



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA

Export Barriers Monitoring Mechanism User Guide

How do I report a barrier? Please complete the Export Barriers Monitoring Mechanism reporting form, save your inputs, and email the form to ExportBarriers@thedti.gov.za. The reporting form can be completed either digitally or by hand. If you require assistance with the form or have accessibility concerns, please call 012 394 1573.

What barriers can I report? Any factor limiting your export competitiveness can be reported, however the focus of the EBMM is primarily on non-tariff barriers faced in foreign markets (for example onerous customs procedures, complex standards and regulations, or infrastructure gaps) and on trade-related barriers faced in South Africa (for example problems with transport infrastructure, product certification, or the issuing of required documentation). Formal trade barriers (such as tariffs) and problems impacting your productive competitiveness (such as the cost of key inputs) can be reported, but please note that processes differ for these barriers and you may be referred on for assistance.

How much detail is required? Please provide as much detail as possible. If your description does not fit into the input box, please include additional details in your email. Details of specific barriers (such as “regulation X in country Y for product Z”) are strongly preferred to reports of generic barriers (such as “regulation”).

What will happen after I report a barrier? Within three days of reporting a barrier, a dti official will contact you to follow-up on the report, and give you the chance to provide any additional information on the problem. Within three weeks of that call, an official will follow-up with an update on the proposed way forward in addressing your challenge. For problems that have short-term solutions, an immediate set of responses will be put in place. For challenges that require long-term work, a broad outline of the workplan on the issue will be provided. You will then receive periodic updates as progress is made. Please note that resolving barriers can be a complex and time-consuming process, and as such estimated resolution times will not be provided. Response times for bulk submissions of export barriers will vary.

If you do not receive feedback within the specified timelines or are unsatisfied with the service received, please report your concerns to Christopher Wood (cwood@thedti.gov.za, 012 394 1573).

How is my data used? By default, a description of the reported barrier may be shared within the dti, with other government departments and agencies, with foreign government representatives, and with other appropriate experts. Details of your company, the reporting individual, and specifics of the trade will be shared only if it is important to resolving the problem. If you select, “do not disclose my details”, no details of your company or reporting individual will be disclosed at any time, with only a generic description of the problem shared. If you select “do not disclose my barrier” the details of your barrier will not be shared outside of the dti. Please note that this may limit the scope for resolution of some barriers.

Can I share this form with other exporters? For the pilot phase, please do not share the reporting form. However please do ask other exporters to report their barriers through more traditional means, including by speaking to the dti. Queries can be addressed to ExportBarriers@thedti.gov.za. After the pilot phase, you are strongly encouraged to distribute the reporting form to as many exporters or potential exporters as possible. We greatly appreciate your help in spreading the word about the monitoring mechanism.



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What do the questions on the reporting form mean? For full information on the questions included in the reporting form, please refer to the reference table below.

Question	Information requested
1.1. Company or organisation	Name of the company or organisation reporting the barrier and/or facing the barrier.
1.2. Contact person	Name of an individual in the reporting organisation who can respond to follow-up questions on the export barrier.
1.3. Contact email	Email of the person nominated in 1.2.
1.4. Contact number	Contact number of the person nominated in 1.3.
1.5. Do not disclose my details	If selected, details of the company impacted by the barrier, the reporting organisation and the individual reporter will not be disclosed outside of the dti. Note that disclosure is limited by default and these details are only disclosed when necessary to resolve the barrier.
1.6. Do not disclose my barrier	If selected, details of the reported export barrier will not be disclosed outside the dti. Please note this may limit the scope for resolution of some barriers.
2.1. Product description	A description of the products impacted by the barrier.
2.2. HS code(s)	The HS codes related to the product in 2.1, if available.
2.3. Destination market(s)	The export markets impacted by the barrier being reported.
2.4. Exit point(s)	The South African port or border crossing in which the barrier is encountered, if applicable.
2.5. Entry point(s)	The foreign port or border crossing in which the barrier is encountered, if applicable.
3.1. Which of the following best describes your challenge?	Choose an option from the list provided. For further information on types of barriers, please see the first question in this guide.
3.2. How severe is the barrier?	Choose an option from the list provided. Measurements should be based on an informed judgement on the part of the reporter.
3.3. Describe the barrier	<p>A comprehensive description of the barrier encounters. Please include as much information as possible.</p> <p>Beyond a general description, useful information to include is: when did the barrier arise, what caused the barrier to arise, does the barrier impact all exporters or only South Africa, progress to date on addressing the barrier, and potential solutions identified for resolving the barrier.</p>