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 22
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	100%
RECEIPTING COMPLIANCE RATING	77%
VERIFICATION COMPLIANCE RATING	100%
AVERAGE COMPLIANCE RATING	89%

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.

ITEM	DESCRIPTION		
Venue	Redhill Community Centre		
Planned Start Date	12 September 2022		
Actual Start date	13 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-20220913-WA0019 Redhill Community Center".		
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.		

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

3.2 CRITERIA TO BE MET TO BE SUCCESSFUL

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

3.2.1 POSTER

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

#	CRITERIA TO BE MET	YES/NO			
1	Have posters been designed with the following information:		PUBLIC NOTICE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT ROLLING OUT WESTERN CAPE SMALL- SCALE FISHERIES VERIFICATION, REGISTRATION, DECLARATION, AND RIGHTS ALLOCATION		
1.1	 Visitation schedule 	Yes	The Department of Forestry, Failwrise and the Environment (DFFE) is in the process of rolling out the new verification, registration, declaration, and rights allocation process for the anal-scale failure in the Western Cape. The process will only to open to the community members who participated in the initial process in a 70 K. The declaration and verification groupsess, injuries of the process of rolling counted to the declaration and verification process for community of countertation in the open process.		
1.2	 Location of the venues 	Yes	to on the ingestration and vertication processes if a community members are unables attend these meetings, as per the schedule, valid reasons include as an example a medical emergency or the death of an immediate family member. Training' or italized to their burners will not be regarded as valid reasons for not attending the meetings. Community members multicative DFF plot to the meeting, on the number provided tooks, burnary the automation of a proxy letter. A template of the proxy letter can be retineved toom the manest Fraheries Compliance Offices of the DFFP. Nets on the vertication process • Vertication forms are not for sale. • Early vertication forms are not for sale. • Community members will be required to the distribution eventses. • Community members will be retrication forms are not sale. • Community members will be retrication forms are not a long of the same vertication forms. • Community members will be retrication forms are not sale. • Community members will be retrication forms are not sale.		
1.3	 Dates and times for distribution and receipting 	Yes	CAPE METHIO REGION CAPE METHIO REGION CAPE METHIO REGION Colspan="2">Comparison Statustica Sciences Action Action Sciences Action Action Sciences Action Ac		
1.4	 Documents required for registration 	Yes	Hanover Park Community Caritre 12 September 2022 27 September 2022 1 November 2022 0 92:0-16:00 Strandfordein Weströgia Church Hall 12 September 2022 27 September 2022 1 November 2022 0 95:0-16:00 Mitchaffyr Parin Refraut Hall 12 September 2022 28 September 2022 2 November 2022 0 95:0-16:00 Bisenberg Launoffr Hill 12 September 2022 28 September 2022 2 November 2022 0 95:0-16:00 Grassy Park Launoffr Hill / Rondviel 12 September 2022 2 November 2022 0 95:0-16:00 Wygrond Green Church 12 September 2022 28 September 2022 2 November 2022 0 95:0-16:00 Wygrond Green Church 12 September 2022 28 September 2022 2 November 2022 0 95:0-16:00 Hangberg Toko EBy Hangberg Chic Centre 12 September 2022 28 September 2022 2 November 2022 0 95:0-16:00 Imizamo YMM Dilo kolomi 12 September 2022 28 September 2022 2 November 2022 0 95:0-16:00		
1.5	• That forms are free	Yes	Kilk Big Hely Trilly Clutch 12 Bigelander 2022 29 Bigelander 2022 3 November 2022 400-616.00 Kilk Big Hely Trilly Clutch 12 Bigelander 2022 29 Bigelander 2022 3 November 2022 400-616.00 Ocan Yee Hely Trilly Clutch 12 Bigelander 2022 29 Bigelander 2022 3 November 2022 400-616.00 Ocan Yee Hely Trilly Clutch 12 Bigelander 2022 29 Bigelander 2022 3 November 2022 400-616.00 Macestaw Rasses Hall 12 Bigelander 2022 39 Bigelander 2022 4 November 2022 690-616.00 Macestaw Rasses Hall 12 Bigelander 2022 30 Bigelander 2022 4 November 2022 690-616.00 Str Lewry's Pass Library 12 Bigelander 2022 30 Bigelander 2022 4 November 2022 690-616.00 Str Lewry's Pass Library Macestaw 12 Bigelander 2022 30 Bigelander 2022 4 November 2022 690-616.00 Board Drabuderg School 12 Bigelander 2022 30 Bigelander 2022 4 November 2022 690-616.00 Board Macestaw Concenter, Concenter, Pister 200 90-616.00 12 Bigelander 2022 0.60-616.00		

#	CRITERIA TO BE MET	YES/NO	
2	Were the posters put up at the venue and other locations as stated?	N/A	First image was supplied retrospectively by DFFE and has been placed here under the assumption that they have supplied the correct image
3	Were 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.

	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.

	CRITERIA TO BE MET	YES/NO
1	Radio broadcast communicated the following:	
1.1	Visitation schedule	No
1.2	Location of the venues	No
1.3	• Dates and times for distribution and receipting	No
1.4	 Documents required for registration 	No
1.5	That forms are free	No
2	Was a copy of the broadcast message provided?	No
3	Was a letter from the radio station provided stating the dates the message aired?	No
4	Is there correspondence from DFFE to the radio stations?	No

3.3 DATA COLLECTED:

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

Table 3-5: Mobilisation - Data collected

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

3.3.1 OBSERVER FORUM FEEDBACK FORMS

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

3.3.2 LETTERS FROM VARIOUS SERVICE PROVIDERS

Delta BEC requested the DFFE to submit letters from the service providers of the radio station and the SMS broadcasting; these letters will serve as proof of services rendered in a certain area on a certain date and convey the relevant information. This would assist DFFE in providing evidence that protocol was followed, as the observer forum was not established by the time these services were to be rendered.

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

4 **DISTRIBUTION**

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

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

4.1 OVERVIEW

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

ITEM	DESCRIPTION
Venue	Redhill Library
Planned Start Date	29/09/2022
Actual Start Date	29/09/2022
Data collector	Marion Marole – Observer Forum
Effect on applicants	The project is on track to be completed as committed by the department
Additional Comments	The venue was advertised as the Red Hill Community Centre, but on the day of distribution DFFE noted that the venue is the Red Hill Library

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

4.2 CRITERIA TO BE MET FOR DISTRIBUTION TO BE SUCCESSFUL

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

#	le 4-2: Distribution CRITERIA TO	WHATSAPP	
#	BE MET	EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	
2	Did the venue open on time?	Yes	See above item 1
3	Has an attendance register been signed by all parties including the observer forum?	Yes	SFRICHTS ALLOCATIONS DEFINITIONAL CREATER TENDANCE REGISTR TENDANCE REGISTR TO HILL US AT STATE NAME 2010/10/2022 DIFFE SFM USAT NAME 2010/10/2020 DIFFE SFM USAT NAME 20
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes	

Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	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	

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the Red Hill Library 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, 14:42 - 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, 14:42 - Isaac created group "Redhill Comm Centre OF"

2022/09/23, 14:42 - Isaac added you

2022/09/27, 09:07 - Isaac added Bridgette Oppelt

2022/09/27, 15:59 - Isaac added +27 71 414 0671

2022/09/29, 03:52 - Bridgette Oppelt: I will not be observing but you may add Marion when you pick her up

2022/09/29, 07:41 - +27 71 414 0671: The team will not be able to go pick her up from home. We might need to get an official to Observe in that area.

2022/09/29, 07:50 - Bridgette Oppelt: Ok

2022/09/29, 07:51 - Bridgette Oppelt: Then please keep this info confidential as you know the ppl eyes is on the department

2022/09/29, 08:28 - Isaac: Good Morning, this group will be used for communication regarding this venue (Name of the group) 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.

2022/09/29, 10:04 - Desire - Deltz BEC: Isaac please advise whose observing as per Sindisa

2022/09/29, 10:08 - Desire - Deltz BEC: Sindisa just informed me that they went to pick her up.

2022/09/29, 10:09 - Bridgette Oppelt: That will be Marion from MPFF

2022/09/29, 10:09 - Fritz - Delta BEC: @27732056789 Please could you send her number on this group for Isaac to add.

2022/09/29, 10:11 - Bridgette Oppelt: Des Marole.vcf (file attached)

2022/09/29, 11:21 - Fritz - Delta BEC added +27 79 310 2649

2022/09/29, 11:22 - Fritz - Delta BEC: Hi Dezire, Marion is at Redhill, please commence with the checklist.

```
2022/09/29, 11:27 - Desire - Deltz BEC: 👍 👍
2022/09/29, 11:27 - Bridgette Oppelt: 😁
2022/09/29, 11:27 - Desire - Deltz BEC: Good Marion, this group will be used for
communication regarding this venue (Name of the group) 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.
2022/09/29, 11:30 - +27 79 310 2649: Ok 🐴
2022/09/29, 11:30 - Desire - Deltz BEC: Marion, please inform us if you at the venue and
time it was opened?
2022/09/29, 11:31 - +27 79 310 2649: No
2022/09/29, 11:32 - Desire - Deltz BEC: What time was it opened?
2022/09/29, 11:33 - +27 79 310 2649: IMG-20220929-WA0034.jpg (file attached)
2022/09/29, 11:33 - +27 79 310 2649: IMG-20220929-WA0035.jpg (file attached)
2022/09/29, 11:34 - +27 79 310 2649: I was picked up late it opened at 9
2022/09/29, 11:36 - Desire - Deltz BEC: Is the Government officials there? Yes or no
2022/09/29, 11:36 - +27 79 310 2649: Yes
2022/09/29, 11:37 - Desire - Deltz BEC: Is everyone including yourself signed the
attendance register ? Yes or no
2022/09/29, 11:37 - +27 79 310 2649: Yes
2022/09/29, 11:40 - Desire - Deltz BEC: On the date of verification form collection, did
the DFFE members explain to fishers that forms can be filled on the day of verification?
Yes or no
2022/09/29, 11:41 - +27 79 310 2649: Yes
2022/09/29, 11:43 - Desire - Deltz BEC: Sent me pictures of the attendance register
2022/09/29, 11:51 - +27 79 310 2649: IMG-20220929-WA0039.jpg (file attached)
2022/09/29, 11:51 - +27 79 310 2649: IMG-20220929-WA0040.jpg (file attached)
2022/09/29, 11:53 - Desire - Deltz BEC: Is the Government officials explaining how to
complete the forms? Yes or no
2022/09/29, 11:54 - +27 79 310 2649: Yes
2022/09/29, 12:53 - Desire - Deltz BEC: On the date of verification form collection, did
the DFFE members explain to fishers that forms can be filled on the day of verification?
```

Yes or no

2022/09/29, 12:56 - +27 79 310 2649: yes

2022/09/29, 12:57 - +27 79 310 2649: IMG-20220929-WA0045.jpg (file attached)

2022/09/29, 12:57 - +27 79 310 2649: IMG-20220929-WA0046.jpg (file attached)

2022/09/29, 13:27 - Desire - Deltz BEC: Is there additional information you like to bring to our attention?

2022/09/29, 13:27 - +27 79 310 2649: No

2022/09/29, 16:18 - +27 79 310 2649: Redhill closed

2022/09/29, 16:18 - Fritz - Delta BEC: Thanks Marion

2022/09/29, 16:20 - +27 79 310 2649: Pleasure 👍 🙏

2022/09/29, 16:20 - Fritz - Delta BEC: If we arranged a lift, would you be able to assist in Stand tomorrow?

2022/09/29, 16:21 - +27 79 310 2649: Yes sure 🐴

2022/09/29, 16:22 - Fritz - Delta BEC: *Strand

2022/09/29, 16:22 - Bridgette Oppelt: From mplain pls Fritz they can take Baden Powell from Marion it is also easy

2022/09/29, 16:22 - Fritz - Delta BEC: Noted

2022/09/29, 16:27 - Bridgette Oppelt: Maybe I can do kleinmond

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

4.4 ISSUES RAISED

The table below is included to highlight any specific issued raised by the observer during this process. No issues were identified to be raised.

5 CATCH-ALL DISTRIBUTION

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

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

5.1 OVERVIEW

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

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

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

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

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

#	CRITERIA TO BE MET	on -Criteria to b 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	

Table 5-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
4	On the date of verification form collection, did the DFFE members explain to fishers how to fill in the forms?	Yes	
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 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, 08:49 - 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, 08:49 - You created group "Fortrust Building"

2022/10/17, 08:56 - Zukiswa - Delta BEC: Good Morning *Grace*, this group will be used for communication regarding this venue *Fortrust Building*, 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.

2022/10/17, 08:56 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/17, 08:58 - Grace Millicent joined using your invite

2022/10/17, 09:15 - Fritz - Delta BEC: Please give Grace a call, or go to where the process is to see if she is there

2022/10/17, 09:16 - Zukiswa - Delta BEC: Grace was here by us at 6th floor... she will respond. I did call her

2022/10/17, 09:20 - Grace Millicent: Good day Fritz I am here

2022/10/17, 09:21 - Grace Millicent: I was on 3rd and 6th floor.

2022/10/17, 09:21 - Zukiswa - Delta BEC: Good Morning *Grace*, this group will be used for communication regarding this venue *Fortrust Building*, 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.

2022/10/17, 09:21 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/17, 09:22 - Grace Millicent: Yes

2022/10/17, 09:26 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 09:52 - Grace Millicent: IMG-20221017-WA0001.jpg (file attached)

2022/10/17, 09:52 - Grace Millicent: IMG-20221017-WA0003.jpg (file attached)

2022/10/17, 09:53 - Grace Millicent: I don't get signal inside

2022/10/17, 10:06 - Grace Millicent: IMG-20221017-WA0005.jpg (file attached)

2022/10/17, 10:07 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 10:08 - Grace Millicent: No

2022/10/17, 10:10 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/17, 10:11 - Grace Millicent: Yes

2022/10/17, 10:13 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 10:16 - Grace Millicent: IMG-20221017-WA0006.jpg (file attached)

2022/10/17, 10:16 - Grace Millicent: IMG-20221017-WA0007.jpg (file attached)

2022/10/17, 10:21 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 10:23 - Grace Millicent: No

2022/10/17, 10:34 - Zukiswa - Delta BEC: Did the process commence on time? Yes or No

2022/10/17, 10:36 - Grace Millicent: Yes

2022/10/17, 10:36 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 10:37 - Grace Millicent: IMG-20221017-WA0008.jpg (file attached)

2022/10/17, 10:41 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 10:45 - Grace Millicent: No

2022/10/17, 10:56 - Zukiswa - Delta BEC: Has the attendance register been signed by all parties including the observer forum? Yes or No

2022/10/17, 10:58 - Grace Millicent: Yes

2022/10/17, 11:12 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0009.jpg (file attached)

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0012.jpg (file attached)

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0010.jpg (file attached)

2022/10/17, 11:22 - Grace Millicent: IMG-20221017-WA0011.jpg (file attached)

2022/10/17, 11:24 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 11:24 - Grace Millicent: No

2022/10/17, 11:31 - 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

2022/10/17, 11:32 - Grace Millicent: No

2022/10/17, 12:27 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:02 - Grace Millicent: This message was deleted

2022/10/17, 13:03 - Grace Millicent: This message was deleted

2022/10/17, 13:23 - Grace Millicent: Everyone that applied are not on this list that I send. Successful and unsuccessful. But those that applied came and fetch a form.

2022/10/17, 13:38 - 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

2022/10/17, 13:39 - Grace Millicent: IMG-20221017-WA0012.jpg (file attached)

2022/10/17, 13:39 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:40 - Zukiswa - Delta BEC: Yes or No

2022/10/17, 13:43 - Grace Millicent: Yes

2022/10/17, 13:43 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 13:44 - Grace Millicent: No

2022/10/17, 13:47 - 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

2022/10/17, 13:48 - Grace Millicent: Yes

2022/10/17, 13:48 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:49 - Grace Millicent: IMG-20221017-WA0014.jpg (file attached)

2022/10/17, 13:49 - Grace Millicent: IMG-20221017-WA0015.jpg (file attached)

2022/10/17, 13:50 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 13:50 - Grace Millicent: No

2022/10/17, 13:53 - 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

2022/10/17, 13:53 - Grace Millicent: Yes

2022/10/17, 13:53 - Zukiswa - Delta BEC: Please send a photo

2022/10/17, 13:55 - Grace Millicent: IMG-20221017-WA0016.jpg (file attached)

2022/10/17, 13:55 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/17, 13:55 - Grace Millicent: No

2022/10/17, 13:58 - Zukiswa - Delta BEC: IMG-20221007-WA0115.jpg (file attached)

Hi Grace if there are any changes throughout the day, kindly inform us

2022/10/17, 13:59 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

2022/10/17, 14:05 - Grace Millicent: 👍

6 MOBILISATION FOR RECEIPTING

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

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

6.1 **OVERVIEW**

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

ITEM	DESCRIPTION
Venue	Red Hill Library
Date new poster was put up	25/11/2022
Original Planned Start Date	03/11/2022
Updated Planned Start Date	08/12/2022

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

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. Error! Reference source not found. shows the digital poster, whereas Figure 6-2 shows the physical poster in the areas.

	CAPE METRO)			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	Manager	Carrel Fallh Miniae Church	07 December 2022	09:00-16:00
Crossroads				Vrygrond	Gospel Faith Mission Church	U/ December 2022	07:00-16:00
Nyanga				Hangberg - Hout Bay	Hangberg Multipurpose	09 December 2022	09:00-16:00
Philippi					Centre		
Khayelitsha	Eyethu Community Hall	06 December 2022	09:00-16:00	Imizamo Yethu - Hout Bay	Iziko Lobomi	07 December 2022	09:00-16:00
Langa	Phandulwazi Hall	05 December 2022	09:00-16:00				
Brackenfell	Bellville Civic Centre	07 December 2022	09:00-16:00	Kalk Bay	Holy Trinity Church	08 December 2022	09:00-16:00
Kraaifontein				Masiphumelele	Öcean View Multipurpose	06 December 2022	09:00-16:0
Belhar				Ocean View	Centre		
Delft Hanover Park	Hanover Park Community	05 December 2022	09:00-16:00	Red Hill	Redhill Library	08 December 2022	09:00-16:00
nunoverruik	Centre	00 000011001 2022	07.00-10.00	Sir Lowry's Pass	Sir Lowry's Pass Library	08 December 2022	09:00-16:0
Strandfontein	Church of Nazerene Hall	05 December 2022	09:00-16:00	Macassar	Macassar Community Hall	08 December 2022	09:00-16:00
Mitchell's Plain				Gordon's Bay	VGK Die Strand	08 December 2022	09:00-16:00
Retreat	Sharon Assembly Hall	06 December 2022	09:00-16:00	Strand			
Steenberg				Silunu			
Lavender Hill / Rondevelei							
Grassy Park	Harmony Hall	09 December 2022	09:00-16:00				

Figure 6-1: Mobilisation for Receipting – New poster

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Philippi Khayeltaha			
Kheyeltana Langa	Eyethu Community Hall Pherotulwazi Hall	96 December 3322	09.00-18
Brackerfel	Proprieta and the second	46 December 2022	08:00 - 16
Krasfortain	Bellville Divic Centre		
Befur Deft	Contrast Contrast	67 December 2022	08:00 - 18
Just National Park	The second s		
Drandfurtain	Hanover Park Community Centre	05 December 2022	09:00 - 18
Mitchel's Plain	Church of Nazarana Hall	05 December 2022	09:00 - 18:
Renat			10.05-10
Baesberg Lavender HII / Rondenana	Sharon Assembly Hall	95 December 2022	
Oranay Park	Minute Provide State		09:00-10:00
wyprint	Harmony Rall Gospel Falth Meason Church	09 December 2022	29.00 - 18
Hangberg - Hout Bay	Hangterg Multipurpose Centre	67 December 2522	08:00 - 161
Instance Yethu - Houl Bey Kalk Bey	latiko Lofoomi	00 December 2022 07 December 2022	09:00-161
Matiphonialais	Hely Trinity Church	08 December 2022	00:00 - 161
Ocean View	Oceah View Multipurpose Centre		09.00 - 18.0
Red HD	Radvil Library	06 December 2022	DR:00-16.0
Sir Lowry's Pana	Sir Lowry's Pass Library		00.00 - 18.0
Gordon's Bay	Macassar Continuity Hall	08 December 2022	09:00-18:0
Strand			09:00 - 16:0
		98 December 2022	89:00 - 14:0
For more information, please contain	Er Lowry's Pass Library Mecesar Constantly Half VOK Ole Strand	00 December 2022 06 December 2022 09 December 2022 08 December 2022	09.00 09.00 09.00

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.

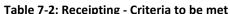
Table 7-1: Receipting - Planned start vs Actual start

ITEM	DESCRIPTION
Venue	Red Hill Library
Original Planned Start Date	03/11/2022
Updated Planned Start Date	08/12/2022
Actual Start Date	08/12/2022
Data collector	Zodidi – DFFE
	The scheduled observer cancelled on the day of receipting.
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.
	The DFFE observer noted that there connection issues that affected the feedback given via WhatsApp.

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.

#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	teria to be met PHOTO EVIDENCE
1	Was the venue opened at 08:30?	No	Venue opened at 09:30
2	Is there an attendance register for the DFFE team and observer forum?	Yes	<image/>
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2



#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	PHOTO EVIDENCE	
4	Is there an attendance register for the fishers to sign?	Yes	Bandardi Manual Manual Manuality Bandardi Manuality Bandardi Bandardi <thbandardi< th=""> <thbandardi< th=""> <th< td=""></th<></thbandardi<></thbandardi<>	
5	Are there electronic and paper copies of the registered fishers?	Yes		
6	Is there an electronic checklist?	Not anwere d	N/A	
7	Is there a stamp pad for complete or incomplete forms?	Yes	N/A	
8	Are there receipt books?	Yes	N/A	

#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	PHOTO EVIDENCE
9	Are there laptops set up?	Yes	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	No	N/A
11	Is there a video camera set up?	Yes	N/A
12	Are there clearly labelled boxes for storing the applications?	Yes	N/A

#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	PHOTO EVIDENCE
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

#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	PHOTO EVIDENCE
16	Are fishers' forms being marked with a big "R" if they are registered on the database?	Yes	N/A
17	Are the data capturers going through the applications to ensure that they are complete?	Yes	
18	Are the data capturers adding a thumbprint where applicants have not signed?	Yes	N/A

#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	PHOTO EVIDENCE
19	Are the data capturers filling in the electronic checklist?	Yes	<image/>
20	Are the data capturers stamping either "COMPLETE" or "INCOMPLET E" on fishers' forms after checking them?	Yes	N/A
21	Are data capturers completing the first part of the fisher's application forms?	Yes	N/A

#	CRITERIA TO BE MET	WHATS APP EVIDEN CE (YES/N O)	PHOTO EVIDENCE
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	N/A
23	Are the data capturers stapling all the fisher's documentati on?	Yes	N/A
24	Are the data capturers placing the stapled documentati on in the labelled box next to them?	Yes	N/A
25	Are there Stowie-M and DFFE team leaders assisting and explaining to the fishers how the process work and facilitating any questions?	Yes	N/A
26	Did the venue close at 16:00?	Yes	N/A

7.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for Red Hill Library 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

2022/11/30, 10:14 - 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, 10:14 - You created group "Red Hill Receipting"

2022/12/08, 08:24 - Fritz - Delta BEC: Good morning, Team

This venue doesn't have an OF member, she confirmed his cancelation. @27714140671 can you please allocate us with a DFFE member that can help us today. Thanks in advance.

Kind regards

2022/12/08, 09:08 - Sindisa: Zodidi.vcf (file attached)

2022/12/08, 09:11 - You added Zodidi

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

2022/12/08, 09:18 - Zodidi: Morning team

2022/12/08, 09:19 - Dezire - Deltz BEC: Thanks for acknowledging

2022/12/08, 09:19 - Dezire - Deltz BEC: I will now start to ask the questions

2022/12/08, 09:19 - Dezire - Deltz BEC: Is the venue opened at 08:30?

2022/12/08, 09:33 - Dezire - Deltz BEC: @27633450844 Can you answer the question so we can conclude faster

2022/12/08, 10:28 - Fritz - Delta BEC: HI Zodidi, please can you assist with the posted questions.

2022/12/08, 11:23 - Dezire - Deltz BEC: @27762090286 Please follow up for me

2022/12/08, 12:20 - Fritz - Delta BEC: Hi Zodidi, We have been informed that there is struggling with reception at Redhill. I will post all the questions below. Should you receive it please see those that require photo proof to take pictures in the meantime and then answer the questions when signal is restored/better location.

2022/12/08, 12:20 - Fritz - Delta BEC: This message was deleted

2022/12/08, 12:20 - Fritz - Delta BEC: This n	nessage was deleted
2022/12/08, 12:20 - Fritz - Delta BEC: 2.1 photo please	Was the venue opened at 08:30? - Include
2022/12/08, 12:20 - Fritz - Delta BEC: 2.2 team and observer forum? - Include photo	Is there an attendance register for the DFFE please
2022/12/08, 12:21 - Fritz - Delta BEC: 2.3 (Send a Photo of the register you signed) - I	Have you signed the attendance register? nclude photo please
2022/12/08, 12:21 - Fritz - Delta BEC: 2.4 fishers to sign? - Include photo please	Is there an attendance register for the
2022/12/08, 12:21 - Fritz - Delta BEC: 2.5 the registered fishers?	Are there electronic and paper copies of
2022/12/08, 12:21 - Fritz - Delta BEC: 2.6	Is there an electronic checklist?
2022/12/08, 12:21 - Fritz - Delta BEC: 2.7 incomplete forms? - Include photo please	Is there a stamp pad for complete or
2022/12/08, 12:21 - Fritz - Delta BEC: 2.8 please	Are there receipt books? - Include photo
2022/12/08, 12:21 - Fritz - Delta BEC: 2.9	Are there laptops set up?
2022/12/08, 12:21 - Fritz - Delta BEC: 2.10 (Ask the laptop operator to open google) - I	Do the laptops have internet connection? Include photo please
2022/12/08, 12:21 - Fritz - Delta BEC: 2.11 photo please	Is there a video camera set up? - Include
2022/12/08, 12:21 - Fritz - Delta BEC: 2.12 the applications? - Include photo please	Are there clearly labelled boxes for storing
2022/12/08, 12:21 - Fritz - Delta BEC: 2.13 the procedure of the day to the fishers? - Ir	Has the service service provider explained nclude photo please
2022/12/08, 12:21 - Fritz - Delta BEC: 2.14 - Include photo please	Are fishers being guided to data capturers?
2022/12/08, 12:21 - Fritz - Delta BEC: 2.15	Are the data capturrers friendly?
2022/12/08, 12:21 - Fritz - Delta BEC: 2.16 "R" if they are registered on the database?	Are fishers forms being marked with a big - Include photo please
2022/12/08, 12:21 - Fritz - Delta BEC: 2.17 applications to ensure that they are comple	Are the data capturers going through the ete?
2022/12/08, 12:21 - Fritz - Delta BEC: 2.18 where applicants have not signed? - Include	Are the data capturers adding a thumbprint e photo please

2022/12/08, 12:21 - Fritz - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/08, 12:21 - Fritz - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it? - Include photo please

2022/12/08, 12:21 - Fritz - Delta BEC: 2.21 Are data capturers completing the first part of the fishers application forms? - Include photo please

2022/12/08, 12:21 - Fritz - Delta BEC: 2.22 Are fishers being issued with receipts? Interimly check that the receipt number matches the one on their form. - Include photo please

2022/12/08, 12:22 - Fritz - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation? - Include photo please

2022/12/08, 12:22 - Fritz - Delta BEC: 2.24 Are the data capturers placing the stapled documentation in the labelled box next to them? - Include photo please

2022/12/08, 12:22 - Fritz - Delta BEC: 2.25 Did the venue close at 16:00? - Include photo please

2022/12/08, 13:23 - Dezire - Deltz BEC: @27633450844 With each response send us supporting pictures

2022/12/08, 16:30 - Zodidi: The venue opened at 09:30 as per the regions time table

2022/12/08, 16:30 - Zodidi: Actually the Library opens at 09:30

2022/12/08, 16:43 - Zodidi: IMG-20221208-WA0097.jpg (file attached)

2022/12/08, 16:43 - Zodidi: IMG-20221208-WA0098.jpg (file attached)

Our venue opened at 09:30 since this the standard time of opening the Redhill library

2022/12/08, 17:03 - Dezire - Deltz BEC: Did the venue close now at 16:00? Yes or No

2022/12/08, 17:04 - Zodidi: No

2022/12/08, 17:06 - Dezire - Deltz BEC: Give me the time it dir please

2022/12/08, 17:08 - Zodidi: IMG-20221208-WA0099.jpg (file attached)

16:15Pm

2022/12/09, 06:12 - Zodidi: IMG-20221209-WA0002.jpg (file attached)

Yes there was a register for DFFE officials

2022/12/09, 06:13 - Zodidi: IMG-20221209-WA0002.jpg (file attached)

Yes

2022/12/09, 06:13 - Zodidi: IMG-20221209-WA0003.jpg (file attached)

Yes

2022/12/09, 06:13 - Zodidi: IMG-20221209-WA0004.jpg (file attached)

2022/12/09, 06:13 - Zodidi: IMG-20221209-WA0005.jpg (file attached)

2022/12/09, 06:13 - Zodidi: IMG-20221209-WA0006.jpg (file attached)

2022/12/09, 06:13 - Zodidi: Yes

2022/12/09, 08:30 - Dezire - Deltz BEC: Morning @27714140671 @27762090286 @27633450844 out of 25 questions only 7 answered. The supporting pictures not send in some cases and communication breakdown hence reporting will be incomplete. This is just a update. You all have a nice day

2022/12/09, 08:43 - Zodidi: Yes there was a stamp pad

2022/12/09, 08:45 - Dezire - Deltz BEC: Send supporting pictures

2022/12/09, 08:46 - Zodidi: Yes, there were receipt issued to each & every fisher man submitting their applications

2022/12/09, 08:47 - Dezire - Deltz BEC: After each response there must be a supporting picture

2022/12/09, 08:48 - Zodidi: IMG-20221209-WA0008.jpg (file attached)

Yes each & every capture had a laptop

2022/12/09, 08:48 - Zodidi: IMG-20221209-WA0009.jpg (file attached)

2022/12/09, 08:50 - Zodidi: Unfortunately we had no internet connection at Redhill the whole day. So applications were receipted without being captured & were captured once the captures got into the Office.

2022/12/09, 08:56 - Zodidi: Yes there was a video camera setup from 09:30 until 12:PM. Then from 12:PM there was Loadshedding.

2022/12/09, 08:58 - Zodidi: Yes there were boxes for storing the applications but they were not labeled .

2022/12/09, 09:00 - Dezire - Deltz BEC: Sent supporting picture of camera setup and boxes marked

2022/12/09, 09:01 - Zodidi: IMG-20221209-WA0012.jpg (file attached)

Yes the process was explained by the service provider

2022/12/09, 09:01 - Zodidi: IMG-20221209-WA0009.jpg (file attached)

2022/12/09, 09:16 - Zodidi: IMG-20221209-WA0017.jpg (file attached)

Yes they were guided

2022/12/09, 09:17 - Zodidi: IMG-20221209-WA0009.jpg (file attached)

Yes they are

2022/12/09, 09:18 - Zodidi: Yes they were marked R for those fishers which are registered

2022/12/09, 09:19 - Zodidi: IMG-20221209-WA0020.jpg (file attached)

Yes they were going through the applications

2022/12/09, 09:20 - Zodidi: We dd not have an applicant who could not insert his signature at Redhill

2022/12/09, 09:21 - Zodidi: IMG-20221209-WA0021.jpg (file attached)

Yes

2022/12/09, 09:22 - Zodidi: Yes they did stamp the applications

2022/12/09, 09:32 - Zodidi: Yes they completed the first part.

2022/12/09, 09:33 - Zodidi: Yes those who submitted were issued with receipts

2022/12/09, 09:34 - Zodidi: IMG-20221209-WA0020.jpg (file attached)

Yes they were stapling the documents together

2022/12/09, 09:36 - Zodidi: IMG-20221209-WA0024.jpg (file attached)

The venue closed at 16:15

2022/12/09, 09:41 - Fritz - Delta BEC: Hi Zodidi, thank you very much for assisting with this challenge after the hurdles of yesterday. We appreciate the assistance and the time you took this morning to report.

2022/12/09, 09:44 - Zodidi: Unfortunately some of the requested photos we do not have

Loadshedding & lack of network connection at Redhill affected this report otherwise I could have conducted an excellent report.

Apologies for the lopeholes.

2022/12/09, 09:46 - Fritz - Delta BEC: Understood, I feel we still have a very decent report. Thank you again

7.4 ISSUES RAISED

Table 7-4: Distribution -Data collected

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
Laptops did not have internet connection at Red Hill Library. It was noted by the DFFE observer that the applications were process and that all digital work that required an internet connection was done when the team got back to the office.	DFFE to comment
The camera set up was affected by loadshedding	N/A

8 VERIFICATION

8.1 OVERVIEW

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

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

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

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

8.2 OBSERVER FORUM INVOLVEMENT

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

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

8.3 ASSESSMENT TEAM

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

ITEM	DESCRIPTION
Region	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

Table 8-1: Verification- Overview

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

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

Table 8-1: Verification - Criteria to be met									
DATE	TEAM	OBSERVER	ATTENDANCE*	CHECKING COMPLETENESS*	IS THE ASSESSMENT TEAM MARKING THE VERIFICATION FORMS AS EITHER "COMPLETE" OR "INCOMPLETE"?	SUCCESSFUL OR UNSUCCESSFUL*	RESERVED APPLICATIONS*	IS THE ASSESSMENT TEAM PROVIDING DETAILED REASONS FOR THE OUTCOMES OF THE APPLICATIONS?	IS THE ASSESSMENT TEAM CAPTURING ALL INFORMATION AND OUTCOMES ON AN ELECTRONIC DATABASE FOR EVERY APPLICANT, COMMUNITY AND REGION?
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

Table 8-1: Verification - Criteria to be met

DATE	TEAM	OBSERVER	ATTENDANCE*	CHECKING COMPLETENESS*	IS THE ASSESSMENT TEAM MARKING THE VERIFICATION FORMS AS EITHER "COMPLETE" OR "INCOMPLETE"?	SUCCESSFUL OR UNSUCCESSFUL*	RESERVED APPLICATIONS*	IS THE ASSESSMENT TEAM PROVIDING DETAILED REASONS FOR THE OUTCOMES OF THE APPLICATIONS?	IS THE ASSESSMENT TEAM CAPTURING ALL INFORMATION AND OUTCOMES ON AN ELECTRONIC DATABASE FOR EVERY APPLICANT, COMMUNITY AND REGION?
		CHRISTIAAN STORM							
08-FEB-23	TEAM 2A	CHRISTIAAN	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 decided in 1.2?
	Confirm what the 4 qualifying criteria are.

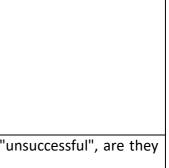
SS.
l as the success criteria

	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"/"un 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	 The team did not get through the 50 pilot applications as planned. Going through the applications took a lot lot through 4. The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was no
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 rais 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 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.



t longer than expected and the team only got

noted on a documented by DFFE.

aised this, and Abongile made the adjustment

se applications came about due to the change

8.3.2 DATA COLLECTED:

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

Table 8-3: Verification - Data collected

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

8.3.2.1 Attendance register

A		ATTE	ENDANCE REGISTER		forestry, fisheries & the environment Destringt Forest Forest and the Environment REPUBLIC OF BOUTH AFRICA	Δ		ATTENDANCE REGISTER	forestry, fisheries & the environmen Department REPUBLIC OF SOUTH AFBICA
CLIENT NAME	Department of Environment, Forestry and Fis	iheries		DATE	27 101 1 2025	ATTENDEE INF	ORMATION	CONTACT INFORMATION	SIGNATURE
PROJECT NAME	Rights Allocation Process			TIME	03:30	Name	Mihla Panzisa	Email WOSSFOR@gmail.com	a
MEETING TYPE	Assessment Rocess					Company	Stowie M	Mobile 013 5677508	- II
/ENUE	Foretnut Building, DFFE OFF	ke, HR	Burndroom			Designation	Seeve Secreteriet	Office	1
	J.	1				Name	Nokutula Madicano	Email NMadiloone @ dfc. 90. 29	
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Name Company	Filtz Sevanepsel	Email Mobile	fatz. swanepeel Equal	1.com	- d	Designation	ADMINISTRATION	office 021 4023630	10.HER
Designation	Delta BEC		074-337 0461		Frail	Name	Lehlogondo Seshabela	Email Iseshabela egonalleon offer	VX 29
Name	Project Manager- Christiaan Sterm		021 318 1800 012			Company	DFFE	Mobile	-th
Company	Delta BEC		christiaan sporm & delt 076 983 2491	table can		Designation	SAC-Driver	Office 021 402 3060	7.10
Designation	Observer Observer				All	Name			/
Vame			021 818 1800		6		Fritz Swonepool	Email fritz swonepoel Edelbabec.c. Mobile 074 327 cuttor	m Bel
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Designation	DEFE DEPUTY Director	Office	071440671			Designation	Riciject Manager	Office	
Name	Lehladonolo Seshabela		Iseshabela edife.	00012 0	0	Name		Email	
Company	DFFE	Mobile	0832873758	goo ca	+N-	Company		Mobile	
Designation	Driver (JAC)	Office	0038015138		- ++>	Designation		Office	
Name	ATHANDILE MITSABE	Email	A Mtsabe @dffe.g	0V- Za		Name		Email	
Company	DFFE	Mobile	073 105 87/3		Alterbe	Company		Mobile	
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Figure 8-11: Verification - 03/02/2023 Team 2A Attendance Register

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ROJECT NAME	Rights Allocation Process			TIME	08:30	Name		Fritz Swanepa	1000			SIGNATURE
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8.3.2.2 Photo's

Handed over to DFFE as part of the information pack.

8.3.2.3 Checklist signed by all parties involved

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

8.4 QUALITY CONTROL TEAM

The quality control process was initially meant to happen every Friday afternoon once the assessment team have finished for the day. This did not happen; on the first two 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	e 8-5: Verificatio	n – Quality control	criteria to be met							
DATE	TEAM	OBSERVER	*ATTENDANCE	IS THE QUALITY CONTROL TEAM CHECKING A SMALL SAMPLE OF THE APPLICATIONS PROVIDED BY THE ASSESSMENT TEAM?	HOW MANY APPLICATIONS HAS THE QUALITY CONTROL TEAM BEEN GIVEN TO MAKE FINAL DECISIONS ON?	HOW MANY OF THE APPLICATIONS HAS THE QUALITY CONTROL TEAM MADE FINAL DECISIONS ON?	IS THE QUALITY CONTROL TEAM PROVIDING FINAL DECISIONS ON THE APPLICATIONS THAT THEY HAVE BEEN GIVEN?	WHERE THE QUALITY CONTROL TEAMS DECISION DIFFERS FROM THAT OF THE ASSESSMENT TEAM, HAS THE QUALITY CONTROL TEAM PROVIDED A DETAILED EXPLANATION?	IS THE QUALITY CONTROL TEAM COMPILING A FINAL LIST OF "SUCCESSFUL" APPLICANTS?	IS THE REASONING FOR WHY APPLICANTS ARE UNSUCCESSFUL BEING COMPILED AND STORED?
25-JAN-23	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 wen comment, and then sent it back to the assessment teams to assess again.

ent through the applications, provided their

8.4.3 DATA COLLECTED

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

Table 8-7: Verification - Data collected

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

8.4.3.1 Attendance register

Δ					forestry, fisheries & the environment			ATTE	NDANCE REGISTER	forestry, fisheries & the environment Department Popular of Bournarees	
CLIENT NAME	NAME Department of Environment, Forestry and Fisheries DATE				10 Feb 2023	ATTENDEE INFO	ORMATION	CONTAC	FORMATION SIGNATURE		
PROJECT NAME	Rights Allocation Process	ess TiN			E 11:30	Name			KMTRUSKEY@GRANI.COM.	JUNE	
MEETING TYPE	Quality Control Rocess - Te	Team 12 and 3				Company	STOWIE		067 030 3801	the i	
VENUE						Designation	SECRETIAR		CPT		
ATTENDEE INFO		1	TINFORMATION		SIGNATURE	Name		Email			
Name		Email			SIGNATORE	Company		Mobile			
Company	Fritz Swanapoel Delco BEC		fitz soonepoel Ognail.		Fr	Designation		Office			
Designation	Rojeck Monager Observer	Office	014 557 0461		81	Name	1.000	Email			
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Company	DEFE	Mobile	Noniosi@ 1770.gov.za 078 458 0911		4	Designation		Office			
Designation	TEAM 3 Chair (60)	Office	Fortrust Build	0.0	AHA	Name		Email			
Name	Sindian Stephin	Email	SSIP Dolfe. sov.co		\bigcirc	Company		Mobile			
Company	DEFE	Mobile				Designation		Office			
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Name	Abargile Nggangwa	Email			Hank	Company		Email			
Company Designation	DIFFE	Mobile	060 508 7014		ANN			Mobile			
Designation	Prace 10.	Unfice			1110	Designation		Office			

Figure 8-23: Quality Control - 10/02/2023 Attendance Register

8.4.3.2 Checklist signed by all parties involved

Scanned copies handed over to the DFFE.

9 CONCLUSION

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