



FRAP 2021/2022

Fishing Rights Allocation Process

SOME USEFUL TIPS

(for applicants)

- When registering (and later submitting) your application online at <https://www.frap2021.co.za>, feel free to use Internet cafes, schools, public libraries and other public facilities in your area.
 - Should you need help, ask a friend or family member to assist you.
- Should you need the facilities at a decentralised FRAP support centre, you may go to the fishery compliance offices in the following areas, namely Port Nolloth, Saldanha, Cape Town, Hermanus, Arniston, Mossel Bay, Port Elizabeth, East London and Mzamba, as well as the Environmental Programmes office in Midmar, Howick.
 - When visiting these decentralised support centres, please make sure that you take all your information and documents with you on a flash drive so that you are able to upload the required documents via the system without experiencing any difficulties.
- As mentioned above, ask a computer-savvy friend or family member to assist or accompany you.
- Queries related to the application form may be directed telephonically to the **FRAP Call Centre Helpline** on **021 402 FRAP (3727)** between 08:00 and 16:00 during the week (Monday to Friday).
- Technical queries relating to the completion of the online application form may be directed to **Navayuga Information Technology** on the toll free helpline number by calling 010 500 2323 or by sending an email to frapitsupport@navayugainfotech.com.

PS: If you do not have an email account, please open one. It will assist in making the communication between you and the Department of Forestry, Fisheries and the Environment easier.

03/11/2021



forestry, fisheries
& the environment

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

