/15, 10:37 - Zukiswa - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/15, 10:37 - Dyondzo Machimana: Yes

2022/12/15, 10:37 - Dyondzo Machimana: IMG-20221215-WA0067.jpg (file attached)

2022/12/15, 10:38 - Zukiswa - Delta BEC: 2.4 Is there an attendance register for the fisers to sign?

2022/12/15, 10:39 - Dyondzo Machimana: Yes

2022/12/15, 10:43 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 10:43 - Dyondzo Machimana: IMG-20221215-WA0079.jpg (file attached)

2022/12/15, 10:43 - Zukiswa - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/15, 10:43 - Dyondzo Machimana: Yes

2022/12/15, 10:44 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 10:44 - Dyondzo Machimana: IMG-20221215-WA0079.jpg (file attached)

2022/12/15, 10:44 - Zukiswa - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/15, 10:47 - Dyondzo Machimana: Yes

2022/12/15, 10:47 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 10:47 - Dyondzo Machimana: IMG-20221215-WA0082.jpg (file attached)

2022/12/15, 10:48 - Zukiswa - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?

2022/12/15, 10:49 - Dyondzo Machimana: Yes

2022/12/15, 10:49 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 10:50 - Dyondzo Machimana: IMG-20221215-WA0083.jpg (file attached)

2022/12/15, 10:51 - Zukiswa - Delta BEC: Why is there no incomplete stamp?

2022/12/15, 10:52 - Dyondzo Machimana: They say they only have complete stamp, for incomplete they say the complete it by hand

2022/12/15, 10:52 - Zukiswa - Delta BEC: 2.8 Are there receipt books?

2022/12/15, 10:53 - Dyondzo Machimana: Yes

2022/12/15, 10:53 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 10:54 - Dyondzo Machimana: IMG-20221215-WA0085.jpg (file attached)

2022/12/15, 10:54 - Zukiswa - Delta BEC: 2.9 Are there laptops set up?

2022/12/15, 10:55 - Dyondzo Machimana: Yes

2022/12/15, 11:05 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 11:06 - Dyondzo Machimana: IMG-20221215-WA0095.jpg (file attached)

2022/12/15, 11:06 - Zukiswa - Delta BEC: 2.10 Do the laptops have internet connection? (Ask the laptop operator to open google)

2022/12/15, 11:11 - Dyondzo Machimana: Yes

2022/12/15, 11:11 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 11:12 - Dyondzo Machimana: IMG-20221215-WA0106.jpg (file attached)

2022/12/15, 11:12 - Zukiswa - Delta BEC: 2.11 Is there a video camera set up?

2022/12/15, 11:13 - Dyondzo Machimana: Yes

2022/12/15, 11:14 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 11:14 - Dyondzo Machimana: IMG-20221215-WA0109.jpg (file attached)

2022/12/15, 11:15 - Zukiswa - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/15, 11:16 - Dyondzo Machimana: Yes

2022/12/15, 11:16 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 11:16 - Dyondzo Machimana: IMG-20221215-WA0112.jpg (file attached)

2022/12/15, 11:17 - Zukiswa - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/15, 11:21 - Dyondzo Machimana: Still haven't received any fisherman so far.

2022/12/15, 11:22 - Zukiswa - Delta BEC: Okay we wait for an hour or less, its still early to move along

2022/12/15, 11:23 - Dyondzo Machimana: Noted

2022/12/15, 11:55 - Zukiswa - Delta BEC: Still no fisher's?

2022/12/15, 11:58 - Dyondzo Machimana: Yes

2022/12/15, 11:59 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 11:59 - Dyondzo Machimana: IMG-20221215-WA0121.jpg (file attached)

2022/12/15, 12:02 - Zukiswa - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/15, 12:48 - Dyondzo Machimana: The fisherman that was here, was still completing his application form and now have left, and still waiting for the commissioner of oath to certify his documents.

2022/12/15, 12:49 - Zukiswa - Delta BEC: Noted

2022/12/15, 13:41 - Zukiswa - Delta BEC: Are the fisherman still completing forms?

2022/12/15, 13:43 - Dyondzo Machimana: At this point no fisherman in our premises , we still waiting for them.

2022/12/15, 13:43 - Zukiswa - Delta BEC: We need to proceed and come back question 2.14

2022/12/15, 13:44 - Zukiswa - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/15, 13:53 - Dyondzo Machimana: Yes

2022/12/15, 13:53 - Zukiswa - Delta BEC: Please send a photo of the data capturer: friendly face

2022/12/15, 13:56 - Dyondzo Machimana: IMG-20221215-WA0134.jpg (file attached)

2022/12/15, 14:00 - Zukiswa - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/15, 14:04 - Dyondzo Machimana: Since the fishers that came were still completing their application form not handing them as yet.

2022/12/15, 14:18 - Zukiswa - Delta BEC: Okay for all the questions based on fishers, can you go back and answer them at the end, when the fishers have completed the forms. So we move forward with the rest of the questions

2022/12/15, 14:19 - Zukiswa - Delta BEC: IMG-20221215-WA0138.jpg (file attached)

2022/12/15, 14:20 - Zukiswa - Delta BEC: No point, questions on screenshot are all based of fishers forms. So we wait for them to complete

2022/12/15, 14:20 - Zukiswa - Delta BEC: There has to be forms

2022/12/15, 14:22 - Dyondzo Machimana: Not a problem

2022/12/15, 15:43 - Zukiswa - Delta BEC: Any action?

2022/12/15, 15:47 - Fritz - Delta BEC: Hi Zuki, you can continue with the questions

2022/12/15, 15:48 - Dyondzo Machimana: No

2022/12/15, 15:50 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:50 - Dyondzo Machimana: IMG-20221215-WA0148.jpg (file attached)

2022/12/15, 15:51 - Zukiswa - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/15, 15:51 - Dyondzo Machimana: Yes

2022/12/15, 15:51 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:51 - Dyondzo Machimana: IMG-20221215-WA0149.jpg (file attached)

2022/12/15, 15:52 - Zukiswa - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/15, 15:52 - Dyondzo Machimana: No

2022/12/15, 15:52 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:53 - Dyondzo Machimana: IMG-20221215-WA0150.jpg (file attached)

2022/12/15, 15:54 - Zukiswa - Delta BEC: Fishers are able to sign their own forms,

2022/12/15, 15:54 - Dyondzo Machimana: Yes

2022/12/15, 15:55 - Zukiswa - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/15, 15:55 - Dyondzo Machimana: Yes

2022/12/15, 15:55 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:56 - Dyondzo Machimana: IMG-20221215-WA0082.jpg (file attached)

2022/12/15, 15:56 - Zukiswa - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/15, 15:56 - Dyondzo Machimana: Yes

2022/12/15, 15:56 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:57 - Dyondzo Machimana: IMG-20221215-WA0153.jpg (file attached)

2022/12/15, 15:57 - Zukiswa - Delta BEC: 2.21 Are data capturers competing the first part of the fishers application forms?

2022/12/15, 15:57 - Dyondzo Machimana: Yes

2022/12/15, 15:57 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:57 - Dyondzo Machimana: IMG-20221215-WA0154.jpg (file attached)

2022/12/15, 15:58 - Zukiswa - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form

2022/12/15, 15:58 - Dyondzo Machimana: Yes

2022/12/15, 15:58 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:58 - Dyondzo Machimana: IMG-20221215-WA0155.jpg (file attached)

2022/12/15, 15:58 - Zukiswa - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/15, 15:59 - Dyondzo Machimana: Yes

2022/12/15, 15:59 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 15:59 - Dyondzo Machimana: IMG-20221215-WA0156.jpg (file attached)

2022/12/15, 15:59 - Zukiswa - Delta BEC: 2.24 Are the data capturers' placing the stapled documentation in the labelled box next to them?

2022/12/15, 15:59 - Dyondzo Machimana: Yes

2022/12/15, 15:59 - Zukiswa - Delta BEC: Please send a photo

2022/12/15, 16:00 - Dyondzo Machimana: IMG-20221215-WA0112.jpg (file attached)

2022/12/15, 16:00 - Fritz - Delta BEC: Are the data capturers not getting thumb prints because everyone signed?

2022/12/15, 16:03 - Dyondzo Machimana: Yes

2022/12/15, 16:04 - Zukiswa - Delta BEC: Supporting photo

2022/12/15, 16:06 - Dyondzo Machimana: IMG-20221215-WA0150.jpg (file attached)

2022/12/15, 16:11 - Zukiswa - Delta BEC: Are you done with the questions?

2022/12/15, 16:12 - Dyondzo Machimana: IMG-20221215-WA0169.jpg (file attached)

Officially closed at 16h00

2022/12/15, 16:12 - Zukiswa - Delta BEC: 2.25 Did the venue close at 16:00?

2022/12/15, 16:12 - Dyondzo Machimana: Yes

2022/12/15, 16:14 - Dyondzo Machimana: IMG-20221215-WA0170.jpg (file attached)

2022/12/15, 16:14 - Zukiswa - Delta BEC: Thank you so much Dyondzo

2022/12/15, 16:15 - Dyondzo Machimana: 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	sc/scc
Actual Start Date	25 January 2023
End Date	Delta BEC's appointment ends on 10 February 2023. DFFE will continue with the verification process
Observer	Delta BEC

Table 8-1: Verification- Overview

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

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

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

Table 8-1: Verification - Criteria to be met

08-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
09-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
10-FEB-23	TEAM 3A	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
	TEAM 3B	IRLON CLEOPHAS	NO	YES	YES	YES	YES	YES
*Checking com	npleteness	 Fi So O Ensure the Is the DF the 	eam leader (SSFM Dep sheries community de ecretariat (Stowie-M) bserver ne Delta BEC attendan FE checking the follow he verification form is Il Required Questions	evelopment worker (F ce register is signed. ing criteria of the app signed by the applica	There needs to be a n plications?: ant;	new attendance regist	er for every day of the	e verification process
*Successful or	unsuccessful	Is the ass decided i Confirm • S/ • 12 • A	Il required supporting 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 sl	g the verification for criteria are. ulative experience	ms as either "Success		based on the 4 qualit	fying criteria as well a
*Reserved ap	plications		ne assessment team is those applications as '		lecision whether a ve	erification form is "co	mplete"/"incomplete	" or "successful"/"ur

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

8.3.1.1 Issues

Table 8-2: Coments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAM 1, 2, 3	The team did not get through the 50 pilot applications as planned. Going through the applications took a lot longer than expecte
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a 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.

nd Abongile made the adjustment on the google

ons came about due to the change in the "issues

he deputy directors present.

8.3.2 DATA COLLECTED:

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

Table 8-3: Verification - Data collected

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

8.3.2.1 Attendance register

			Δ		ATTENDANCE REGISTER	forestry, fisheries & the environment Detartmetic REFUGLE OF SOUTH AFRCA	
			CLIENT NAME	Department of Environment, Forestry and Fi	sheries DATE	26/01/2023	
			PROJECT NAME		TIME	10 30	
				Assessment of Venification			
			VENUE	Foretnust Ruilding, 3rd floor	Main Boardoom		
			ATTENDEE INFO	0	CONTACT INFORMATION	SIGNATURE	
			Name	PULENG GOLOLO	Email WGololo Ocyve gov. Za	dinno	
			Company	DEFE	Mobile 068 29 4 5967	Attillachelo	
			Designation Name	TREMMICAL ASSISTANT - ABMIN			
			Company	Zukish Mpayipeli Stowie-M	Email WCS3260gmail. Con Mobile 0794660290	0,5	
			Designation	Secretoriat	Office	~	
			Name	Nkgabiseng Sgosengoe		B	
			Company	DEE	Mobile 0837021 402 5726	KOSKE	
			Designation	Team kordinator	Office 121 102 2776	Sac	
			Name	Elmo ADAMS	Email Eadans @ dfa.gov.za	(h.)	
			Company	DARE	Mobile OGI 403 1360	(the	
			Designation	TECH. WENBER	Office	J.S.	
			Name	ANDISINA NOTA	Email anota@dffe yor.za Mobile 0636160085	Dare	
			Company	DEFE	Mobile DG36160095	14600	
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 Parente Republic or Both Artical
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1		ATTENDANCE REGISTE	(& the environment Department Foresty, Foheries and the Environme REPUBLIC OF SOUTH AFRICA
CLIENT N		ent, Forestry and Fisheries	DATE	30-01-2023
MEETING	and the second se		TIME	10 00
VENUE		3rd Floor Foretrust Building		
ATTENDE	EINFORMATION	CONTACT INFORMATION		SIGNATURE
Company	Nhlowhle Ntos, DFFE	Mobile 078 458 0911	@daze.gov.z	
Designation		Sokora Email NNtokota® d		AB /
Company Designatio	OFFE	Mobile 0837045 227	10 200 -	NERTSA
Name	Mourtone 10 M	LARVES Email Monores Qalles , gos		D
Company Designatio	OFPG + SE	Mobile OTI 307 3282		N-11-10
Name Company	Irlon Cleaph	Mobile OGI 2320055	com	h
Designatio	n Observer	Office		per
Name Company	Thabiso But DFFE	12/02: Email Touthelez:@dfe.g Mobile 061 35 24780	01.50	
Designatio	n Driver	Office Port Edward.		
Figu	re 8-3: Veri	fication - 30/01/202	3 Team	3A Attendance
1	DELTA	ATTENDANCE REGISTE	2	forestry, fisheries & the environment
CLIENT N	AME Department of Environm	ent, Forestry and Fisheries	DATE	50-01-2023.
	NAME Rights Allocation Process		TIME	10100
VENUE	Small Boardison .	st - learn 23		
ATTENDE		CONTACT INFORMATION		SIGNATURE
Name	Euno Adams DAFE	Email Ecoburs@dfte Mobile 061 403 1360	. gov. za	Al.
Designat	ion FLOW TERM	Office		Xers
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Designat	NKeebreng S	Mobile 664 503 5023 Office Cape Town C pergoe Email Mappengoe ed Mobile 083 274610	16:021200	15. Myanto
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Name	Jukisa Mpayipeli	Email LOCSST26@Smgl.com			Company			Mobile			
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Figure 8-6: Verification - 01/02/2023 Team 3A Attendance Register

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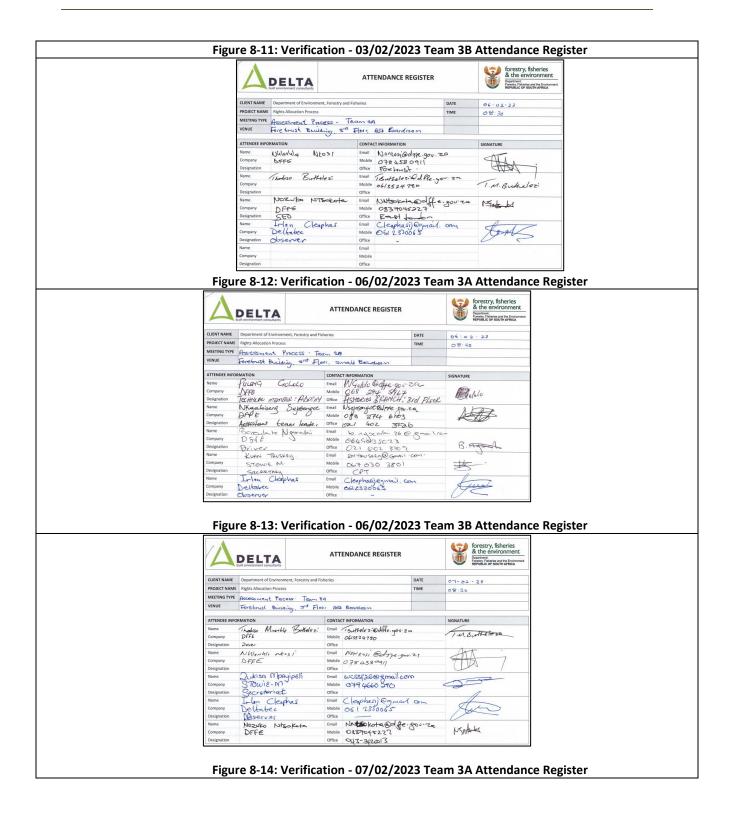
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Name	ZUKISA MPAYIPELI	Email	wcssf26@gmail.co	am	
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CLIENT NAME	Department of Environment, Forestry and Fi	isheries	DATE	10.02:23
PROJECT NAME	Rights Allocation Process		TIME	
MEETING TYPE	Assessment Process Ten	141 SB		
VENUE	Forctrust Building 3rd F			
ATTENDEE INFO	RMATION	CONTACT INFORMATION		SIGNATURE
Name	PULENG GOLOLO	Email Cololo Oche 900	rza '	and the second se
Company	DFFE	Mobile 068 294 5964	2 /	Mathalula
Designation	TECHNICH MEMBERiffon	In office 3rd floor Small B	earchoom	Anni Cachart
Name	SIWAPHINE BAMBELD	Email WG666019 WC68F1900gn	nailcom	d
Company	STOWIE-M	Mobile 067 187 2449 0		
Designation	SECRETARIAT	office Brd floor small Boo	irdroom	Ý
Name	Nkgabisenp Sapsengee	Email Negabory Southe gov.	202	1 121
Company	ope 0	Mobile 083 276 6103		ACTO
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		
Name	Inton Cleephas	Email Cleaphasi) Dogmail.	com	1 desta
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

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

ent through the applications, provided their

8.4.3 DATA COLLECTED

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

Table 8-7: Verification - Data collected

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

8.4.3.1 Attendance register

				forestry, fisheries & the environment	Δ			ENDANCE REGISTER	forestry, fisheries & the environment
CLIENT NAME	E Department of Environment, Forestry and Fisheries DATE		10 Feb 2023	ATTENDEE INFORMATION			TINFORMATION	SIGNATURE	
PROJECT NAME	Rights Allocation Process	ion Process TIME		11:30	Name KUAN TAUSKEN		Email KM TRUSKEY@GEMNI.COM.		and tone
MEETING TYPE	Quality Control Process - Te	Fam 1.2 and 3		Hanne Amphilia (bu		STOWIE M.			to
VENUE	MKM Braidroom, 3th Floor, Fo	retrust Building			Designation	SECRETOPEN)	Office	CPT 030 3801	4
					Name	Sectore 1	Email	CPI	
ATTENDEE INFO		CONTACT INFORMATION		SIGNATURE	Company		Mobile		
Name	Fritz Sincropoel	Email fintz shonepoel @ opro	lam	I	Designation		Office		
Company	Detto BEC	Mobile 07 4 557 0461		57	Name				
Designation	Rojeck Monager Observer	Office			10000		Email		
Name	NUlanha Nosi	Email Nontosi@ 1770.gov. 29		(14)	Company		Mobile		
Designation	DFFE	Mobile 078 458 0911			Designation		Office		
Name	TEAM 3 Chair (60)	Office Foretrust Built	4109		Name		Email		
Company	Sindian Signu	soppingomme.gov	Cen		Company		Mobile		
Designation	DEFE TOOM Z CLOUR (DD)	Mobile Onice 14067/		\sim	Designation		Office		
Name	Banacia Miller			~~~	Name		Email		
Company	Diffe	Email bom this differ grow in Mobile as in star		her	Company		Mobile		
Designation	Tear back 1 (wc)	Office CPT		- 200	Designation		Office		
Name	Abargile Nogangua	Email A. Hooringue Polt	legariza		Name		Email		
Company	DEFE	Email A. Hogingue Oof Mobile 060 508 7014.	0	- Horb	Company		Mobile		
Designation	Director	Office		NYYY	Designation		Office		

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.