# **ANNEXURE P: AREA 16**

# 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
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LOCATION	AREA 16
MOBILIZATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILIZATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	100%
VERIFICATION COMPLIANCE RATING	100%
AVERAGE COMPLIANCE RATING	93%

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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 mobilization, 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: Mobilization
- Step 2: Distribution
- Step 3: Catch-All Distribution
- Step 4: Mobilization 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 mobilization 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: Mobilization
- 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 MOBILIZATION

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.

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

ITEM	DESCRIPTION
Venue	Hangberg Multipurpose Centre, Hout Bay
Planned Start Date	12/09/2022
Actual Start date	12 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-20220912-WA0023 Hout Bay Harbour".
Data collector	DFFE – No specific person from DFFE observed on the day, the information was received in bulk through Sindisa Sigam.
Effect on applicants	The project is on track to be completed as committed by the department, according to the retrospective information issued
Additional Comments	No observer forum had been formed by the time DFFE commenced with mobilization, therefore, all mobilization information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat.

#### 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.

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

#	CRITERIA TO BE MET	YES/NO	
1	Have posters been designed with the following information:		PUBLIC NOTICE  DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN CAPE SMALL- SCALE FISHERIES VERIFICATION, REGISTRATION, DEGLARATION, AND RIGHTS ALLOCATION
1.1	<ul><li>Visitation schedule</li></ul>	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 small-scale fashes in the Western Cape. The process will cape to post to the community members who participated in the initial process in 2016.  Continuous process of the community of the communi
1.2	<ul> <li>Location of the venues</li> </ul>	Yes	If community members are unable to attend these meetings, as per the schedule, valid reasons include as an example a medical emergency or the death of an immediate family member. Fishing' or "tetering to other business" will not be regarded as valid reasons for not attending the meetings.  Community members must notly the DFFE prior to the meeting, on the number provided below, to arrange the authorisation of a provy letter.  A temptate of the provy letter can be retrieved from the nearest Flatheries Compliance Offices of the DFFE.  Notes on the verification process  • Verification forms are not for sale.  • Each verification forms will have a unique expanse number and the form should not be photocopied.  • Each verification form will have a unique because the certain of the complete the form of the complete the form and collect at the required documentation.  • Community members will be given 31 days to complete the forms and collect at the required documentation.  • The DFFE will collectoriesce and leverification forms and "1 days at the same verues."  • Community members will be given a receipt with a unique number, which will also be visible on the original verification form. The receipt will be used as proof that they have authorities the verification form the verification form.
1.3	<ul> <li>Dates and times for distribution and receipting</li> </ul>	Yes	The process timeline will be as follows:
1.4	<ul> <li>Documents required for registration</li> </ul>	Yes	Hanover Park   Community Centre   12 September 2022   27 September 2022   1 November 2022   09:00-16:00
1.5	<ul> <li>That forms are free</li> </ul>	Yes	Missah Verilia   Land Scientific   12 September 2022   15 September 2022   3 November 2022   07:00-16:00

2	Were the posters put up at the venue and other locations as stated?	N/A	This image was supplied retrospectively by DFFE and has been placed here under the assumption that they have supplied the correct image on the correct date
3	Was the poster 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: Mobilization - 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
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.

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

	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	<ul> <li>Dates and times for distribution and receipting</li> </ul>	No
1.4	Documents required for registration	No
1.5	That forms are free	No
2	Was a copy of the broadcast message provided?	No
3	Was a letter from the radio station provided stating the dates the message aired?	
4	Is there correspondence from DFFE to the radio stations?  No	

#### 3.3 DATA COLLECTED:

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

Table 3-5: Mobilization - 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.

Table 4-1: Distribution - Planned start vs Actual start

ITEM	DESCRIPTION
Venue	Hangberg Multipurpose Centre, Hout Bay
Planned Start Date	28/09/2022
Actual Start Date	28/09/2022
Data collector	Donovan van der Hayden – Observer Forum
Effect on applicants	The project is on track to be completed as committed by the department
Additional Comments	N/A

#### 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.

Table 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 indicates that the venue is open
3	Has an attendance register been signed by all parties including the observer forum?	Yes	Richards Viscory Advances and the second and the se

#	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	
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 Hangberg Multipurpose Centre, Hout Bay to report on the observations made during the day of the distribution process. The conversations held on the WhatsApp group is presented below (Figure 4-1: WhatsApp conversation, evidence for Table 4-2 item 1,2,3,4 and 5, indicating the correspondence received from the observer for the distribution process.

```
2022/09/23, 14:34 - Messages and calls are end-to-end encrypted. No one outside of
this chat, not even WhatsApp, can read or listen to them. Tap to learn more.
2022/09/23, 14:34 - Isaac created group "Hang erg Civic Centre OF"
2022/09/23, 14:34 - Isaac added you
2022/09/27, 15:56 - Isaac added +27 71 414 0671
2022/09/28, 08:05 - Isaac added Donovan Van Der Heyden
2022/09/28, 08:06 - Isaac changed the subject from "Hang erg Civic Centre OF" to
"Hangberg Civic Centre OF"
2022/09/28, 09:53 - Zukiswa: Hi Donavan
2022/09/28, 09:54 - Zukiswa: Areyou at the venue?
2022/09/28, 09:54 - Donovan Van Der Heyden: Yes.
2022/09/28, 09:54 - Zukiswa: I am Dezire Delta BEC
2022/09/28, 09:55 - Zukiswa: I am your point of contact today
2022/09/28, 09:55 - Donovan Van Der Heyden: Are u trying to call??
I can't answer on WatzAp unfortunately, sry....
2022/09/28, 09:55 - Zukiswa: Did the venue open on time, yes or no
2022/09/28, 09:55 - Donovan Van Der Heyden: Yes!
2022/09/28, 09:57 - Zukiswa: Did everyone including you complete the attendance
register, yes or no?
2022/09/28, 10:08 - Donovan Van Der Heyden: IMG-20220928-WA0005.jpg (file
attached)
2022/09/28, 10:10 - Zukiswa: Okay thanks but sent before going home encase more
people arrive later today
2022/09/28, 10:10 - Zukiswa: Is the Department officials on site? Yes or no
2022/09/28, 10:23 - Donovan Van Der Heyden: 3 of the above being in use! I'm
'Observing', so No, I hvent signed the Attendnce Register, because it's being signed as
part of u getting your Verification & Registration Form!
2022/09/28, 10:59 - Donovan Van Der Heyden: Yes!
2022/09/28, 11:00 - Desire - Deltz BEC: Are they explaining how to complete the
2022/09/28, 11:01 - Donovan Van Der Heyden: Yes!
2022/09/28, 11:05 - Donovan Van Der Heyden: IMG-20220928-WA0024.jpg (file
attached)
2022/09/28, 11:05 - Donovan Van Der Heyden: IMG-20220928-WA0025.jpg (file
attached)
2022/09/28, 11:07 - Donovan Van Der Heyden: IMG-20220928-WA0026.jpg (file
attached)
2022/09/28, 11:15 - Fritz - Delta BEC: Hi Donovan, please could you ensure that you
sign the same attendance register as the DFFE officials.
2022/09/28, 11:17 - Donovan Van Der Heyden: 🕠
2022/09/28, 11:23 - Donovan Van Der Heyden: AUD-20220928-WA0030.opus (file
attached)
```

```
2022/09/28, 11:23 - Donovan Van Der Heyden: Jan Lewis.vcf (file attached)
2022/09/28, 11:23 - Donovan Van Der Heyden: Also, change the Group's Icon to
*Hangberg Multipurpose Centre* plz!
2022/09/28, 11:25 - Fritz - Delta BEC: Hi Donovan, to keep the group communication as
clean as possible we only have one observer per group. If Jan has an issue with any of
the questions that we asked you, then he can mention it to you and you can put it on
the group.
2022/09/28, 11:26 - Fritz - Delta BEC changed the subject from "Hangberg Civic Centre
OF" to "Hangberg Multipurpose Cen"
2022/09/28, 11:26 - Donovan Van Der Heyden: IMG-20220928-WA0031.jpg (file
attached)
2022/09/28, 12:08 - Donovan Van Der Heyden: IMG-20220928-WA0041.jpg (file
attached)
2022/09/28, 12:34 - Donovan Van Der Heyden: This pic is about a group of Fishers that
were putting pressure on DFFE to be assisted separately/"urgently", due to having to
go to sea, being afraid of a loss of income to them!
2022/09/28, 12:39 - Desire - Deltz BEC: Was this then done by the officials?
2022/09/28, 13:00 - Donovan Van Der Heyden: This message was deleted
2022/09/28, 13:03 - Donovan Van Der Heyden: This is the accompanying
info/signatures that verifies those Fishers, *"whereby they informed the DFFE, incl. The
Observers that they do NOT need/want the explanation(s)"* re: Verification &
Registration!!!
2022/09/28, 13:07 - Desire - Deltz BEC: Understood, they just need form and not
explanation
2022/09/28, 14:15 - Donovan Van Der Heyden: Yup, agreed! As per 2nd pic above ...
2022/09/28, 14:16 - Donovan Van Der Heyden: This message was deleted
2022/09/28, 14:17 - Donovan Van Der Heyden: Noted, thnx!
2022/09/28, 15:12 - Donovan Van Der Heyden: IMG-20220928-WA0048.jpg (file
attached)
2022/09/28, 15:12 - Donovan Van Der Heyden: IMG-20220928-WA0049.jpg (file
attached)
2022/09/28, 15:14 - Donovan Van Der Heyden: Hi.I will xplain these pics later...We are
juz sitting in on the xplanation/Info Session by Abongile!
2022/09/28, 15:14 - Donovan Van Der Heyden: I feel as an Observer to be part of the
gruop not to give input but for transparency purposes. It is just better to have another
pair of eyes and ears to confirm the observation. I trust you understand. I will give any
necessary input via Donavan Thanks.
2022/09/28, 15:17 - Donovan Van Der Heyden: From Jan Lewis, the other Observer,
which will be part of tomorrow's Process also... in Imizamo Yethu/Madela Park, Hout
2022/09/28, 15:19 - Fritz - Delta BEC: @27715556838 Please add Jan Lewis and
@27727266742 to tomorrows group at Imizamo Yetu
2022/09/28, 15:20 - Isaac: Ok
2022/09/28, 15:21 - Donovan Van Der Heyden: 🙏
```

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

#### 5 CATCH-ALL DISTRIBUTION

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

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

#### 5.1 OVERVIEW

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

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

ITEM	DESCRIPTION
Venue	Foretrust Building – DFFE offices
Date	17 October 2022
Data Collection	Grace Adams – 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.

Table 5-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	FORETRUST
2	Did the venue open on time?	Yes	As above in item 1 and as per the WhatsApp conversation in section 5.3
3	Has an attendance register been signed by all parties including the observer forum?	Yes	C. Per description group the declaracities as the commission are shared are in the commission of the commission and commission of the comm

#	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	
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 Sharon Assembly of God to report on the observations made during the day of the catch-all distribution process. The conversations held on the WhatsApp group are presented below, indicating the correspondence received from the observer for the distribution process.

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

2022/11/30, 11:24 - 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.

2022/11/30, 11:23 - Dezire created group "Sharon Assemb Receipting"

2022/11/30, 11:23 - Dezire added you

2022/11/30, 11:24 - Dezire added Grace Adams

2022/12/05, 10:17 - Fritz - Delta BEC: @27791440762 , we would just like to confirm your attendance in advance at Sharon Assembly Hall for Tomorrow @ 08:30. Thank you for your participation.

2022/12/06, 08:32 - Dezire: Morning Grace

Are you at the venue? Yes or No

2022/12/06, 08:34 - Grace Adams: No

2022/12/06, 08:37 - Dezire: Thank you let me know when you there

2022/12/06, 08:39 - Grace Adams: Will do

2022/12/06, 09:09 - Grace Adams: I'm at the venue

2022/12/06, 09:39 - Dezire: Hi Observer Team, thank you for serving your community by agreeing to observe today. This group will be used for communication regarding the venue Sharon Assembly 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, 09:49 - Dezire: Was the venue opened at 08:30? Yes or No

2022/12/06, 09:52 - Grace Adams: Yes

2022/12/06, 09:52 - Dezire: Is there an attendance register for the DFFE team and observer forum? Yes or No

2022/12/06, 09:57 - Grace Adams: Yes

2022/12/06, 10:07 - Dezire: sent me the photo

2022/12/06, 10:10 - Grace Adams: IMG-20221206-WA0021.jpg (file attached)

2022/12/06, 10:11 - Dezire: Have you signed the attendance register? Yes or No

2022/12/06, 10:11 - Grace Adams: Yes

2022/12/06, 10:14 - Dezire: Is there an attendance register for the fishers to sign? Yes or No

2022/12/06, 10:14 - Grace Adams: Yes

2022/12/06, 10:15 - Dezire: Sent me a photo

2022/12/06, 10:15 - Grace Adams: IMG-20221206-WA0022.jpg (file attached)

2022/12/06, 10:17 - Dezire: Are there electronic and paper copies of the registered fishers? Yes or No

2022/12/06, 10:17 - Grace Adams: Yes

2022/12/06, 10:19 - Dezire: Is there an electronic checklist? Yes or No

2022/12/06, 10:26 - Grace Adams: Yes

2022/12/06, 10:27 - Dezire: Is there a stamp pad for complete or incomplete forms? Yes or No

2022/12/06, 10:28 - Grace Adams: Yes

2022/12/06, 10:28 - Dezire: Are there receipt books? Yes or No

2022/12/06, 10:30 - Grace Adams: Yes

2022/12/06, 10:31 - Dezire: Are there laptops set up? Yes or No

2022/12/06, 10:31 - Grace Adams: Yes

2022/12/06, 10:32 - Dezire: Do the laptops have internet connection? (Ask the laptop operator to open Google) Yes or No

2022/12/06, 10:32 - Grace Adams: Yes

2022/12/06, 10:33 - Dezire: Is there a video camera set up? Yes or No

2022/12/06, 10:33 - Grace Adams: Yes

2022/12/06, 10:34 - Dezire: Are there clearly labelled boxes for storing the applications? Yes or No

2022/12/06, 10:34 - Grace Adams: Yes

2022/12/06, 10:34 - Dezire: Sent me a photo

2022/12/06, 10:35 - Grace Adams: IMG-20221206-WA0044.jpg (file attached)

2022/12/06, 10:35 - Dezire: Has the service service provider explained the procedure of the day to the fishers? Yes or No

2022/12/06, 10:35 - Grace Adams: Yes

2022/12/06, 10:36 - Dezire: Send me an photo

2022/12/06, 10:37 - Grace Adams: IMG-20221206-WA0046.jpg (file attached)

2022/12/06, 10:37 - Grace Adams: IMG-20221206-WA0047.jpg (file attached)

2022/12/06, 10:37 - Dezire: Are fishers being guided to data capturers?

2022/12/06, 10:37 - Dezire: Yes or No

2022/12/06, 10:37 - Grace Adams: Yes

2022/12/06, 10:41 - Dezire: Are the data capturers friendly? Yes and No

2022/12/06, 10:41 - Grace Adams: Yes

2022/12/06, 10:42 - Dezire: Are fishers forms being marked with a big "R" if they are registered on the database? Yes or No

2022/12/06, 11:07 - Grace Adams: Yes

2022/12/06, 11:09 - Dezire: Sent a photo

2022/12/06, 11:09 - Grace Adams: IMG-20221206-WA0062.jpg (file attached)

2022/12/06, 11:10 - Dezire: Are the data capturers going through the applications to ensure that they are complete? Yes or No

2022/12/06, 11:10 - Grace Adams: Yes

2022/12/06, 11:12 - Dezire: Are the data capturers adding a thumbprint where applicants have not signed? Yes or No

2022/12/06, 11:13 - Grace Adams: No

2022/12/06, 11:16 - Dezire: Why?

2022/12/06, 11:17 - Grace Adams: No ink available

2022/12/06, 11:19 - Dezire: But are there people that can't write for them to use the thumbprint system, Yes or No

2022/12/06, 11:21 - Grace Adams: Yes

2022/12/06, 11:24 - Dezire: This message was deleted

2022/12/06, 11:24 - Dezire: Are the data capturers filling in the electronic checklist? Yes or No

2022/12/06, 11:29 - Grace Adams: Yes

2022/12/06, 11:33 - Dezire: Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it? Yes or No

2022/12/06, 11:33 - Grace Adams: Yes

2022/12/06, 11:34 - Grace Adams: IMG-20221206-WA0068.jpg (file attached)

2022/12/06, 11:37 - Dezire: Are data capturers competing the first part of the fishers application forms? Yes or No

2022/12/06, 11:45 - Grace Adams: Yes

2022/12/06, 11:45 - Dezire: Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form. Yes or No

2022/12/06, 11:49 - Grace Adams: Yes

2022/12/06, 11:52 - Dezire: sent me an photo

2022/12/06, 12:02 - Grace Adams: IMG-20221206-WA0072.jpg (file attached)

2022/12/06, 12:09 - Dezire: Are the data capturers stapling all the fishers documentation? Yes or No

2022/12/06, 12:11 - Grace Adams: Yes

2022/12/06, 12:19 - Dezire: Are the data capturers placing the stapled documentation in the labelled box next to them? Yes or No

2022/12/06, 12:20 - Grace Adams: Yes

2022/12/06, 12:24 - Dezire: Send the photo

2022/12/06, 12:30 - Grace Adams: IMG-20221206-WA0078.jpg (file attached)

2022/12/06, 12:34 - Dezire: Is there anything you want to bring under my attention ? Yes or No

2022/12/06, 12:53 - Grace Adams: No

2022/12/06, 16:03 - Dezire: Did the venue close at 16:00?

2022/12/06, 16:04 - Grace Adams: Yes

#### 6 MOBILIZATION 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.

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

ITEM	DESCRIPTION
Venue	Hangberg Multipurpose Centre
Date new poster was put up	24/11/2022
Original Planned Start Date	02/11/2022
Updated Planned Start Date	09/12/2022

#### 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.

	CAPE METR	0			CAPE METRO		
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME
Gugulethu	Kwezi Hall	06 December 2022	09:00-16:00	Vrygrond	Gospel Faith Mission Church	07 December 2022	09:00
Crossroads				Vrygrona	Gospei Faith Mission Church	U/ December 2022	09:00
Nyanga				Hanabera - Hout Bay	Hanabera Multipurpose	09 December 2022	09:00
Philippi					Centre		
Khayelitsha	Eyethu Community Hall	06 December 2022	09:00-16:00	Imizamo Yethu - Hout Bay	Iziko Lobomi	07 December 2022	09:00
Langa	Phandulwazi Hall	05 December 2022	09:00-16:00				
Brackenfell	Bellville Civic Centre	07 December 2022	2 09:00-16:00	Kalk Bay	Holy Trinity Church	08 December 2022	09:00
Kraaifontein				Masiphumelele	Öcean View Multipurpose	06 December 2022	09:00-1
Belhar				Ocean View	Centre		
Delft				Red Hill	Redhill Library	08 December 2022	09:00
Hanover Park	Hanover Park Community Centre	05 December 2022	09:00-16:00	Sir Lowry's Pass	Sir Lowry's Pass Library	08 December 2022	09:00
Strandfontein	Church of Nazerene Hall	05 December 2022	09:00-16:00	Macassar	Macassar Community Hall	08 December 2022	09:00
Mitchell's Plain				Gordon's Bay	VGK Die Strand	08 December 2022	
Retreat	Sharon Assembly Hall	06 December 2022	09:00-16:00	,	VGK Die Strand	US December 2022	09:00-16
Steenberg				Strand			
Lavender Hill / Rondevelei							
		09 December 2022	09:00-16:00	III			

Figure 6-1: Mobilization for Receipting – New poster



Figure 6-2: Mobilization 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	Hangberg Multipurpose Centre, Hout Bay
Original Planned Start Date	02/11/2022
Updated Planned Start Date	09/12/2022
Actual Start Date	09/12/2022
Data collector	Jan Lewis – Observer Forum
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 mobilization 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	PHOTO EVIDENCE
1	Was the venue opened at 08:30?	Yes	
2	Is there an attendance register for the DFFE team and observer forum?	Yes	DIS MONTH ALLOCATIONS. ATTROCKES REGISTED  MANUE  GET  COMPANY  SIGNATURE  SI

3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	SH ROUTS ALLOCATIONS  ORIGICAL   ZOZZ  WHITE PROPERTY OF THE PROPERTY SHARING HOLD BY SHARING
4	Is there an attendance register for the fishers to sign?	Yes	
5	Are there electronic and paper copies of the registered fishers?	Yes	N/A
6	Is there an electronic checklist?	Yes	N/A

7	Is there a stamp pad for complete or incomplete forms?	Yes	INCOMPLETE
8	Are there receipt books?	Yes	2401 - 24-50  Last Reg 2 are - 2 a bo

9	Are there laptops set up?	Yes	The second secon
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	See above item 9, laptop has the browser open
11	Is there a video camera set up?	Yes	EXIT CSA

12	Are there clearly labelled boxes for storing the applications?	Yes	Tilly Fills HANGERS CM = HAM PANCERS CM = HAM PANCERS CM = MAM PANCERS CM = MAM PANCERS AMBRICAN AMBRI
13	Has the service provider explained the procedure of the day to the fishers?	Yes	

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	Indicated here is that the application is marked "UR" for "Un Registered"

17	Are the data capturers going through the applications to ensure that they are complete?	Yes	
18	Are the data capturers adding a thumbprint where applicants have not signed?	N/A	No applications required a thumbprint
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	Kleinskaal Vissers Verifikasie Vorm

21	Are data capturers completing the first part of the fisher's application forms?	Yes	See above item 20, application has the first part filled in
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	Control of the contro
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	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

Did the venue close at 16:00?

No

The venue closed after 16:00 as there were fishers who still required assistance

# 7.3 WHATSAPP MESSAGES

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

#### Table 7-3: Receipting - WhatsApp

2022/11/30, 10:44 - 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.

2022/11/30, 10:44 - You created group "Hangberg Multi Receipting"

2022/12/08, 10:50 - Fritz - Delta BEC: Please add Jan Lewis for this venue tomorrow.

2022/12/09, 08:43 - Dezire - Deltz BEC: You deleted this message

2022/12/09, 08:43 - Dezire - Deltz BEC: Are you at the venue? Yes or No

2022/12/09, 08:44 - Dezire - Deltz BEC: You deleted this message

2022/12/09, 08:53 - You added Jan

2022/12/09, 08:53 - Dezire - Deltz BEC: Morning Jan

Are you at the venue? Yes or No

2022/12/09, 08:54 - Jan: Yes

2022/12/09, 08:54 - Fritz - Delta BEC: Mrng , busy start the explaining to the fishers , however it is loadshedding from 8am - 10am this morning.

2022/12/09, 08:54 - Fritz - Delta BEC: IMG-20221209-WA0010.jpg (file attached)

2022/12/09, 08:54 - Fritz - Delta BEC: IMG-20221209-WA0011.jpg (file attached)

2022/12/09, 08:54 - Jan: This message was deleted

2022/12/09, 08:54 - Jan: This message was deleted

2022/12/09, 08:54 - Jan: This message was deleted

2022/12/09, 08:56 - Dezire - Deltz 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 Hangberg Multipurpose Centre, and the receipting process taking place here today. We will be asking a series of "Yes"/"No" questions, please answer them when prompted. In between the questions we will be asking for photos and 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.

2022/12/09, 08:58 - Jan: Just want to let you know that the next loadshedding will be at 4pm - 6pm

2022/12/09, 09:05 - Dezire - Deltz BEC: Was the venue opened at 08:30? Yes or no

2022/12/09, 09:05 - Dezire - Deltz BEC: IMG-20221209-WA0014.jpg (file attached)

2022/12/09, 09:06 - Dezire - Deltz BEC: You deleted this message

2022/12/09, 09:10 - Jan: Yes

2022/12/09, 09:11 - Dezire - Deltz BEC: Is there an attendance register for the DFFE team and observer forum? Yes or No

2022/12/09, 09:11 - Jan: Yes

2022/12/09, 09:12 - Dezire - Deltz BEC: Send me a photo

2022/12/09, 09:13 - Jan: IMG-20221209-WA0016.jpg (file attached)

2022/12/09, 09:14 - Dezire - Deltz BEC: There is No one there yet, hence the form is not completed, right? Yes or No

2022/12/09, 09:17 - Jan: IMG-20221209-WA0018.jpg (file attached)

2022/12/09, 09:18 - Jan: IMG-20221209-WA0019.jpg (file attached)

2022/12/09, 09:19 - Dezire - Deltz BEC: Have you signed the attendance register?

2022/12/09, 09:19 - Dezire - Deltz BEC: yes or no

2022/12/09, 09:20 - Jan: Yes

2022/12/09, 09:20 - Dezire - Deltz BEC: Send a photo please

2022/12/09, 09:21 - Dezire - Deltz BEC: That you signed

2022/12/09, 09:27 - Jan: IMG-20221209-WA0022.jpg (file attached)

2022/12/09, 09:32 - Dezire - Deltz BEC: Is there an attendance register for the fishers to sign? yes or no

2022/12/09, 09:33 - Jan: Yes

2022/12/09, 09:35 - Dezire - Deltz BEC: Send a photo please

2022/12/09, 09:37 - Jan: IMG-20221209-WA0025.jpg (file attached)

2022/12/09, 09:38 - Jan: IMG-20221209-WA0026.jpg (file attached)

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2022/12/09, 09:38 - Jan: IMG-20221209-WA0027.jpg (file attached)
2022/12/09, 09:38 - Dezire - Deltz BEC: Are there electronic and paper copies of the
registered fishers? yes or no
2022/12/09, 09:39 - Jan: Yes
2022/12/09, 09:40 - Dezire - Deltz BEC: Is there an electronic checklist? yes or no
2022/12/09, 09:40 - Jan: This message was deleted
2022/12/09, 09:40 - Jan: Yes
2022/12/09, 09:41 - Dezire - Deltz BEC: Is there a stamp pad for complete or incomplete
forms? yes or no
2022/12/09, 09:42 - Jan: Yes
2022/12/09, 09:43 - Dezire - Deltz BEC: send me the photo of the stamped pad etc
2022/12/09, 09:43 - Jan: IMG-20221209-WA0029.jpg (file attached)
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2022/12/09, 09:45 - Dezire - Deltz BEC: sent me the photo please

2022/12/09, 09:45 - Jan: IMG-20221209-WA0031.jpg (file attached)

2022/12/09, 09:45 - Jan: IMG-20221209-WA0032.jpg (file attached)

2022/12/09, 09:46 - Dezire - Deltz BEC: Are there laptops set up? yes or no

2022/12/09, 09:44 - Dezire - Deltz BEC: Are there receipt books? yes or no

2022/12/09, 09:46 - Jan: Yes

2022/12/09, 09:44 - Jan: Yes

2022/12/09, 09:48 - Dezire - Deltz BEC: Do the laptops have internet connection? (Ask the laptop operator to open Google)

2022/12/09, 09:48 - Jan: Yes

2022/12/09, 09:48 - Dezire - Deltz BEC: Send the photo

2022/12/09, 09:49 - Jan: IMG-20221209-WA0034.jpg (file attached)

2022/12/09, 09:50 - Dezire - Deltz BEC: Is there a video camera set up? yes or no

2022/12/09, 09:51 - Jan: Not yet due to loadshedding

2022/12/09, 09:52 - Dezire - Deltz BEC: Thank you for update

2022/12/09, 09:52 - Jan: 👍

2022/12/09, 09:52 - Dezire - Deltz BEC: Are there clearly labelled boxes for storing the applications? yes or no

2022/12/09, 09:53 - Jan: Yes

2022/12/09, 09:54 - Dezire - Deltz BEC: Has the service service provider explained the procedure of the day to the fishers? yes or no

2022/12/09, 09:54 - Jan: Yes

2022/12/09, 09:55 - Dezire - Deltz BEC: send the photo

2022/12/09, 09:59 - Jan: This was the explanation session

2022/12/09, 10:01 - Dezire - Deltz BEC: Send me photo of clearly labelled boxes for storing the applications, please

2022/12/09, 10:02 - Jan: IMG-20221209-WA0039.jpg (file attached)

2022/12/09, 10:03 - Dezire - Deltz BEC: Are fishers being guided to data capturers? yes or no

2022/12/09, 10:05 - Jan: Yes

2022/12/09, 10:07 - Dezire - Deltz BEC: Send photo

2022/12/09, 10:09 - Jan: IMG-20221209-WA0042.jpg (file attached)

2022/12/09, 10:10 - Jan: Yes has been set up now, electricity is on.

2022/12/09, 10:10 - Jan: IMG-20221209-WA0043.jpg (file attached)

2022/12/09, 10:11 - Dezire - Deltz BEC: Are the data capturers friendly? yes or no

2022/12/09, 10:12 - Jan: Yes

2022/12/09, 10:12 - Dezire - Deltz BEC: Are there clearly labelled boxes for storing the applications? yes or no

2022/12/09, 10:12 - Jan: Yes

2022/12/09, 10:13 - Dezire - Deltz BEC: Send photo

2022/12/09, 10:14 - Jan: IMG-20221209-WA0044.jpg (file attached)

2022/12/09, 10:15 - Dezire - Deltz BEC: Has the service service provider explained the procedure of the day to the fishers? yes or no. JUST ANSWER YES AS I ALREADY HAVE THE PICTURES

2022/12/09, 10:15 - Jan: Yes

2022/12/09, 10:16 - Dezire - Deltz BEC: Are fishers forms being marked with a big "R" if they are registered on the database? yes or no

2022/12/09, 10:20 - Jan: No

2022/12/09, 10:21 - Dezire - Deltz BEC: Do you why not? If you don't know I understand

2022/12/09, 10:22 - Jan: Marking UR on the unregistered

2022/12/09, 10:22 - Dezire - Deltz BEC: send me the photo

2022/12/09, 10:23 - Jan: IMG-20221209-WA0051.jpg (file attached)

2022/12/09, 10:24 - Dezire - Deltz BEC: Are the data capturers going through the applications to ensure that they are complete? yes or no

2022/12/09, 10:25 - Jan: Yes

2022/12/09, 10:26 - Dezire - Deltz BEC: Are the data capturers going through the applications to ensure that they are complete? yes or no

2022/12/09, 10:26 - Jan: Yes

2022/12/09, 10:26 - Dezire - Deltz BEC: send photo if its available

2022/12/09, 10:27 - Jan: IMG-20221209-WA0052.jpg (file attached)

2022/12/09, 10:28 - Dezire - Deltz BEC: Are the data capturers adding a thumbprint where applicants have not signed? yes or no

2022/12/09, 10:29 - Jan: Did not have a situation like that yet so far

2022/12/09, 10:29 - Dezire - Deltz BEC: noted dear

2022/12/09, 10:30 - Dezire - Deltz BEC: Are the data capturers filling in the electronic checklist? yes or no

2022/12/09, 10:30 - Jan: Yes

2022/12/09, 10:32 - Dezire - Deltz BEC: Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it? yes or no

2022/12/09, 10:32 - Jan: Yes

2022/12/09, 10:33 - Dezire - Deltz BEC: send a photo. Thank yo so much for the usual fast response

2022/12/09, 10:34 - Jan: IMG-20221209-WA0053.jpg (file attached)

2022/12/09, 10:35 - Jan: Only have completed forms so far

2022/12/09, 10:35 - Dezire - Deltz BEC: I forgot to ask for this picture - stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it? yes or no

2022/12/09, 10:37 - Jan: IMG-20221209-WA0054.jpg (file attached)

2022/12/09, 10:38 - Dezire - Deltz BEC: Are data capturers competing the first part of the fishers application forms? yes or no

2022/12/09, 10:38 - Jan: Yes

2022/12/09, 10:39 - Dezire - Deltz BEC: Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form. yes or no

2022/12/09, 10:42 - Jan: Yes

2022/12/09, 10:43 - Dezire - Deltz BEC: No need for picture you send me already that proof earlier

2022/12/09, 10:44 - Dezire - Deltz BEC: Are the data capturers stapling all the fishers documentation? yes or no

2022/12/09, 10:44 - Jan: Yes

2022/12/09, 11:24 - Dezire - Deltz BEC: Are the data capturers placing the stapled documentation in the labelled box next to them? Yes or No - THIS IS THE LAST QUESTION AND THE FINAL I WILL ASK AT 16;00

2022/12/09, 11:24 - Jan: Yes

2022/12/09, 11:25 - Dezire - Deltz BEC: Thank you JAN, FOR A STRESS FREE EXPERIENCE



2022/12/09, 11:25 - Jan: 👍

2022/12/09, 16:08 - Dezire - Deltz BEC: Did the venue closed at 16:00 yes or No - IF NO AND STILL OPEN MENTION IT

2022/12/09, 16:09 - Dezire - Deltz BEC: Thank you so much for the great cooperation today 🤩

Kind regards

Dezire Mkhize -Matjikijela

2022/12/09, 16:49 - Jan: We are still busy

2022/12/09, 17:53 - Jan: IMG-20221209-WA0138.jpg (file attached)

2022/12/09, 17:53 - Jan: IMG-20221209-WA0140.jpg (file attached)

2022/12/09, 17:53 - Jan: IMG-20221209-WA0139.jpg (file attached)

2022/12/09, 17:53 - Jan: We now busy to pack up

# 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.

Table 8-1: Verification-Overview

ITEM	DESCRIPTION
Region	CBD
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

# 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.

Table 2	R-1 · ۱	/erification	- Criteria	to be met

	8-1: Verification - C								
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 2	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
27-JAN-23	TEAM 2	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
30-JAN-23	TEAM 2A	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
31-JAN-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
01-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
02-FEB-23	TEAM 2A	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
03-FEB-23	TEAM 2A	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	FRITZ SWANEPOEL	YES	YES	YES	YES	YES	YES	YES
06-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
07-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B		YES	YES	YES	YES	YES	YES	YES

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?
		CHRISTIAAN STORM							
08-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
09-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
10-FEB-23	TEAM 2A	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES
	TEAM 2B	CHRISTIAAN STORM	YES	YES	YES	YES	YES	YES	YES

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

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

# **8.3.1.1** Comments/Issues

## Table 8-2: Comments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAMS 1, 2, 3	<ul> <li>The team did not get through the 50 pilot applications as planned. Going through the applications took a lot longer than expected and the team only got through 4.</li> <li>The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a documented by DFFE.</li> </ul>
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 Abongile made the adjustment on the google forms.
03	02 FEB 2023	TEAM 1, 2, 3	The team agreed to go through all the applications that were previously marked as unsuccessful. The review of these applications came about due to the change in the "issues to consider" document. The changes came about during a plenary meeting.
04	06 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
05	07 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
06	08 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
07	09 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.
08	10 FEB 2023	TEAM 2	Team 2A and 2B shared one FCDW.

### **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

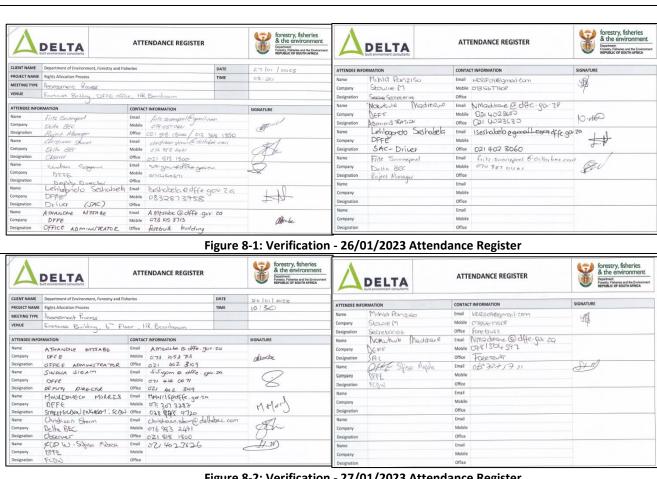


Figure 8-2: Verification - 27/01/2023 Attendance Register



Figure 8-3: Verification - 30/01/2023 Team 2A
Attendance Register



Figure 8-4: Verification - 30/01/2023 Team 2B Attendance Register



Figure 8-5: Verification - 31/01/2023 Team 2A Attendance Register

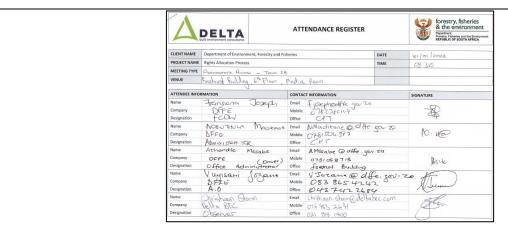


Figure 8-6: 31/01/2023 Team 2B Attendance Register



Figure 8-7: Verification - 01/02/2023 Team 2A Attendance Register



Figure 8-8: Verification - 01/02/2023 Team 2B Attendance Register



SIKISO MAPOSA

Figure 8-10: Verification - 02/02/2023 Team 2B Attendance Register

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Mobile / Jozana @ offe. 801. Za

Mobile 08\$ 865 4142

Office 043 742 2684

Mobile onu 337 on 61

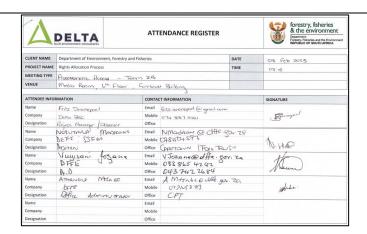


Figure 8-12: Verification - 03/02/2023 Team 2B Attendance Register



Figure 8-13: Verification - 06/02/2023 Team 2A Attendance Register



Figure 8-14: Verification - 06/02/2023 Team 2B Attendance Register





Figure 8-16: Verification - 07/02/2023 Team 2B Attendance Register



Figure 8-17: Verification - 08/02/2023 Team 2A Attendance Register

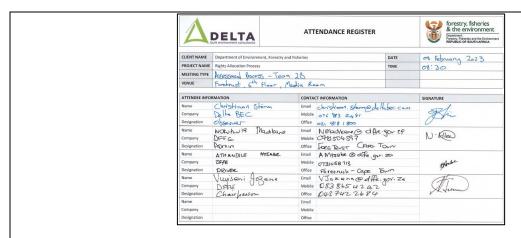


Figure 8-18: Verification - 08/02/2023 Team 2B Attendance Register

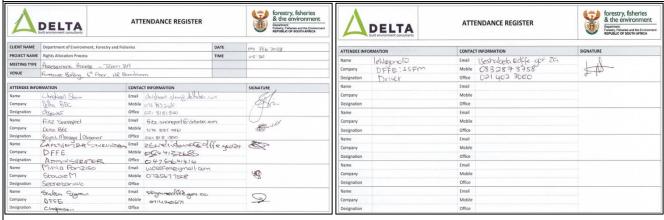
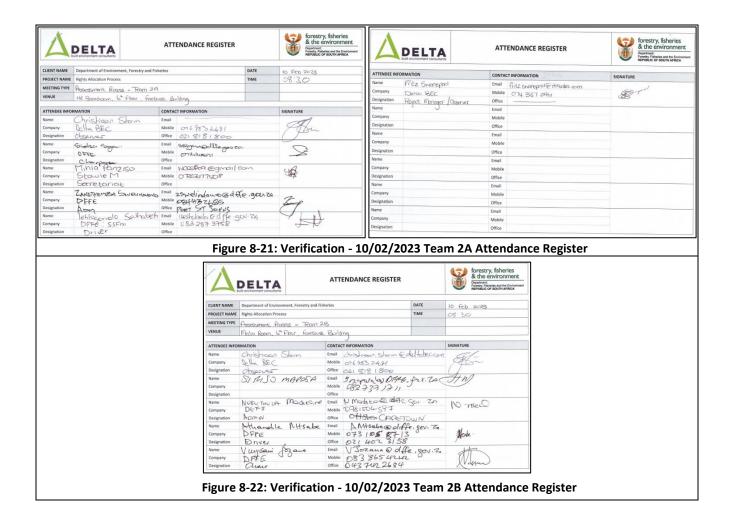


Figure 8-19: Verification - 09/02/2023 Team 2A Attendance Register





#### 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.

Table 8-4: Verification—Overview

ITEM	DESCRIPTION
Region	CBD
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

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

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

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

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

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

# 8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

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

# 8.4.3 DATA COLLECTED

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

Table 8-7: Verification - Data collected

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

# 8.4.3.1 Attendance register



## 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.