

**OBSERVER FORUM REVIEW OF THE RIGHTS
ALLOCATION PROCESS FOR SMALL-SCALE
FISHERIES PERMITS**

MASTER REPORT

FINAL REPORT
REVISION 00

MARCH 2023



**forestry, fisheries
& the environment**

Department:
Forestry, Fisheries and the Environment
REPUBLIC OF SOUTH AFRICA



EXECUTIVE SUMMARY

The below table indicates on a high-level how each part of the process scored for this area. Detailed information for each part of the process can be found in the annexure below.

Table 1-1: Overview of observation

LOCATION	AREA 44
MOBILISATION COMPLIANCE RATING	56%
DISTRIBUTION COMPLIANCE RATING	100%
CATCH - ALL COMPLIANCE RATING	100%
MOBILISATION FOR RECEIPTING COMPLIANCE RATING	0%
RECEIPTING COMPLIANCE RATING	97%
VERIFICATION COMPLIANCE RATING	92%
AVERAGE COMPLIANCE RATING	74%

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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	White City Multipurpose Centre
Planned Start Date	19 September 2022
Actual Start date	19 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-20220919-WA0032 White City Multi purpose 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.

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 MET	YES/NO																																																																																																																																																													
1	Have posters been designed with the following information:																																																																																																																																																														
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1.3	<ul style="list-style-type: none"> Dates and times for distribution and receipting 	Yes																																																																																																																																																													
1.4	<ul style="list-style-type: none"> Documents required for registration 	Yes																																																																																																																																																													
1.5	<ul style="list-style-type: none"> That forms are free 	Yes	<table border="1"> <thead> <tr> <th colspan="6">WEST COAST REGION</th> </tr> <tr> <th>COMMUNITY</th> <th>VENUE</th> <th>ESTIMATED MOBILISATION DATE</th> <th>ESTIMATED DISTRIBUTION</th> <th>DFFE COLLECTION DATE</th> <th>REGISTRATION TIME</th> </tr> </thead> <tbody> <tr> <td>Ebenhaezer</td> <td>Ebenhaezer Community Centre</td> <td>19 September 2022</td> <td>3 October 2022</td> <td>7 November 2022</td> <td>09:00-16:00</td> </tr> <tr> <td>Lutzville</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Papendorp</td> <td>Papendorp Church Centre</td> <td>19 September 2022</td> <td>4 October 2022</td> <td>8 November 2022</td> <td>09:00-16:00</td> </tr> <tr> <td>Leipolville</td> <td>Leipolville Church Hall</td> <td>19 September 2022</td> <td>6 October 2022</td> <td>10 November 2022</td> <td>09:00-16:00</td> </tr> <tr> <td>Graafwater</td> <td>Leipolville Church Hall</td> <td>19 September 2022</td> <td>6 October 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#	CRITERIA TO BE MET	YES/NO	
2	Were the posters put up at the venue and other locations as stated?	N/A	 <p>This image was supplied retrospectively by DFFE and has been placed here under the assumption that they have supplied the correct image</p>
3	Were the postes put up 2 weeks prior to the distribution phase date?	N/A	

3.2.2 BULK SMS'S

The SMSs were meant to be broadcast to let fishers know about the distribution and receipting process that will take place in the community. The below table indicates the criteria which the DFFE needs to meet to prove that the SMSs were sent and that the correct information was shared.

Table 3-3: 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

	CRITERIA TO BE MET	YES/NO
1.4	<ul style="list-style-type: none"> Documents required for registration 	No
1.5	<ul style="list-style-type: none"> That forms are free 	No
2	Was proof provided that the SMS's were sent to the applicants of the area?	No

3.2.3 RADIO BROADCAST

The radio message was to be broadcast to let fishers know about the distribution and receipting process that will take place in the community. The below table indicates the criteria which the DFFE needs to meet to prove that the radio broadcast was made and that the correct information was shared.

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

	CRITERIA TO BE MET	YES/NO
1	Radio broadcast communicated the following:	
1.1	<ul style="list-style-type: none"> Visitation schedule 	No
1.2	<ul style="list-style-type: none"> Location of the venues 	No
1.3	<ul style="list-style-type: none"> Dates and times for distribution and receipting 	No
1.4	<ul style="list-style-type: none"> Documents required for registration 	No
1.5	<ul style="list-style-type: none"> 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.

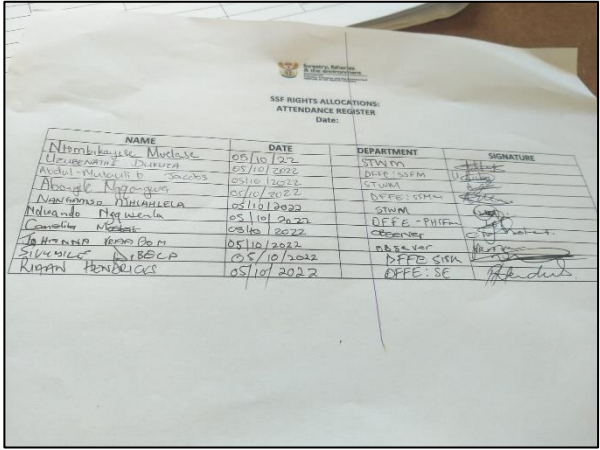

Table 4-1: Distribution - Planned start vs Actual start


ITEM	DESCRIPTION
Venue	White City Multipurpose Centre
Planned Start Date	05/10/2022
Actual Start Date	05/10/2022
Data collector	Camelita Mostert – Observer Forum
Effect on applicants	The project is on track to be completed as committed by the department
Additional Comments	N/A

4.2 CRITERIA TO BE MET FOR DISTRIBUTION TO BE SUCCESSFUL

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

Table 4-2: Distribution -Criteria to be met

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Did the DFFE arrange a venue and date for the collection of verification forms?	Yes	See below item 4 and 5
2	Did the venue open on time?	Yes	See below item 4 and 5
3	Has an attendance register been signed by all parties including the observer forum?	Yes	
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	

4.3 WHATSAPP MESSAGES

A WhatsApp group was created specifically for the White City Multipurpose Centre 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.

2022/09/27, 10:18 - Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

2022/09/27, 10:18 - Isaac - Delta BEC created group "Saldanha White City Hall"

2022/09/27, 10:18 - Isaac - Delta BEC added you

2022/10/04, 16:18 - Isaac - Delta BEC added Camelita Observer

2022/10/05, 08:19 - Zukiswa - Delta BEC: Good Morning *Camelita* , this group will be used for communication regarding this venue *Saldanha White City Hall* , and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/05, 08:19 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/05, 08:31 - Sindisa DFFE: Morning Colleagues, please note that this venue is Dial Rock Hall. My colleague from that side informed me yesterday that they did not get White City. However we will have someone at White City to direct people to the other venue.

2022/10/05, 08:35 - Zukiswa - Delta BEC: Are we still using Camelita as an observer at Dial Rock Hall?

2022/10/05, 08:36 - Isaac - Delta BEC changed the subject from "Saldanha White City Hall" to "Dial Hall"

2022/10/05, 08:36 - Isaac - Delta BEC changed the subject from "Dial Hall" to "Dial Rock Hall"

2022/10/05, 08:37 - Zukiswa - Delta BEC: Good Morning *Camelita* , this group will be used for communication regarding this venue *Dial Rock Hall* , and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/05, 08:38 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/05, 09:33 - Fritz - Delta BEC: Hi @27847562203 are you with us?

2022/10/05, 09:33 - Zukiswa - Delta BEC: I phoned her she says she will let me know when she's at the venue...she's not there as yet

2022/10/05, 09:34 - Fritz - Delta BEC: Noted

2022/10/05, 10:48 - Zukiswa - Delta BEC: Good Morning *Camelita* , this group will be used for communication regarding this venue *Dial Rock Hall* , and the distribution process taking place here today. We will be asking a series of *Yes/No* questions, please answer them accordingly. In between the questions we will be asking for photos and be giving space to raise concerns, please answer these questions when prompted.

2022/10/05, 10:48 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/05, 12:04 - Camelita Observer: GOODMORNING ALL IM ON MY WAY TO DAIL ROCK

2022/10/05, 12:05 - Fritz - Delta BEC: what time will you be there?

2022/10/05, 12:05 - Camelita Observer: HI EVERYONE IM NOW WITH YOU GUY

2022/10/05, 12:06 - Camelita Observer: I did have an data prob but it's now sorted

2022/10/05, 12:07 - Camelita Observer: I was already at 9 o clock

2022/10/05, 12:08 - Camelita Observer: IMG-20221005-WA0050.jpg (file attached)

2022/10/05, 12:09 - Camelita Observer: IMG-20221005-WA0051.jpg (file attached)

2022/10/05, 12:09 - Camelita Observer: IMG-20221005-WA0052.jpg (file attached)

2022/10/05, 12:09 - Camelita Observer: IMG-20221005-WA0053.jpg (file attached)

2022/10/05, 12:12 - Camelita Observer: IMG-20221005-WA0052.jpg (file attached)

2022/10/05, 12:24 - Zukiswa - Delta BEC: Are you at the venue?

2022/10/05, 12:25 - Zukiswa - Delta BEC: Yes or No

2022/10/05, 12:33 - Camelita Observer: Yes

2022/10/05, 12:39 - Zukiswa - Delta BEC: Please send a photo

2022/10/05, 12:39 - Camelita Observer: IMG-20221005-WA0052.jpg (file attached)

2022/10/05, 12:51 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 12:53 - Camelita Observer: No ...why I said it is ofcaus our verification process run very smooth and yes our bonivy fishers did ask questions

2022/10/05, 13:04 - Zukiswa - Delta BEC: Did the DFFE arrange a venue and date for the collection of verification forms? Yes or No

2022/10/05, 13:05 - Camelita Observer: yes

2022/10/05, 13:33 - Zukiswa - Delta BEC: Please send a photo

2022/10/05, 13:35 - Camelita Observer: IMG-20221005-WA0132.jpg (file attached)

2022/10/05, 13:35 - Camelita Observer: IMG-20221005-WA0133.jpg (file attached)

2022/10/05, 13:36 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 13:44 - Camelita Observer: no

2022/10/05, 13:44 - Zukiswa - Delta BEC: Did the process commence on time?

2022/10/05, 13:54 - Camelita Observer: yes

2022/10/05, 13:56 - Camelita Observer: 🙏🙏🙏

2022/10/05, 14:03 - Zukiswa - Delta BEC: Please send a photo: process taking place on time

2022/10/05, 14:18 - Camelita Observer: IMG-20221005-WA0145.jpg (file attached)

2022/10/05, 14:19 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 14:30 - Camelita Observer: no but my comment is the process is very very smooth hey

2022/10/05, 14:31 - Camelita Observer: IMG-20221005-WA0148.jpg (file attached)

2022/10/05, 14:38 - Zukiswa - Delta BEC: Has an attendance register been signed by all parties including the observer forum? Yes or No

2022/10/05, 14:44 - Camelita Observer: yes

2022/10/05, 14:44 - Zukiswa - Delta BEC: Please send a photo of the register

2022/10/05, 14:45 - Camelita Observer: IMG-20221005-WA0153.jpg (file attached)

2022/10/05, 14:45 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 14:49 - Camelita Observer: no

2022/10/05, 14:49 - 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?

2022/10/05, 14:50 - Camelita Observer: yes

2022/10/05, 14:50 - Zukiswa - Delta BEC: Please send a photo

2022/10/05, 14:51 - Camelita Observer: a comment I will say is a big applous to dffe officials who served Saldanhabaai

2022/10/05, 14:52 - Zukiswa - Delta BEC: Send a picture for now

2022/10/05, 14:54 - Camelita Observer: IMG-20221005-WA0159.jpg (file attached)

2022/10/05, 14:54 - Camelita Observer: IMG-20221005-WA0160.jpg (file attached)

2022/10/05, 14:55 - Camelita Observer: IMG-20221005-WA0161.jpg (file attached)

2022/10/05, 14:55 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 14:55 - Camelita Observer: IMG-20221005-WA0162.jpg (file attached)

2022/10/05, 14:55 - Camelita Observer: IMG-20221005-WA0163.jpg (file attached)

2022/10/05, 14:57 - Zukiswa - Delta BEC: Any comments..Yes or No

2022/10/05, 15:03 - Camelita Observer: no

2022/10/05, 15:03 - 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

2022/10/05, 15:05 - Camelita Observer: yes

2022/10/05, 15:05 - Camelita Observer: IMG-20221005-WA0165.jpg (file attached)

2022/10/05, 15:05 - Zukiswa - Delta BEC: Please send a photo

2022/10/05, 15:05 - Camelita Observer: IMG-20221005-WA0166.jpg (file attached)

2022/10/05, 15:05 - Camelita Observer: IMG-20221005-WA0167.jpg (file attached)

2022/10/05, 15:08 - Zukiswa - Delta BEC: I meant to ask for: Please send a photo

2022/10/05, 15:20 - Camelita Observer: IMG-20221005-WA0169.jpg (file attached)

2022/10/05, 15:21 - Camelita Observer: IMG-20221005-WA0170.jpg (file attached)

2022/10/05, 15:21 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 15:22 - Camelita Observer: No

2022/10/05, 15:23 - Zukiswa - Delta BEC: Last question

2022/10/05, 15:24 - Camelita Observer: Sorry the one corncen is here was people who didn't do registration in 2016 and some officials gave to them papers and I feel tell the people no you can get a form your name isint on the list

2022/10/05, 15:25 - 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?

2022/10/05, 15:25 - Zukiswa - Delta BEC: Yes or No

2022/10/05, 15:26 - Zukiswa - Delta BEC: @27762090286 kindly respond on my behalf

2022/10/05, 15:26 - Camelita Observer: yes the official told our fishers that they MUSTN'T put those form on the kassie and forget you can fill it in from today

2022/10/05, 15:27 - 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?

2022/10/05, 15:27 - Zukiswa - Delta BEC: Yes or No

2022/10/05, 15:38 - Camelita Observer: yes

2022/10/05, 15:39 - Zukiswa - Delta BEC: Please send a photo: DFFE explaining to fishers

2022/10/05, 15:41 - Camelita Observer: IMG-20221005-WA0177.jpg (file attached)

2022/10/05, 15:41 - Zukiswa - Delta BEC: Are there any further comments or concerns regarding the above question? Yes or No

2022/10/05, 15:43 - Camelita Observer: I'm so satisfied to all the officials they did work till 4oclock and pack up I thank you that I was part of the process

2022/10/05, 15:43 - Camelita Observer: IMG-20221005-WA0178.jpg (file attached)

2022/10/05, 15:43 - Camelita Observer: IMG-20221005-WA0179.jpg (file attached)

2022/10/05, 15:44 - Camelita Observer: IMG-20221005-WA0180.jpg (file attached)

2022/10/05, 15:45 - Zukiswa - Delta BEC: That's the end of the session..thank you so much for taking part in the data collection process.

2022/10/05, 15:45 - Zukiswa - Delta BEC: Thanking with both hands 🙌🙌🙌

2022/10/05, 15:58 - Camelita Observer: Much Appreciated

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

4.4 ISSUES RAISED

Table 4-3: Distribution -Data collected

ISSUES RAISED	SORTED OUT ON THE DAY YES/NO
Venue changed to Dial Rock as White City was not available	N/A

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.

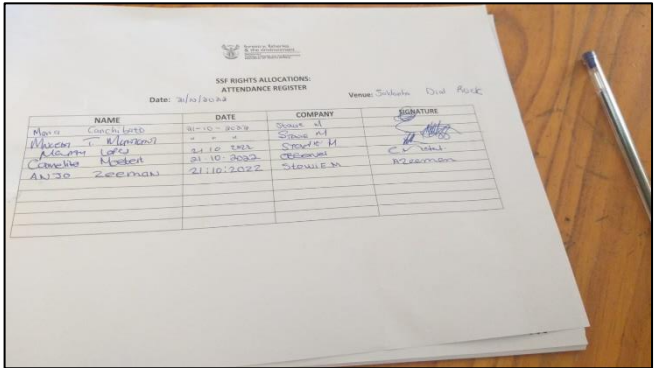

Table 5-1: Catch-All Distribution - Date and Venue


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	 <table border="1"> <thead> <tr> <th>NAME</th> <th>DATE</th> <th>COMPANY</th> <th>SIGNATURE</th> </tr> </thead> <tbody> <tr> <td>Mphahlele</td> <td>21/10/2022</td> <td>SPRINT</td> <td>[Signature]</td> </tr> <tr> <td>Mphahlele</td> <td>21/10/2022</td> <td>SPRINT</td> <td>[Signature]</td> </tr> <tr> <td>Mphahlele</td> <td>21/10/2022</td> <td>SPRINT</td> <td>[Signature]</td> </tr> <tr> <td>Mphahlele</td> <td>21/10/2022</td> <td>SPRINT</td> <td>[Signature]</td> </tr> <tr> <td>Mphahlele</td> <td>21/10/2022</td> <td>SPRINT</td> <td>[Signature]</td> </tr> <tr> <td>Mphahlele</td> <td>21/10/2022</td> <td>SPRINT</td> <td>[Signature]</td> </tr> </tbody> </table>	NAME	DATE	COMPANY	SIGNATURE	Mphahlele	21/10/2022	SPRINT	[Signature]	Mphahlele	21/10/2022	SPRINT	[Signature]	Mphahlele	21/10/2022	SPRINT	[Signature]	Mphahlele	21/10/2022	SPRINT	[Signature]	Mphahlele	21/10/2022	SPRINT	[Signature]	Mphahlele	21/10/2022	SPRINT	[Signature]
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Mphahlele	21/10/2022	SPRINT	[Signature]																												
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	White City Multi-purpose Centre
Date new poster was put up	No picture received, therefore the date is unknown
Original Planned Start Date	09/11/2022
Updated Planned Start Date	08/12/2022

6.2 NEW POSTER

The below poster (Figure 6-1) is the new poster that advertised the updated date that receipting will take place.

WEST COAST REGION			
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME
Ebenhaezer	Ebenhaezer Community Centre	12 December 2022	09:00-16:00
Lutzville			
Papendorp	Papendorp Church Hall	13 December 2022	09:00-16:00
Graafwater	Leipoldville Church Hall	15 December 2022	09:00-16:00
Leipoldville			
Daring Bay	Miriam Owles Hall	14 December 2022	09:00-16:00
Lamberts Bay	Don Burrell Hall	12 December 2022	09:00-16:00
Flands Bay	Elands Bay Community Hall	13 December 2022	09:00-16:00
Veldrift	Noordhoek Civic	14 December 2022	09:00-16:00
Vredenberg	Wittekop Community Hall	15 December 2022	09:00-16:00
Sandy Point	St Helena Bay Community Hall	13 December 2022	09:00-16:00
Stompneus Bay/Duykers Island/Columbine			
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
Paternoster	Paternoster Community Hall	15 December 2022	09:00-16:00
Saldanha (white city)		08 December 2022	09:00-16:00

WEST COAST REGION			
COMMUNITY	VENUES	RECEIPTING DATES (05 - 15 DECEMBER 2022)	TIME
Saldanha Diaz Ville	White City Multi-purpose centre		
Hopefield	Hopefield Community Hall	08 December 2022	09:00-16:00
Langebaan	Langebaan Thusong Centre	07 December 2022	09:00-16:00
Yzerfontein	Yzerfontein Community Hall	07 December 2022	09:00-16:00
Darling	Darling Community Hall	09 December 2022	09:00-16:00
Mamre	Mamre Maravian Church Hall	06 December 2022	09:00-16:00
Blouberg	Melkbos Country Club	06 December 2022	09:00-16:00
Allanits	Saxon Sea Primary School Hall	06 December 2022	09:00-16:00

For more information, please contact: 021 402 3614.

Figure 6-1: Mobilisation for Receipting – New poster

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.


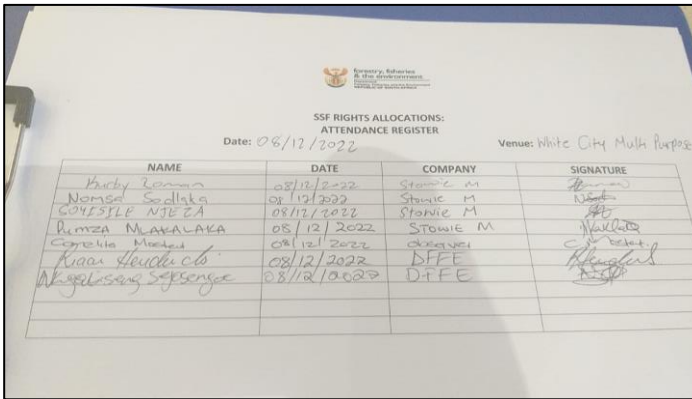
Table 7-1: Receipting - Planned start vs Actual start

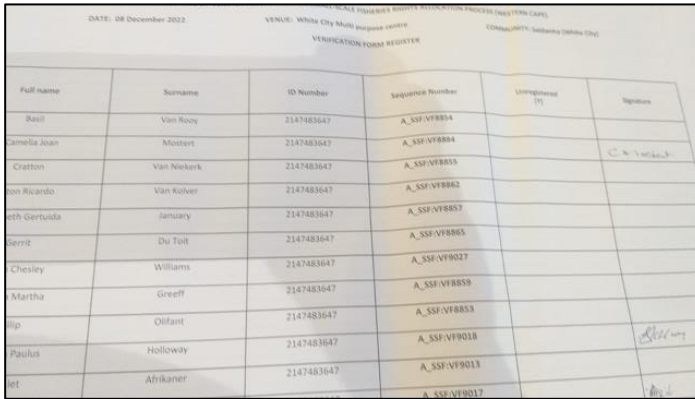
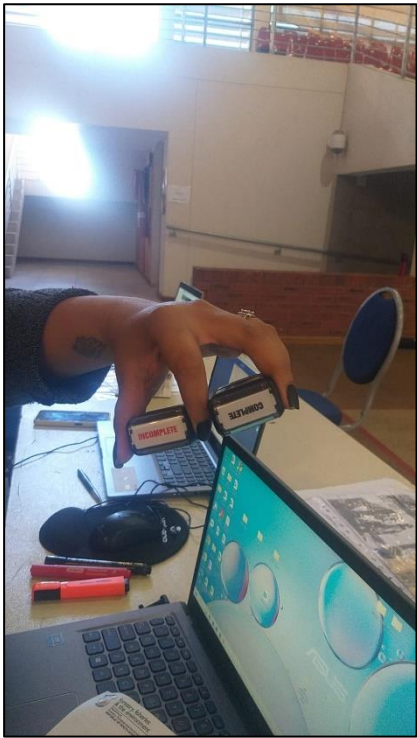
Item	DESCRIPTION
Venue	White City Multi-purpose Centre
Original Planned Start Date	09/11/2022
Updated Planned Start Date	08/12/2022
Actual Start Date	08/12/2022
Data collector	Camelita Mostert – Observer Forum
Effect on applicants	<p>The project is delayed according to the original start date and means that the applicants will have to wait longer to know the outcome of the process and whether they will be receiving a permit.</p> <p>The delay was caused by fisher representing organisations requesting to have more time for the fishers to fill in the forms.</p>
Additional Comments	<p>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.</p>

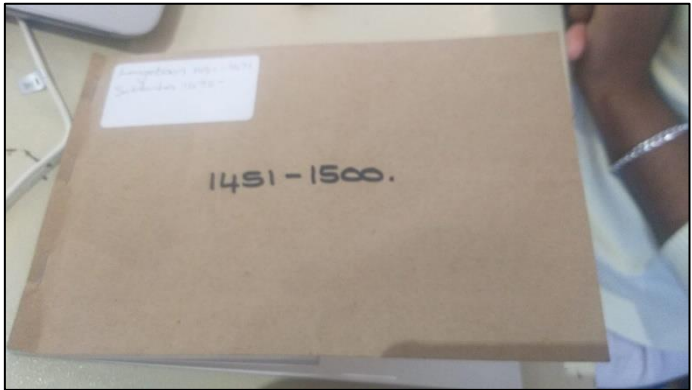
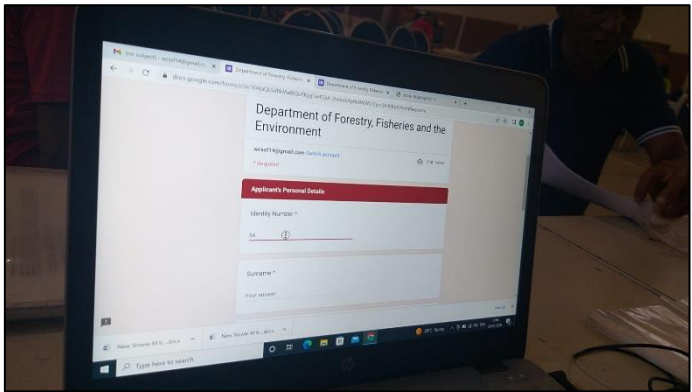
7.2 CRITERIA TO BE MET FOR RECEIPTING TO BE SUCCESSFUL



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

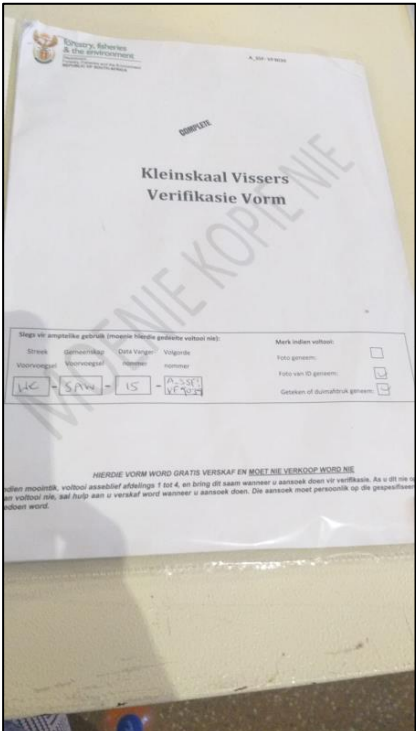

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
1	Was the venue opened at 08:30?	Yes	
2	Is there an attendance register for the DFFE team and observer forum?	Yes	
3	Have you signed the attendance register? (Send a Photo of the register you and the service provider signed)	Yes	See above item 2

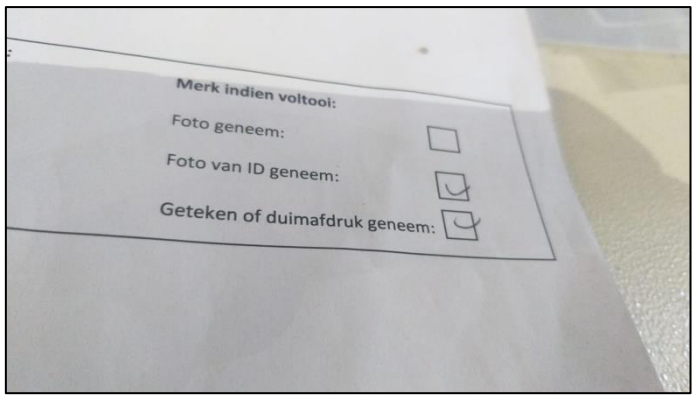
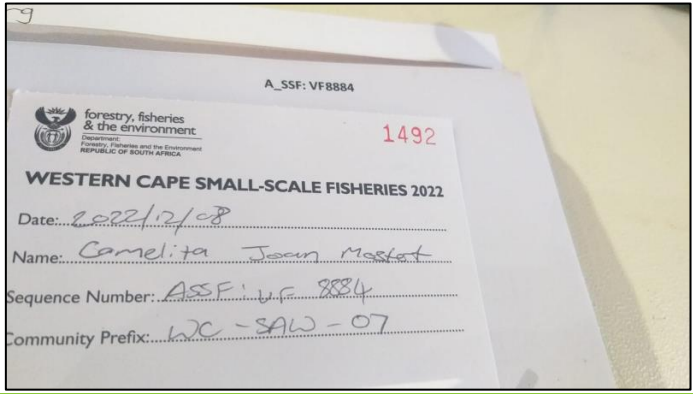
#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
4	Is there an attendance register for the fishers to sign?	Yes	
5	Are there electronic and paper copies of the registered fishers?	Yes	N/A
6	Is there an electronic checklist?	Yes	N/A
7	Is there a stamp pad for complete or incomplete forms?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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
8	Are there receipt books?	Yes	
9	Are there laptops set up?	Yes	
10	Do the laptops have internet connection? (Ask the laptop operator to open google)	Yes	See above item 9, browser is open

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
11	Is there a video camera set up?	Yes	
12	Are there clearly labelled boxes for storing the applications?	Yes	

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

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
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	
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 17, application is stamped "COMPLETE"
21	Are data capturers completing the first part of the fisher's application forms?	Yes	
22	Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.	Yes	
23	Are the data capturers stapling all the fisher's documentation?	Yes	N/A
24	Are the data capturers placing the stapled documentation in the labelled box next to them?	Yes	See above item 12

#	CRITERIA TO BE MET	WHATSAPP EVIDENCE (YES/NO)	PHOTO EVIDENCE
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 White City Multi-purpose Centre to report on the observations made during the day of the receipting process. The conversations held on the WhatsApp group are presented below (Table 7-3: Receipting - WhatsApp), indicating the correspondence received from the observer for the receipting process.

Table 7-3: Receipting - WhatsApp

2022/11/29, 17:12 - 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.

2022/11/29, 17:12 - You created group "Saldanha WC Receipting "

2022/11/30, 10:19 - You added Sindisa Sigam

2022/12/02, 11:25 - You changed the subject from "Saldanha WC Receipting " to "White City Receipting"

2022/12/08, 08:17 - You added Camelita

2022/12/08, 08:25 - 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 White City Multi-Purpose, 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.

2022/12/08, 08:50 - Isaac - Delta BEC: @27847562203 are you at the venue yet?

2022/12/08, 09:06 - Isaac - Delta BEC: @27847562203 are you at the venue yet?

2022/12/08, 09:10 - Camelita: hi in nearly there

2022/12/08, 09:10 - Isaac - Delta BEC: Ok

2022/12/08, 09:16 - Camelita: I'm here

2022/12/08, 09:16 - Isaac - Delta BEC: 2.1 Was the venue opened at 08:30?

2022/12/08, 09:17 - Camelita: yes

2022/12/08, 09:17 - Isaac - Delta BEC: May I get a picture?

2022/12/08, 09:27 - Camelita: IMG-20221208-WA0007.jpg (file attached)

2022/12/08, 09:36 - Isaac - Delta BEC: 2.2 Is there an attendance register for the DFFE team and observer forum?

2022/12/08, 09:43 - Camelita: yes

2022/12/08, 09:43 - Isaac - Delta BEC: 2.3 Have you signed the attendance register? (Send a Photo of the register you signed)

2022/12/08, 09:47 - Camelita: yes

2022/12/08, 09:47 - Camelita: IMG-20221208-WA0010.jpg (file attached)

2022/12/08, 09:47 - Isaac - Delta BEC: 2.4 Is there an attendance register for the fishers to sign?

2022/12/08, 09:47 - Camelita: IMG-20221208-WA0011.jpg (file attached)

2022/12/08, 09:48 - Isaac - Delta BEC: 2.5 Are there electronic and paper copies of the registered fishers?

2022/12/08, 09:48 - Camelita: yes

2022/12/08, 09:49 - Isaac - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/08, 10:25 - Camelita: IMG-20221208-WA0014.jpg (file attached)

2022/12/08, 10:25 - Isaac - Delta BEC: 2.6 Is there an electronic checklist?

2022/12/08, 10:29 - Camelita: yes

2022/12/08, 10:29 - Isaac - Delta BEC: 2.7 Is there a stamp pad for complete or incomplete forms?

2022/12/08, 10:30 - Camelita: IMG-20221208-WA0037.jpg (file attached)

2022/12/08, 10:31 - Isaac - Delta BEC: 2.8 Are there receipt books?

2022/12/08, 10:34 - Camelita: IMG-20221208-WA0040.jpg (file attached)

yes

2022/12/08, 10:35 - Isaac - Delta BEC: 2.9 Are there laptops set up?

2022/12/08, 11:58 - Camelita: yes

2022/12/08, 12:10 - Isaac - Delta BEC: May I have a picture?

2022/12/08, 12:06 - Fritz - Delta BEC: 2.10 Do the laptops have internet connection? (Ask the laptop operator to open google)

2022/12/08, 12:08 - Camelita: IMG-20221208-WA0068.jpg (file attached)

2022/12/08, 12:08 - Fritz - Delta BEC: 2.11 Is there a video camera set up?

2022/12/08, 12:09 - Camelita: IMG-20221208-WA0069.jpg (file attached)

2022/12/08, 12:11 - Isaac - Delta BEC: 2.13 Has the service service provider explained the procedure of the day to the fishers?

2022/12/08, 12:21 - Camelita: IMG-20221208-WA0070.jpg (file attached)

2022/12/08, 12:22 - Camelita: yes

2022/12/08, 12:22 - Camelita: IMG-20221208-WA0071.jpg (file attached)

2022/12/08, 12:22 - Isaac - Delta BEC: 2.12 Are there clearly labelled boxes for storing the applications?

2022/12/08, 12:24 - Camelita: IMG-20221208-WA0072.jpg (file attached)

2022/12/08, 12:24 - Isaac - Delta BEC: 2.14 Are fishers being guided to data capturers?

2022/12/08, 12:24 - Camelita: yes

2022/12/08, 12:25 - Isaac - Delta BEC: 2.15 Are the data capturrers friendly?

2022/12/08, 12:25 - Camelita: yes

2022/12/08, 12:25 - Isaac - Delta BEC: 2.16 Are fishers forms being marked with a big "R" if they are registered on the database?

2022/12/08, 12:26 - Camelita: no only the unregistered are marked with ur

2022/12/08, 12:27 - Isaac - Delta BEC: 2.17 Are the data capturers going through the applications to ensure that they are complete?

2022/12/08, 12:27 - Camelita: yes

2022/12/08, 12:30 - Isaac - Delta BEC: 2.18 Are the data capturers adding a thumbprint where applicants have not signed?

2022/12/08, 12:32 - Camelita: IMG-20221208-WA0075.jpg (file attached)

2022/12/08, 12:32 - Isaac - Delta BEC: 2.19 Are the data capturers filling in the electronic checklist?

2022/12/08, 12:34 - Camelita: IMG-20221208-WA0076.jpg (file attached)

2022/12/08, 12:34 - Isaac - Delta BEC: 2.20 Are the data capturers stamping either "COMPLETE" or "INCOMPLETE" on fishers forms after checking it?

2022/12/08, 12:35 - Camelita: IMG-20221208-WA0078.jpg (file attached)

2022/12/08, 12:36 - Camelita: yes

2022/12/08, 12:36 - Isaac - Delta BEC: 2.21 Are data capturers competing the first part of the fishers application forms?

2022/12/08, 12:37 - Camelita: yes

2022/12/08, 12:37 - Isaac - Delta BEC: 2.22 Are fishers being issued with receipts? Sporadically check that the receipt number matches the one on their form.

2022/12/08, 12:38 - Camelita: yes

2022/12/08, 12:39 - Isaac - Delta BEC: 2.23 Are the data capturers stapling all the fishers documentation?

2022/12/08, 12:40 - Camelita: IMG-20221208-WA0080.jpg (file attached)

2022/12/08, 12:41 - Isaac - Delta BEC: 2.24 Are the data captureres placing the stapled documentaion in the labelled box next to them?

2022/12/08, 12:42 - Camelita: yes

2022/12/08, 16:02 - Isaac - Delta BEC: Did the venue close at 16:00?

2022/12/08, 16:02 - Camelita: yes just now

2022/12/08, 16:03 - Isaac - Delta BEC: Thank you for you assistance today @27847562203

2022/12/08, 16:05 - Camelita: MY PLEASURE

7.4 ISSUES RAISED

Table 7-4: Distribution -Data collected

ISSUE RAISED	SORTED OUT ON THE DAY YES/NO
It was noted that only unregistered applications were being marked with a "UR"	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

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	ZUKISWA MNGQOLO	NO	YES	YES	YES	YES	YES	YES

DATE	TEAM	OBSERVER	ATTENDANCE*	CHECKING COMPLETENESS*	IS THE ASSESSMENT TEAM MARKING THE VERIFICATION FORMS AS EITHER "COMPLETE" OR "INCOMPLETE"?	SUCCESSFUL OR UNSUCCESSFUL*	RESERVED APPLICATIONS*	IS THE ASSESSMENT TEAM PROVIDING DETAILED REASONS FOR THE OUTCOMES OF THE APPLICATIONS?	IS THE ASSESSMENT TEAM CAPTURING ALL INFORMATION AND OUTCOMES ON AN ELECTRONIC DATABASE FOR EVERY APPLICANT, COMMUNITY AND REGION?
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	<p>Are the following team members at the assessment day:</p> <ul style="list-style-type: none"> • Team leader (SSFM Deputy Director) • Fisheries community development worker (FCDW) • Secretariat (Stowie-M) • Observer <p>Ensure the Delta BEC attendance register is signed. There needs to be a new attendance register for every day of the verification process.</p>
*Checking completeness	<p>Is the DFFE checking the following criteria of the applications?:</p> <ul style="list-style-type: none"> • 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	<p>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?</p> <p>Confirm what the 4 qualifying criteria are.</p> <ul style="list-style-type: none"> • SA citizen • 18 years or older

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. <p>The team discussed potentially difficult scenarios and agreed on how to move forward from them, this was noted on a documented by DFFE.</p>
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

DELTA built environment consultants		ATTENDANCE REGISTER		forestry, fisheries & the environment Department of Forestry, Fisheries and the Environment REPUBLIC OF SOUTH AFRICA	
CLIENT NAME	Department of Environment, Forestry and Fisheries	DATE	26.01.2023	ATTENDEE INFORMATION	
PROJECT NAME	Rights Allocation Process	TIME	10:30	Name	JUKIZWA Mngqolo
MEETING TYPE	Assessment Meeting			Company	Delta BEC
VENUE	Offshore Building DFFE /5th Floor Foretrust Building			Designation	Observer
CONTACT INFORMATION		SIGNATURE		Name	
Name	Joseph Mngqolo	Email	mnmngqolo@yahoo.com	Company	
Company	Delta BEC	Mobile	083 8688 158	Designation	
Designation	Observer	Office	CPT	Name	
Name	Joseph Mngqolo	Email	fmngq@offe.gov.za	Company	
Company	DFE	Mobile	078 235009	Designation	
Designation	CPT	Office	CPT	Name	
Name	Luan Tshukuy	Email	lmtshukuy@gmail.com	Company	
Company	STOWIE M.	Mobile	067 030 3801	Designation	
Designation	SECRETARIAT	Office	CPT	Name	
Name	Riaan Hendricks	Email	riaanh101@gmail.com	Company	
Company	DFE	Mobile	071546782	Designation	
Designation	FCDW	Office	CPT	Name	
Name	Bernardus Muth	Email	bernardusmuth@offe.gov.za	Company	
Company	DFE	Mobile	083 227 5827	Designation	
Designation	ND	Office	CPT	Name	
Name	Uzubenathi Duvetza	Email	uzubenathid@offe.gov.za	Company	
Company	DFE:SSFM	Mobile	083 266 7994	Designation	
Designation	SA	Office	CPT		

Figure 8-1: Verification - 26/01/2023 Attendance Register

DELTA built environment consultants		ATTENDANCE REGISTER		forestry, fisheries & the environment Department of Forestry, Fisheries and the Environment REPUBLIC OF SOUTH AFRICA	
CLIENT NAME	Department of Environment, Forestry and Fisheries	DATE	27.01.2023	ATTENDEE INFORMATION	
PROJECT NAME	Rights Allocation Process	TIME	08:35	Name	UZUBENATHI DUVETZA
MEETING TYPE	Assessment meeting			Company	DFE
VENUE	Foretrust Building 5th Floor Boardroom			Designation	SAC
CONTACT INFORMATION		SIGNATURE		Name	Abongile Ntshongane
Name	Jukizwa Mngqolo	Email	mnmngqolo@yahoo.com	Company	DFE
Company	Delta BEC	Mobile	083 8688 158	Designation	Director
Designation	Observer	Office	CPT	Name	
Name	Bernardus Muth	Email	bernardusmuth@offe.gov.za	Company	
Company	DFE	Mobile	083 227 5827	Designation	
Designation	ND	Office	CPT	Name	
Name	Luan Tshukuy	Email	lmtshukuy@gmail.com	Company	
Company	STOWIE M.	Mobile	067 030 3801	Designation	
Designation	SECRETARIAT	Office	CPT	Name	
Name	Joseph Mngqolo	Email	fmngq@offe.gov.za	Company	
Company	DFE	Mobile	078 235009	Designation	
Designation	FCDW	Office	CPT	Name	
Name	Riaan Hendricks	Email	riaanh101@gmail.com	Company	
Company	DFE	Mobile	071546782	Designation	
Designation	FCDW	Office	CPT		

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

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

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

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	TEAMS: 1, 2, 3	FRITZ SWANEPOEL	NO	YES	14	0	NO	NO	NO	YES

*Attendance	<p>Are the following team members present for the quality control day:</p> <ul style="list-style-type: none"> • 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. <p>There needs to be a new attendance register for every day of the verification process</p>
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8.4.2.1 Comments/Issues

Table 8-6: Comments and Issues

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

8.4.3 DATA COLLECTED:

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

Table 8-7: Verification - Data collected

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

8.4.3.1 Attendance register

The figure shows two copies of an 'ATTENDANCE REGISTER' form. The left copy is filled out for a meeting on 10 Feb 2023 at 11:30. The meeting is titled 'Quality Control Process - Team 1, 2 and 3' and took place at 'M&M Boardroom, 3rd Floor, Foreweek Building'. The attendees listed are:

- Fritz Strydom** (Delta PBC, Project Manager/Observer)
- Abuwa Ndos** (DFFE, TEAM 3 Chair (b/s))
- Stephen Segun** (DFFE, Team 2 Chair (b/s))
- Bonhelo Maki** (DFFE, CPT)
- A. Nqungwa** (DFFE, Director)

The right copy is a blank form with the same header information and columns for 'ATTENDEE INFORMATION', 'CONTACT INFORMATION', and 'SIGNATURE'.

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.