ANNEXURE R: AREA 18

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.

LOCATION	AREA 18
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	98%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	91%

Table 1-1: Overview of observation

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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.

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

Item	Description
Venue	Yzerfontein Community Hall
Planned Start Date	14 September 2022
Actual Start date	14 September 2022, this date is not definite as DFFE issue us with information retrospectively, this date was deduced by looking at the file name of the photo provided. The photo file name is "IMG-20220914-WA0017 Yzerfontein Compliance Office".
Data collector	DFFE – No specific person from DFFE observed on the day. The information was received in bulk through Sindisa Sigam.
Effect on applicants	The applicants were given one less day to prepare to be at the distribution phase.
Additional Comments	No observer forum had been formed by the time DFFE commenced with mobilisation, therefore, all mobilisation information was received from DFFE officials through pictures which they downloaded from their WhatsApp group chat.

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

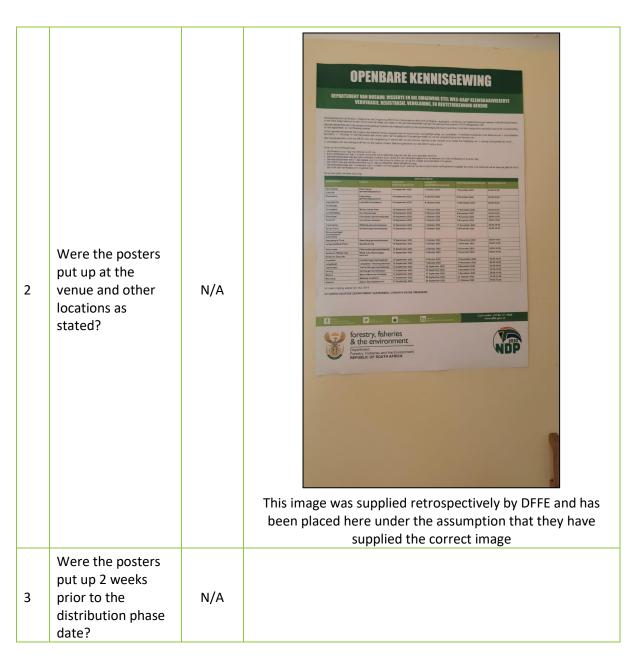
This section presents the posters put up, SMSs sent, and radio broadcasts made by DFFE to communicate the initial timelines to the fishers.

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: Mobilisation – Poster criteria to be met

#	CRITERIA TO BE	YES/NO							
	MET								
1	Have posters been designed with the following information:		PUBLIC NOTICE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN SMALL-SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND RIGHTS ALLO						
1.1	Visitation schedule	Yes	small-scale fishers in the Community members w for the registration and v If community members i member. "Fishing" or "at	e Western Cape. The process wi ill need to present their original/ verification processes. are unable to attend these meet ttending to other business" will no	Ill only be open to the communi valid temporary identity docume ings, as per the schedule, valid ot be regarded as valid reasons	ty members who participated in ent on the day of registration ar I reasons include as an exampl of or not attending the meetings.	the initial process in 2016. In should gather all necessary In a medical emergency or the	and rights allocation process for the 6. ssary documentation in preparation or the death of an immediate family	
1.2	 Location of the venues 	Yes	member. "Fishing" or "attending to other business" will not be regarded as valid reasons for not attending the meetings. Community members must only the DFEE prior to the meeting, on the number provided below, to arrange the authorisation of a proxy letter. A template of the proxy letter can be retrieved from the nearest Fisheries Compliance Offices of the DFFE. Notes on the writification forms are not for sale. **Verification forms are not for sale. **Each writification forms have a unique sequence number and the form should not be photocopied. **Each writification forms where a unique sequence number and the form should not be photocopied. **Community members will be given 31 days to complete the forms and collect all the required documentation. **The DFFE** will collectrowead a verification form after 31 days at the same versues. **Section of the process timeline will be used as proof that they have submitted the verification form. The process timeline will be as follows: The process timeline will be as follows:						
	Dates and				WEST CO	AST REGION			
	2 4 100 44		COMMUNITY	VENUE	ESTIMATED MOBILISATION DATE	ESTIMATED DISTRIBUTION	DFFE COLLECTION DATE	REGISTRATION TIME	
1.3	times for distribution	Yes	Ebenhaezer Lutzville	Ebenhaezer Community Centre	19 September 2022	3 October 2022	7 November 2022	09:00-16:00	
1.5		163	Papendorp	Papendorp Church Centre	19 September 2022	4 October 2022	8 November 2022	09:00-16:00	
	and		Leipoltville	Leipoltville Church Hall	19 September 2022	6 October 2022	10 November 2022	09:00-16:00	
			Graafwater	Leipoltville Church Hall	19 September 2022	6 October 2022	10 November 2022	09:00-16:00	
	receipting		Lambert's Bay	Don Burrell Hall	19 September 2022	5 October 2022	9 November 2022	09:00-16:00	
			Eiland Bay	Elands Bay Community Hall	19 September 2022	3 October 2022	7 November 2022	09:00-16:00	
	 Documents 		Doring Bay	Miriam Owies Hall	19 September 2022	7 October 2022	11 November 2022	09:00-16:00	
	• Documents		Velddrift	Noordhoek Civic Hall	19 September 2022	4 October 2022	8 November 2022	09:00-16:00	
1.4	required	Yes	Vredenberg	Witteklip Community Hall	19 September 2022	7 October 2022	11 November 2022	09:00-16:00	
1.7	for registration	. 55	Sandy Point Stompneus Bay/Duyker Island/Columbine	St Helena Community Hall	19 September 2022	5 October 2022	9 November 2022	09:00-16:00	
	i egisti ation		Steenberg's Cove	Steenberg Community Hall	19 September 2022	6 October 2022	10 November 2022	09:00-16:00	
				The second second		3 October 2022	7 November 2022	09:00-16:00	
			Laingville/West Point	Sports Clubhouse	19 September 2022	3 October 2022	7 November 2022	09:00-16:00	
			Laingville/West Point Paternoster	Paternoster Community Hall	19 September 2022	3 October 2022 4 October 2022	7 November 2022 8 November 2022	09:00-16:00	
	That famous		Paternoster Saldanha (White City) Saldanha Diaz Ville	7,	19 September 2022 19 September 2022	4 October 2022 5 October 2022	8 November 2022 9 November 2022	09:00-16:00 09:00-16:00	
1.5	That forms	Vas	Paternoster Saldanha (White City)	Paternoster Community Hall White City Multipurpose	19 September 2022 19 September 2022 19 September 2022	4 October 2022 5 October 2022 6 October 2022	8 November 2022 9 November 2022 10 November 2022	09:00-16:00 09:00-16:00 09:00-16:00	
1.5		Yes	Paternoster Saldanha (White City) Saldanha Diaz Ville Hopefield Langebaan	Paternoster Community Hall White City Multipurpose Centre Hopefield Community Hall Langebaan Thusong Centre	19 September 2022 19 September 2022 19 September 2022 19 September 2022	4 October 2022 5 October 2022 6 October 2022 7 October 2022	8 November 2022 9 November 2022 10 November 2022 11 November 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00	
1.5	 That forms are free 	Yes	Paternoster Saldanha (White City) Saldanha Diaz Ville Hopefield Langebaan Yzerfontein	Paternoster Community Hall White City Multipurpose Centre Hopefield Community Hall Langebaan Thusong Centre Yzerfontein Community Hall	19 September 2022 19 September 2022 19 September 2022 19 September 2022 14 September 2022	4 October 2022 5 October 2022 6 October 2022 7 October 2022 28 September 2022	8 November 2022 9 November 2022 10 November 2022 11 November 2022 2 November 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00	
1.5		Yes	Paternoster Saldanha (White City) Saldanha Diaz Ville Hopefield Langebaan Vzerfontein Darling	Paternoster Community Hall White City Multipurpose Centre Hopefield Community Hall Langebaan Thusong Centre	19 September 2022 19 September 2022 19 September 2022 19 September 2022 14 September 2022 12 September 2022	4 October 2022 5 October 2022 6 October 2022 7 October 2022 28 September 2022 27 September 2022	8 November 2022 9 November 2022 10 November 2022 11 November 2022 2 November 2022 1 November 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00	
1.5		Yes	Patemoster Saldanha (White City) Saldanha Diaz Ville Hopefield Langebaan Yzerfontein Darling Mamre	Paternoster Community Hall White City Multipurpose Centre Hopefield Community Hall Langeban Thusong Centre Yesfrotein Community Hall Darling Community Hall Manne Moravian Church Hall	19 September 2022 19 September 2022 19 September 2022 19 September 2022 14 September 2022 12 September 2022 12 September 2022 12 September 2022	4 October 2922 5 October 2922 6 October 2922 7 October 2922 28 September 2022 27 September 2022 27 September 2022 27 September 2022	8 November 2022 9 November 2022 10 November 2022 11 November 2022 1 November 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00	
1.5		Yes	Paternoster Saldanha (White City) Saldanha Diaz Ville Hopefield Langebaan Vzerfontein Darling	Paternoster Community Hall White City Multipurpose Centre Hopefield Community Hall Langebaan Thusong Centre Yzerfontein Community Hall Darling Community Hall	19 September 2022 19 September 2022 19 September 2022 19 September 2022 14 September 2022 12 September 2022	4 October 2022 5 October 2022 6 October 2022 7 October 2022 28 September 2022 27 September 2022	8 November 2022 9 November 2022 10 November 2022 11 November 2022 2 November 2022 1 November 2022	09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00 09:00-16:00	



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: Mobilisation - Bulk SMS's criteria to be met

	CRITERIA TO BE MET	YES/NO
1	Have SMSs been sent with the following information:	
1.1	Visitation schedule	No
1.2	Location of the venues	No
1.3	Dates and times for distribution and receipting	No

1.4	Documents required for registration	No		
1.5	That forms are free	No		
2	Was proof provided that the SMS's were sent to the applicants of the area?			

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

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.

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

ITEM	DESCRIPTION
Venue	Yzerfontein Community Hall
Planned Start Date	28/09/2022
Actual Start Date	28/09/2022
Data collector	Andiswa Noti - DFFE
	The observer was unable to observe.
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	WHATSAP P EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	See below item 4 and 5, venue arranged and open
2	Did the venue open on time?	Yes	See below item 4 and 5, venue arranged and open
3	Has an attendance register been signed by all parties including the observer forum?	Yes	SSF RIGHTS ALLOCATIONS: ATTENDANCE RIGISTER 27 September 227 22 STPEMBER 227 23 STPEMBER 227 24 STPEMBER 227 25 STPEMBER 227 26 STPEMBER 227 26 STPEMBER 227 27 STPEMBER 227 27 STPEMBER 227 28 STPEMBER

#	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 Yzerfontein Community Hall 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, 14:36 - 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, 14:36 - Isaac - Delta BEC created group "Yzerfontein Comm Hall OF"

2022/09/23, 14:36 - Isaac - Delta BEC added you

2022/09/26, 10:25 - Isaac - Delta BEC added +27 63 691 9112

2022/09/26, 10:46 - +27 63 691 9112: Desire, I won't be observer

2022/09/27, 08:18 - Fritz - Delta BEC: Noted

2022/09/27, 08:19 - Fritz - Delta BEC: @27715505841 @27715556838 please remove Hilda and add the appropriate person

2022/09/27, 08:19 - Isaac - Delta BEC: She has removed herself already.

2022/09/27, 08:21 - Isaac - Delta BEC added +27 79 215 2118

2022/09/27, 10:23 - Zukiswa - Delta BEC: Who is the appropriate person?

2022/09/27, 10:24 - Isaac - Delta BEC: This was handled

2022/09/28, 08:30 - Isaac - Delta BEC added +27 71 414 0671

2022/09/28, 08:33 - Isaac - Delta BEC: Good morning @27714140671 may we please have the department leads for this venue so that we can run the questionnaire processes with them today. Thanks in advanced.

2022/09/28, 08:54 - +27 71 414 0671: Andiswa Nota.vcf (file attached)

2022/09/28, 08:55 - Isaac - Delta BEC: Thanks

2022/09/28, 08:55 - Isaac - Delta BEC removed +27 79 215 2118

2022/09/28, 08:55 - Isaac - Delta BEC added Andiswa Nota Obser

2022/09/28, 09:10 - Zukiswa - Delta BEC: Morning Andiswa it's Zukiswa from Delta BEC. We will be working together competing the list of question I will be asking you.

2022/09/28, 09:10 - Zukiswa - Delta BEC: Are you at the venue? Yes or No

2022/09/28, 09:31 - Andiswa Nota Obser: Yes

2022/09/28, 09:31 - Andiswa Nota Obser: Morning Zukiswa

2022/09/28, 09:45 - Zukiswa - Delta BEC: Thank you question number 1..kindly answer Yes or No

2022/09/28, 09:47 - Zukiswa - Delta BEC: Has the DFFE informed applicant's of the visitation schedule via bulk sms, emails, telephone calls and relevant national qd community radio station?

2022/09/28, 09:56 - Andiswa Nota Obser: Yes

2022/09/28, 09:57 - Zukiswa - Delta BEC: Has the DFFE put up posters in the all targeted areas 2 weeks prior to the visitation? Yes or No

2022/09/28, 09:59 - Andiswa Nota Obser: Yes

2022/09/28, 09:59 - Zukiswa - Delta BEC: Has the DFFE made list of eligible fishers available at all satellite office's?

2022/09/28, 09:59 - Andiswa Nota Obser: Yes

2022/09/28, 10:00 - Zukiswa - Delta BEC: Has someone been given the responsibility of taking tip offs and log the information?

2022/09/28, 10:02 - Andiswa Nota Obser: Yes

2022/09/28, 10:02 - Zukiswa - Delta BEC: Have the posters been designed with the following informatio:

- . Venues
- . Registration times
- . Date for nominations
- . Documents required for registration
- . That forms are free

2022/09/28, 10:03 - Andiswa Nota Obser: Yes

2022/09/28, 10:03 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms?

2022/09/28, 10:03 - Andiswa Nota Obser: Yes

2022/09/28, 10:04 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum?

2022/09/28, 10:17 - Andiswa Nota Obser: Observer Forum is not hear, but the attendance register has been signed by applicants and officials (on a different sheet)

2022/09/28, 10:17 - Andiswa Nota Obser: Here**

2022/09/28, 10:24 - Zukiswa - Delta BEC: I was informed that you are the substitute..in other words you are the observer forum for today in that specific venue.

2022/09/28, 10:26 - Zukiswa - Delta BEC: Also don't forget to take photo of the register towards end of the day to support this question.

2022/09/28, 10:28 - Andiswa Nota Obser: Will send you pictures, not a problem.

2022/09/28, 10:29 - Zukiswa - Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms?

2022/09/28, 10:50 - Andiswa Nota Obser: Yes, English & Afrikaans

2022/09/28, 10:55 - Andiswa Nota Obser: IMG-20220928-WA0024.jpg (file attached)

Introduction of proceedings

2022/09/28, 10:55 - Andiswa Nota Obser: IMG-20220928-WA0026.jpg (file attached)

Afrikaans explanation of VF

2022/09/28, 10:55 - Andiswa Nota Obser: IMG-20220928-WA0025.jpg (file attached)

Signing in of participants

2022/09/28, 10:57 - Zukiswa - Delta BEC: On the date of verification form collection, did DFFE member's explain to fishers that forms can be filled in on the of verification? Yes or No

2022/09/28, 10:57 - Andiswa Nota Obser: Yes

2022/09/28, 10:58 - Zukiswa - Delta BEC: Are there any comment's on your side something I have to know of...good or bad

2022/09/28, 11:13 - Fritz - Delta BEC: IMG-20220928-WA0031.jpg (file attached)

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

2022/09/28, 11:18 - Andiswa Nota Obser: None thus far.

2022/09/28, 11:19 - Andiswa Nota Obser: Will do.

2022/09/28, 15:45 - Zukiswa - Delta BEC: Kindly send photo of final register.

2022/09/28, 15:59 - Andiswa Nota Obser: IMG-20220928-WA0068.jpg (file attached)

Officials Register

2022/09/28, 15:59 - Andiswa Nota Obser: IMG-20220928-WA0070.jpg (file attached)

Participants prepopulated register

2022/09/28, 15:59 - Andiswa Nota Obser: IMG-20220928-WA0069.jpg (file attached)

2022/09/28, 16:03 - Andiswa Nota Obser: VID-20220928-WA0072.mp4 (file attached)

Venue closed at 16:01.

2022/09/28, 16:03 - +27 71 550 5841: Thank you

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

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

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

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	See below item 4 and 5, venue is open
2	Did the venue open on time?	Yes	N/A
3	Has an attendance register been signed by all parties including the observer forum?	Yes	SS FROM SACONDE. ATTINISME HOUSE. DATE: 3/10/10/20 ATTINISME HOUSE. NAME DATE: COMMAN GRAPH PARCEL C. HUMBERS STORE II PARCEL C. HUMBERS STORE II CAMPARIN GRAPH PARCEL C. HUMBERS STORE II CAMPARIN GRAPH AND C. COMMAN GRAPH CAMPARIN GRAPH AND C. COMMAN GRAPH AND C. COMM
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes	

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

5.3 WHATSAPP MESSAGES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- 2022/10/21, 11:50 Camelita Mostert: IMG-20221021-WA0028.jpg (file attached)
- 2022/10/21, 11:50 Camelita Mostert: IMG-20221021-WA0029.jpg (file attached)
- 2022/10/21, 11:50 Camelita Mostert: IMG-20221021-WA0030.jpg (file attached)
- 2022/10/21, 11:51 Camelita Mostert: IMG-20221021-WA0031.jpg (file attached)
- 2022/10/21, 11:51 Camelita Mostert: IMG-20221021-WA0032.jpg (file attached)
- 2022/10/21, 11:51 Zukiswa Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No
- 2022/10/21, 11:52 Camelita Mostert: No
- 2022/10/21, 12:00 Zukiswa Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers how to fill in the forms? Yes or No
- 2022/10/21, 12:02 Camelita Mostert: Yes
- 2022/10/21, 12:05 Zukiswa Delta BEC: Please send a photo: DFFE explaining to fishers
- 2022/10/21, 12:06 Camelita Mostert: IMG-20221021-WA0039.jpg (file attached)
- 2022/10/21, 12:09 Zukiswa Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No
- 2022/10/21, 12:13 Camelita Mostert: What I can comment is that the officials did done the proses very well and the people do have understood
- 2022/10/21, 12:13 Zukiswa Delta BEC: On the date of verification form collection, did the DFFE member's explain to fishers that forms can be filled in on the day of verification? Yes or No
- 2022/10/21, 12:14 Camelita Mostert: yes
- 2022/10/21, 12:15 Zukiswa Delta BEC: Please send a photo: DFFE explaining
- 2022/10/21, 12:20 Camelita Mostert: IMG-20221021-WA0040.jpg (file attached)
- 2022/10/21, 12:21 Camelita Mostert: IMG-20221021-WA0010.jpg (file attached)
- 2022/10/21, 12:21 Camelita Mostert: IMG-20221021-WA0041.jpg (file attached)
- 2022/10/21, 13:26 Zukiswa Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No
- 2022/10/21, 14:06 Camelita Mostert: It was a pleasure for me to be an observer to monitor
- 2022/10/21, 14:08 Zukiswa Delta BEC: IMG-20221007-WA0115.jpg (file attached)
- Hi there Camelita please let us know if there are any changes throughout the day.

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

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

6 MOBILISATION FOR RECEIPTING

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

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

6.1 **OVERVIEW**

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

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

ITEM	DESCRIPTION
Venue	Yzerfontein Community hall
Date new poster was put up	24/11/2022
Original Planned Start Date	02/11/2022
Updated Planned Start Date	07/12/2022

6.2 **NEW POSTER**

The below poster (Error! Reference source not found.) is the new poster that advertised the updated date that receipting will take place Figure 6-1 shows the digital poster, whereas Figure 6-2 shows the physical poster in the areas.

WEST COAST REGION				WEST COAST REGION			
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME	COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME
Ebenhaezer	Ebenhaezer Community	12 December 2022	09:00-16:00			10 0202110211 2022)	
Lutzville	Centre			Saldanha Diaz Ville	White City Multi-purpose		
Papendorp	Papendorp Church Hall	13 December 2022	09:00-16:00		centre		
Graafwater	Leipoltville Church Hall	15 December 2022	09:00-16:00	Hopefield	Hopefield Community Hall	08 December 2022	09:00-16:
Leipoltville				Langebaan	Langebaan Thusong Centre	07 December 2022	09:00-16:
Doring Bay	Miriam Owies Hall	14 December 2022	09:00-16:00		0		
Lamberts Bay	Don Burrel Hall	12 December 2022	09:00-16:00	Yzerfontein	Yzerfontein Community Hall	07 December 2022	09:00-16:
Elands Bay	Elands Bay Community Hall	13 December 2022	09:00-16:00	Darling	Darling Community Hall	09 December 2022	09:00-16:
Veldrift	Noordhoek Civic	14 December 2022	09:00-16:00	Mamre	Mamre Moravian Church	06 December 2022	09:00-16:
Vredenberg	Witteklip Community Hall	15 December 2022	09:00-16:00		Hall		
Sandy Point	St Helena Bay Community	13 December 2022	09:00-16:00	Blouberg	Melkbos Country Club	06 December 2022	09:00-16:
Stompneus Bay/Duykers Island/Columbine	Hall			Atlantis	Saxon Sea Primary School Hall	06 December 2022	09:00-16:
Steenberg Cove	Steenberg Cove Community Hall	13 December 2022	09:00-16:00				
Laingville/West Point	Laingville Sports Club house	14 December 2022	09:00-16:00	111			
Paternoster	Paternoster Community Hall	15 December 2022	09:00-16:00				
Saldanha (white city) 08 December 2022 09:00-16:00 For more information, please contact: 021 402 3		please contact: 021 402 3614.					

Figure 6-1: Mobilisation for Receipting – New poster



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

7 RECEIPTING

7.1 OVERVIEW

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

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

ITEM	DESCRIPTION
Venue	Yzerfontein Community Hall
Original Planned Start Date	02/11/2022
Updated Planned Start Date	07/12/2022
Actual Start Date	07/12/2022
Data collector	Bomkazi – DFFE
	Obser cancelled last minute.
Effect on applicants	The project is delayed according to the original start date which means that the applicants will have to wait longer to know the outcome of the process and whether they will be receiving a permit.
	The delay was caused by fisher representing organisations requesting to have more time for the fishers to fill in the forms.
Additional Comments	Due the fisher organisations requests to move the receipting dates later, DFFE implemented a mobilisation for receipting process whereby they went to the area and put-up new posters indicating the new dates. The above "Updated Start Date" refers to the new start date according to the updated dates.

7.2 CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL

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

Table 7-2: Receipting - Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Was the venue opened at 08:30?	Yes	N/A
2	Is there an attendance register for the DFFE team and observer forum?	Yes	NAME OF THE PARTY
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	FORTING AND

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
5	Are there electronic and paper copies of the registered fishers?	Yes	See above item 4 for the paper copy
6	Is there an electronic checklist?	Yes	N/A
7	Is there a stamp pad for complete or incomplete forms?	Yes	INCOMPLETE
8	Are there receipt books?	Yes	1551-1600

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
9	Are there laptops set up?	Yes	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	Googe Substitute that the same and the same
11	Is there a video camera set up?	Yes	

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
12	Are there clearly labelled boxes for storing the applications?	Yes	Tidy Files VERRIONTON NC-YSE FORMS OF
13	Has the service provider explained the procedure of the day to the fishers?	Yes	N/A
14	Are fishers being guided to data capturers?	Yes	N/A
15	Are the data capturers friendly?	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	Yes	Small-Scale Fishers Verification Form Signature the protection Sequence of Control of
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	See above item 16, application is stamped complete, meaning that the data capturer has gone through it
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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers' forms after checking them?	Yes	See above item 16
21	Are data capturers completing the first part of the fisher's application forms?	Yes	See above item 16
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	N/A

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
23	Are the data capturers stapling all the fisher's documentatio n?	Yes	
24	Are the data capturers placing the stapled documentatio n in the labelled box next to them?	Yes	See above item 12
25	Are there Stowie-M and DFFE team leaders assisting and explaining to the fishers how the process work and facilitating any questions?	Yes	N/A
26	Did the venue close at 16:00?	Yes	N/A

7.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Yzerfontein Community 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

2022/11/29, 17:13 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

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

2022/11/30, 10:20 - You added Sindisa Sigam

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

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

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

2022/12/07, 08:37 - Isaac - Delta BEC: @27714140671 please see the message above.

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

2022/12/07, 10:59 - Sindisa Sigam: Bomkazi Nzima.vcf (file attached)

2022/12/07, 10:59 - Sindisa Sigam: Bomkazi will be the Observer here

2022/12/07, 10:59 - Fritz - Delta BEC added Bomkazi Nzima

2022/12/07, 11:00 - Isaac - Delta BEC: Hi Observer Team, thank you for serving your community by agreeing to observe today. This group will be used for communication regarding the venue Yzerfontein Community Hall, and the receipting process taking place here today. We will be asking a series of "Yes"/"No" questions, please answer them when prompted. In between the questions we will be asking for photos and being given an opportunity to raise concerns, please answer these questions when prompted. They are important for the adequate observation of the DFFE processes.

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

```
2022/12/07, 11:01 - Bomkazi Nzima: Understood
2022/12/07, 11:03 - Isaac - Delta BEC: 2.1
                                            Was the venue opened at 08:30?
2022/12/07, 11:05 - Bomkazi Nzima: Yes
2022/12/07, 11:06 - Isaac - Delta BEC: 2.2
                                              Is there an attendance register for the
DFFE team and observer forum?
2022/12/07, 11:10 - Bomkazi Nzima: Yes
2022/12/07, 11:11 - Isaac - Delta BEC: 2.3
                                            Have you signed the attendance register?
(Send a Photo of the register you signed)
2022/12/07, 11:11 - Bomkazi Nzima: Yes
2022/12/07, 11:12 - Bomkazi Nzima: IMG-20221207-WA0016.jpg (file attached)
2022/12/07, 11:13 - Isaac - Delta BEC: 2.4
                                              Is there an attendance register for the
fisers to sign?
2022/12/07, 11:13 - Bomkazi Nzima: Yes
2022/12/07, 11:15 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 11:16 - Bomkazi Nzima: IMG-20221207-WA0018.jpg (file attached)
2022/12/07, 11:19 - Isaac - Delta BEC: 2.5
                                            Are there electronic and paper copies of
the registered fishers?
2022/12/07, 11:19 - Bomkazi Nzima: Yes
2022/12/07, 11:20 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 11:39 - Isaac - Delta BEC: 2.6
                                            Is there an electronic checklist?
2022/12/07, 11:41 - Bomkazi Nzima: Yes
2022/12/07, 11:42 - Isaac - Delta BEC: 2.7
                                               Is there a stamp pad for complete or
incomplete forms?
2022/12/07, 11:43 - Bomkazi Nzima: Yes
2022/12/07, 11:43 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 11:45 - Isaac - Delta BEC: 2.8
                                            Are there receipt books?
2022/12/07, 11:45 - Bomkazi Nzima: IMG-20221207-WA0024.jpg (file attached)
2022/12/07, 11:46 - Bomkazi Nzima: Yes
2022/12/07, 11:46 - Bomkazi Nzima: IMG-20221207-WA0023.jpg (file attached)
2022/12/07, 11:47 - Isaac - Delta BEC: 2.9
                                            Are there laptops set up?
2022/12/07, 11:48 - Bomkazi Nzima: Yes
```

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2022/12/07, 11:48 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 11:49 - Bomkazi Nzima: IMG-20221207-WA0025.jpg (file attached)
2022/12/07, 11:49 - Isaac - Delta BEC: 2.10
                                            Do the laptops have internet connection?
(Ask thelaptop operator to open google)
2022/12/07, 11:51 - Bomkazi Nzima: Yes
2022/12/07, 11:52 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 11:53 - Bomkazi Nzima: IMG-20221207-WA0028.jpg (file attached)
2022/12/07, 11:54 - Isaac - Delta BEC: 2.11 Is there a video camera set up?
2022/12/07, 11:55 - Bomkazi Nzima: Yes
2022/12/07, 11:56 - Isaac - Delta BEC: May I have a picture?
2022/12/07, 11:58 - Bomkazi Nzima: IMG-20221207-WA0041.jpg (file attached)
2022/12/07, 11:58 - Isaac - Delta BEC: You deleted this message
2022/12/07, 11:59 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing
the applications?
2022/12/07, 12:00 - Bomkazi Nzima: IMG-20221207-WA0029.jpg (file attached)
2022/12/07, 12:00 - Bomkazi Nzima: Yes
2022/12/07, 12:01 - Isaac - Delta BEC: 2.13
                                            Has the service service provider explained
the procedure of the day to the fishers?
2022/12/07, 12:01 - Bomkazi Nzima: Yes
2022/12/07, 12:02 - Isaac - Delta BEC: 2.14
                                                   Are fishers being guided to data
capturers?
2022/12/07, 12:02 - Bomkazi Nzima: Yes
2022/12/07, 12:03 - Isaac - Delta BEC: 2.15
                                             Are the data capturrers friendly?
2022/12/07, 12:03 - Bomkazi Nzima: Yes
2022/12/07, 12:04 - Isaac - Delta BEC: 2.16
                                               Are fishers forms being marked with a
big "R" if they are registered on the database?
2022/12/07, 12:05 - Bomkazi Nzima: Yes
2022/12/07, 12:06 - Isaac - Delta BEC: 2.17
                                             Are the data capturers going through the
applications to ensure that they are complete?
2022/12/07, 12:07 - Bomkazi Nzima: Yes
```

2022/12/07, 12:08 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/07, 12:11 - Bomkazi Nzima: Thumbprint is not here but the applicants have signed where signature is needed

2022/12/07, 12:12 - Isaac - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/07, 12:12 - Bomkazi Nzima: Yes

2022/12/07, 12:13 - Isaac - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/07, 12:14 - Bomkazi Nzima: Yes

2022/12/07, 12:14 - Isaac - Delta BEC: May I have a picture?

2022/12/07, 12:15 - Bomkazi Nzima: IMG-20221207-WA0030.jpg (file attached)

2022/12/07, 12:16 - Isaac - Delta BEC: 2.21 Are data capturers competing the first part of the fishers application forms?

2022/12/07, 12:16 - Bomkazi Nzima: No

2022/12/07, 12:17 - Isaac - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/07, 12:17 - Bomkazi Nzima: Yes

2022/12/07, 12:18 - Isaac - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/07, 12:19 - Bomkazi Nzima: Yes

2022/12/07, 12:20 - Isaac - Delta BEC: May I get a picture?

2022/12/07, 12:22 - Bomkazi Nzima: IMG-20221207-WA0031.jpg (file attached)

2022/12/07, 12:23 - Isaac - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/07, 12:23 - Bomkazi Nzima: Yes

2022/12/07, 16:06 - Isaac - Delta BEC: Did the venue close at 16:00?

2022/12/07, 16:17 - Bomkazi Nzima: Yes

2022/12/07, 16:32 - Isaac - Delta BEC: Thanks for your assistance @27719521516

2022/12/07, 16:49 - Bomkazi Nzima: Welcome

7.4 ISSUES RAISED

Table 7-4: Distribution -Data collected

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
No thumbprint. DFFE observer noted that nobody required a thumbprint pad as everyone could sign.	N/A

8 VERIFICATION

8.1 OVERVIEW

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

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

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

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

8.2 OBSERVER FORUM INVOLVEMENT

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

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

8.3 ASSESSMENT TEAM

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

Table 8-1: Verification-Overview

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

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 8-1: Verification - Criteria to be met

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

DATE	ТЕАМ	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?
		ZUKISWA MNGQOLO							
08-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
09-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
10-FEB-23	TEAM 1A	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES
	TEAM 1B	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES

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

Table 8-2: Comments and Issues

#	DATE	TEAM	COMMENTS/ISSUES
01	25 JAN 2023	TEAM 1, 2, 3	 The team did not get through the 50 pilot applications as planned. Going through the applications took a lot longer than expected and the team only got through 4.
			The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a documented by DFFE.
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 1A	No FCDW present
05	06 FEB 2023	TEAM 1B	No FCDW present
06	07 FEB 2023	TEAM 1A	No FCDW present
07	07 FEB 2023	TEAM 1B	No FCDW present
08	08 FEB 2023	TEAM 1A	No FCDW present
08	08 FEB 2023	TEAM 1B	No FCDW present
09	09 FEB 2023	TEAM 1A	No FCDW present
10	09 FEB 2023	TEAM 1B	No FCDW present
11	10 FEB 2023	TEAM 1A	No FCDW present
12	10 FEB 2023	TEAM 1B	No FCDW present

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

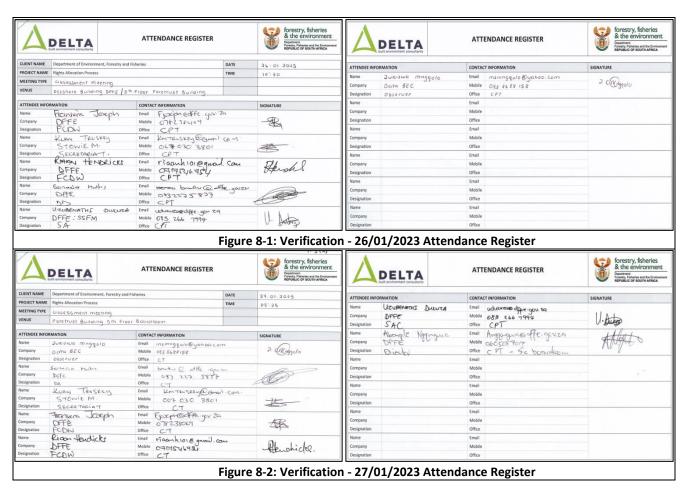




Figure 8-3: Verification - 30/01/2023 Team 1A Attendance Register



Figure 8-4: Verification - 30/01/2023 Team 1B Attendance Register



P22080_REPORTS_02_18_REV 00 - YZERFONTEIN AREA 18



Figure 8-8: Verification - 01/02/2023 Team 1B Attendance Register



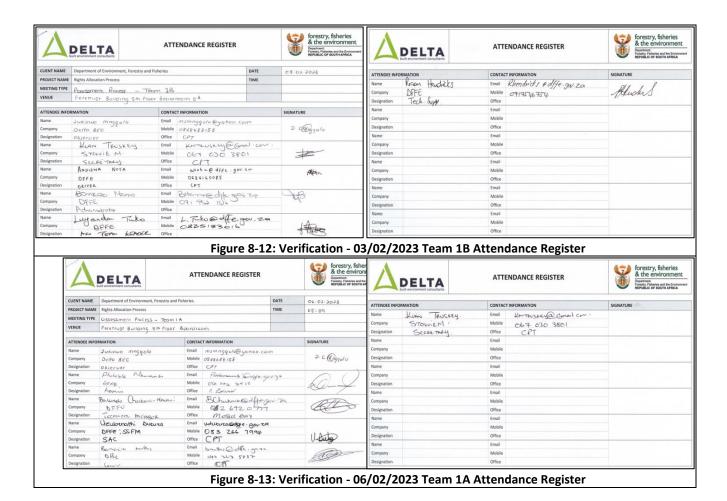




Figure 8-14: Verification - 06/02/2023 Team 1B Attendance Register



Figure 8-15: Verification - 07/02/2023 Team 1A Attendance Register

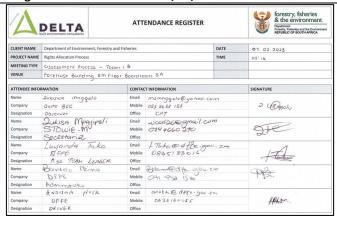


Figure 8-16: Verification - 07/02/2023 Team 1B Attendance Register

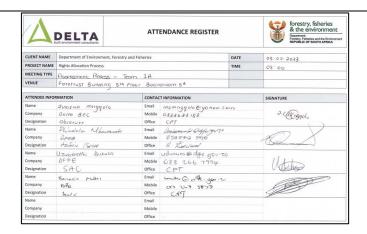


Figure 8-17: Verification - 08/02/2023 Team 1A Attendance Register

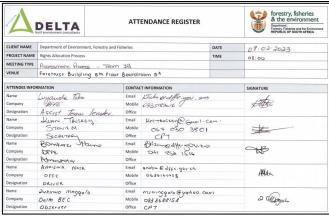


Figure 8-18: Verification - 08/02/2023 Team 1B Attendance Register



Figure 8-19: Verification - 09/02/2023 Team 1A Attendance Register

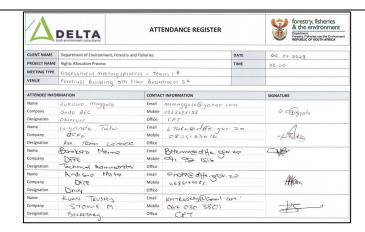


Figure 8-20: Verification - 09/02/2023 Team 1B Attendance Register



Figure 8-21: Verification - 10/02/2023 Team 1A Attendance Register

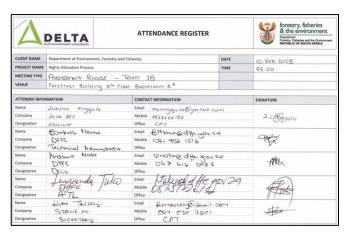


Figure 8-22: Verification - 10/02/2023 Team 1B Attendance Register

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 Friday's the teams had not completed enough application to warrant the quality control team meeting. The team only met on the third Friday (10/02/2023)

8.4.1 QUALITY CONTROL TEAM

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

Table 8-4: Verification-Overview

Table 6-4. Verification Overview				
ITEM	DESCRIPTION			
Region	WC/SC/CBD/SCC			
Actual Start Date	25 January 2023			
End Date	Delta BEC's appointment ends on 10 February 2023. The DFFE will continue with the verification process along with Stowie-M.			
Observer	Fritz Swanepoel - Delta BEC			

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

	Table 6-5. Verification Quality Control effects to be firet									
DATE	TEAM	OBSERVER	*ATTENDANCE	IS THE QUALITY	HOW MANY	HOW MANY OF THE	IS THE QUALITY	WHERE THE	IS THE QUALITY	IS THE REASONING
				CONTROL TEAM	APPLICATIONS HAS	APPLICATIONS HAS	CONTROL TEAM	QUALITY CONTROL	CONTROL TEAM	FOR WHY
				CHECKING A SMALL	THE QUALITY	THE QUALITY	PROVIDING FINAL	TEAMS DECISION	COMPILING A FINAL	APPLICANTS ARE
				SAMPLE OF THE	CONTROL TEAM	CONTROL TEAM	DECISIONS ON THE	DIFFERS FROM	LIST OF	UNSUCCESSFUL
				APPLICATIONS	BEEN GIVEN TO	MADE FINAL	APPLICATIONS	THAT OF THE	"SUCCESSFUL"	BEING COMPILED
				PROVIDED BY THE	MAKE FINAL	DECISIONS ON?	THAT THEY HAVE	ASSESSMENT TEAM,	APPLICANTS?	AND STORED?
				ASSESSMENT	DECISIONS ON?		BEEN GIVEN?	HAS THE QUALITY		
				TEAM?				CONTROL TEAM		
								PROVIDED A		
								DETAILED		
								EXPLANATION?		
25-JAN-23	TEAMS: 1, 2,	FRITZ	NO	V56			NO	No	No	VEC
	3	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 thought the applications, provided their comment, and them sent it back to the assessment teams to assess again.

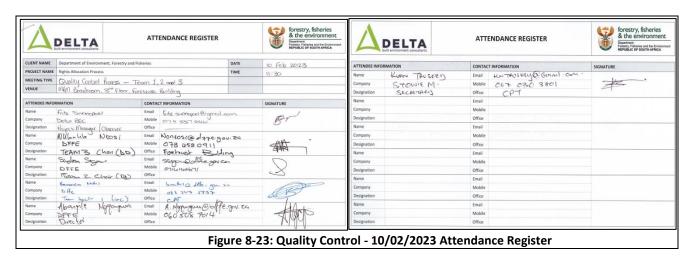
8.4.3 DATA COLLECTED:

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.