



# African Continental Free Trade Area

---

## Non-Tariff Barriers Reporting, Monitoring and Eliminating Mechanism

# Content

## **Introduction**

**03**

The African Continental Free Trade Area (AfCFTA) –  
Creating One African Market

What are Non-Tariff Barriers (NTBs) and how to Eliminate them?

How does the AfCFTA Online NTBs Reporting, Monitoring and  
Elimination Mechanism works?

## **Public Users Access**

**07**

How to Access the AfCFTA NTBs Online Mechanism

How to Register a New User Account

How to Log in if you have Already Registered

How to Edit your User Profile

## **Submitting and Tracking Complaints**

**17**

How to Submit a Complaint via the Website and Mobile app

How to Upload Supporting Documentation

How to Track your Complaint

## **Support**

**26**

# Introduction

## The African Continental Free Trade Area (AfCFTA) – Creating One African Market

The AfCFTA Agreement was signed on 21 March 2018 in Kigali, Rwanda, and it came into force on 30 May 2019. With a population of 1.2 billion, the AfCFTA creates USD 1,3 trillion single continental market for goods and services that is intended to boost intra-Africa trade, economic growth, industrial development, and improve the livelihoods of citizens of the Member States.

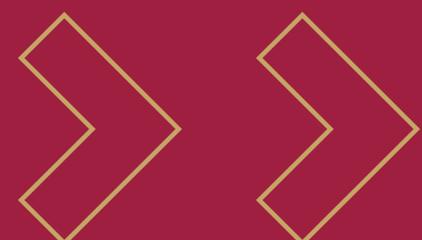
To achieve the aforementioned goals and other development objectives, the AfCFTA through its various protocols, addresses issues relating to trade facilitation, movement of business and people, as well as tariff liberalisation. The AfCFTA has successfully negotiated reduction of tariffs to facilitate smooth movement of goods across borders

Today the elimination of Non-Tariff Barriers (NTBs) remains critical to enhance growth in intra-Africa trade. The Agreement provides legal foundation for the elimination of Non-Tariff Barriers (NTBs) and other trade obstacles.

The AfCFTA Agreement creates efficiency in managing and elimination of NTBs for the benefit of:

- Facilitate movement of goods across borders,
- Smooth transit by transport operators,
- Promote cross-border trade by women, youths, exporters, importers thereby increase intra-African trade, and
- Improve the livelihoods of all citizens.

Addressing NTBs is provided for in Annex 5 of the AfCFTA Agreement's Protocol on Trade in Goods and is critical for the effective implementation of the Agreement.





## What are Non-Tariff Barriers (NTBs) and how to Eliminate them?

The proliferation and persistence of Non-Tariff Barriers (NTBs) contribute to high costs of doing business and low levels of intra-Africa trade. NTBs comprise a wide array of obstacles that results from prohibitions, conditions or specific market requirements that make importation or exportation of products difficult and/or costly. NTBs also include unjustified and/or improper application of Non-Tariff Measures (NTMs) such as sanitary and phytosanitary (SPS) measures and other technical barriers to trade (TBT). AfCFTA negotiators recognized this bottleneck and set out ambitious targets and mechanisms for integration in the AfCFTA.

Annex 5 of the Protocol on Trade in Goods establishes a reporting, monitoring and elimination mechanism where public and private sector stakeholders can file a complaint on a specific trade obstacle they have encountered during the process of moving goods and services across borders. The complaint is then transmitted to the government of the responsible trading partner to consider/ address to the complaint. If both parties agree on a solution, the complaint is resolved.

## How does the AfCFTA Online NTB Reporting, Monitoring and Elimination Mechanism work?

The AfCFTA online NTBs reporting, monitoring and eliminating mechanism is available online at [www.tradebarriers.africa](http://www.tradebarriers.africa). This real-time web-based NTBs mechanism aims to enhance transparency in identifying and monitoring NTBs, easy follow-up and reduce the amount of time taken by governments to resolve reported and identified NTBs.

The NTBs online mechanism contains the following technical features to enable accurate reporting, effective monitoring and sustainable elimination of identified NTBs in the AfCFTA.

### 1) Reporting NTBs

Complaints may be submitted by registered public users through the website or SMS (Short/Text Message Service) any time after a specific trade obstacle has been encountered by the complainant. A National Focal Point (reporting country) can submit a complaint on behalf of a complainant.

### 2) Monitoring and Processing NTBs

The online mechanism allows real-time processing and sharing of information/documents by National Focal Points and the AfCFTA NTBs Coordination Unit. The online mechanism continuously notifies assigned National Focal Points, complainants and the AfCFTA NTBs Coordination Unit of any new comments, changes or updates made to the complaint.

### 3) Resolving and Eliminating NTBs

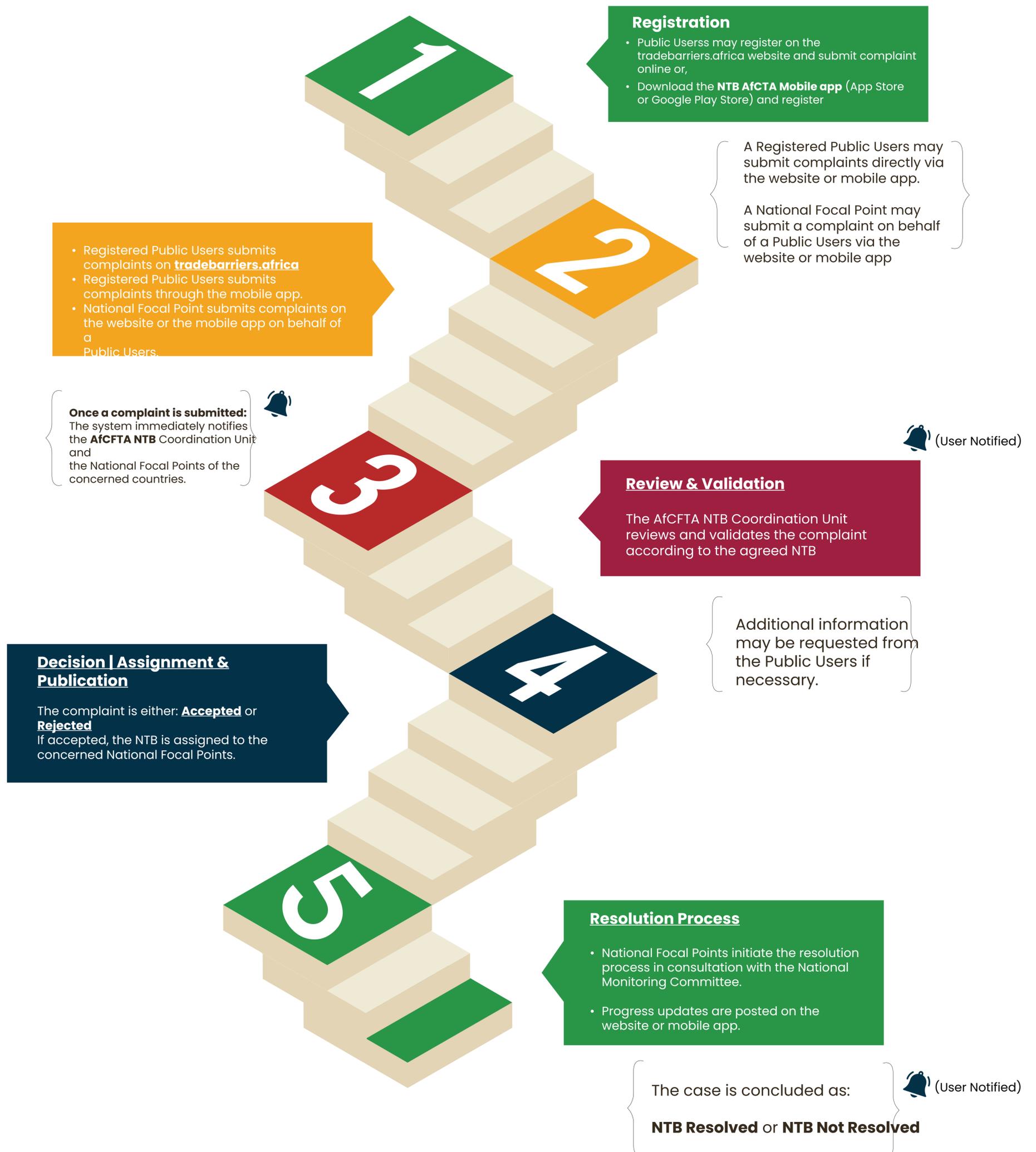
Submitted complaints are reviewed and validated by the AfCFTA NTBs Coordination Unit against the AfCFTA NTB categorization. If complaints are accepted as NTBs, the NTBs will be assigned to concerned National Focal Points who will initiate the resolution process with the National Monitoring Committee.

Unresolved complaints will be escalated to the Sub-Committee on NTBs and the Committee on Trade in Goods by the AfCFTA NTBs Coordination Unit.

**The process of Reporting, Monitoring and Processing, Resolving and Eliminating NTB's is illustrated below.**

# Non-Tariff Barriers Reporting, Submission, Monitoring and Resolution Process

Figure 1: NTB Reporting, Monitoring and Resolution Process



# Public Users Access

The general public can register as users on the AfCFTA NTB Online Mechanism website at [www.tradebarriers.africa](http://www.tradebarriers.africa) or **download the Mobile App** in order to submit and track the process of resolution of reported trade barriers. Public Users can also send complaints through letter, email, fax or phone.

## Public Users **can**:

- Submit online complaints via the website or mobile app
- Submit complaints via letter, email, fax or phone
- Upload supporting documents
- Receive email updates on the status of their complaints
- Edit their own user profiles on the website or mobile app
- View all active and resolved complaints on the website or mobile app

## Public Users **cannot**:

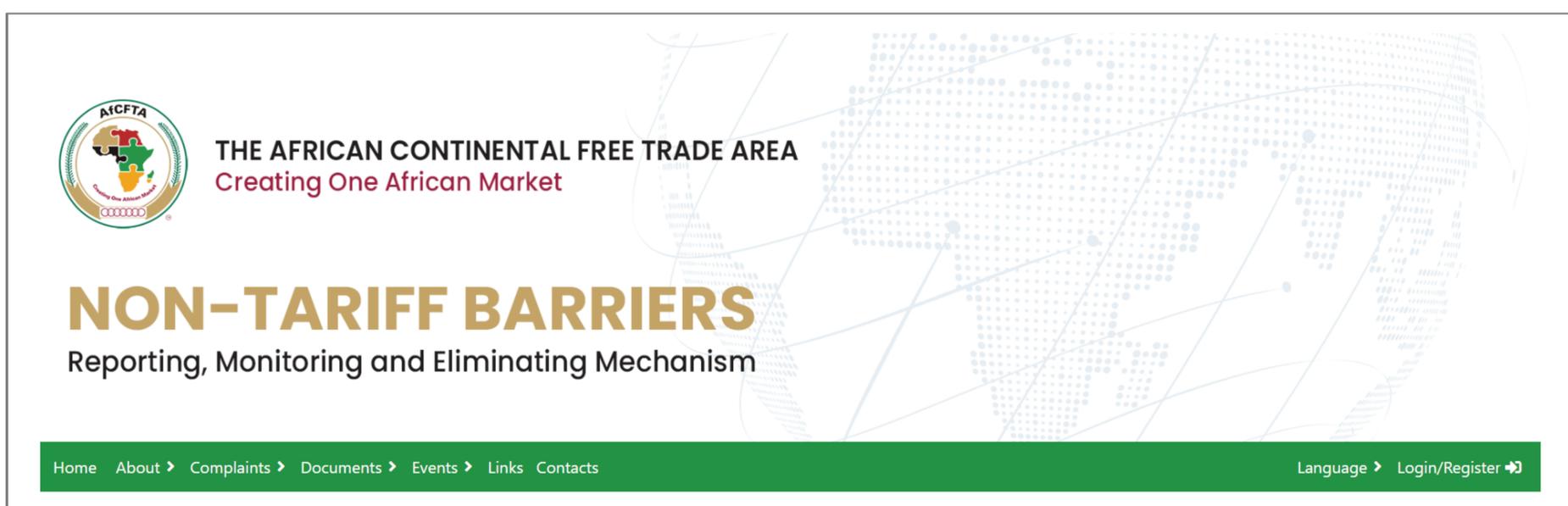
- Edit complaints that they have already submitted.

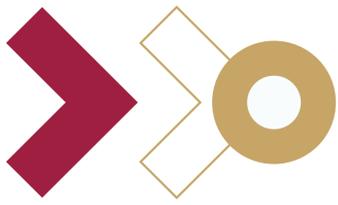


## 2.1 Accessing the AfCFTA NTB Online Mechanism

To access the AfCFTA NTBs Online Mechanism website, enter the following URL into the address bar of your browser: <https://tradebarriers.africa/> or download the app on playstore or apple store.

The home page displays as follows:





## 2.2 How to Register a New User Account (Website)

Users must be registered in order to log on to the system to perform any functions relating to submission and tracking of complaints.

**To register an account, follow these steps:**

1. Open the website in a browser.
2. Click on the **“Login”** button (located at the FAR RIGHT of the green menu bar)
3. Click on the **“Register”** button in the Register an account block on the right.
5. The Registration form will open.
6. Complete the Registration form, and click on **“Register”**.



THE AFRICAN CONTINENTAL FREE TRADE AREA  
Creating One African Market

### NON-TARIFF BARRIERS

Reporting, Monitoring and Eliminating Mechanism

Home About > Complaints > Documents > Events > Links Contacts

Language > Login/Register ↗

Login as a registered user	Register an account
<p><b>Email address*</b></p> <input type="text"/>	<p>To submit a trade barrier complaint, you must log in as a registered user. If you do not have an account yet, click on the "Register" button below.</p> <p>After you have completed your registration, if you do not receive an activation email within 30 minutes, please check your spam mail folder, or alternatively: <a href="#">Resend your activation link</a></p>
<p><b>Password</b></p> <input type="password"/>	
<p><a href="#">Reset your password</a></p> <p><a href="#">Login</a></p>	<p><a href="#">Register</a></p>

**i** Please register by completing the form below. Your personal details will not be published on the site and will only be used to request additional information and communicate progress about your submitted complaint.

The system will send you an email containing a link which you can use to activate your account within 30 minutes of registering your account.

If you do not receive the activation email within 30 minutes, check your spam mail.

Register

**Email address\***

**Password\***

**Re-enter your password\***

**First name\***

**Last name\***

What language do you wish to receive emails in?

English

**Register**

6. An email containing your **activation link** will be sent to your email address.

7. Click on the link in the email to activate your account.

8. Once your account has been activated, you can log onto the website to submit a complaint.

**Note:**

- Fields marked with an asterisk (\*) are mandatory
- Users must activate their accounts by clicking on the activation link sent to their email address when registering (please check your Spam folder).
- Users will not be able to log into the website unless their account has been activated.



## 2.3 How to Register a New User Account (Mobile App)

Users must be registered in order to log on to the system to perform any functions relating to submission and tracking of complaints.

**To register an account, follow these steps:**

1. Download the Mobile App on Play store or App Store
2. Click on the **“Login”** button if you already have an account.
3. Click on the **“Register”** button, an account block form will open.
5. Complete the Registration form, and click on **“Register”**.

**Register**

\* First Name

\* Last Name

\* Email Address

\* Cellphone Number

Telephone Number

\* Country of Residence

Sector

\* Gender

REGISTER

\* Country You Mainly Trade From

Sector

Gender

Age

\* Password

\* Confirm Password

Privacy Policy

REGISTER

6. An email containing your **activation link** will be sent to your email address.
7. Click on the link in the email to activate your account.
8. Once your account has been activated, you can log onto the mobile app to submit a complaint.

**Note:**

- Fields marked with an asterisk (\*) are mandatory
- Users must activate their accounts by clicking on the activation link sent to their email address when registering (please check your Spam folder).
- Users will not be able to log into the website unless their account has been activated.

## 2.4 How to Log in if you have Already Registered

To login after you have registered, follow these steps:

1. Log onto the website.
2. Fill in your email address and password in the **Login as a registered user** form on the left. And then click the **“Login”** button.
3. You are now logged in.

If you forgot your password, follow these steps:

1. If you have forgotten your password, follow the steps above and click on the **“Reset Password”** beside the **“Login”** button

Home About > Complaints > Documents > Events > Links Contacts Language > Login/Register ↗

**Login as a registered user**

Email address\*

Password

Reset your password | **Login**

**Register an account**

To submit a trade barrier complaint, you must log in as a registered user. If you do not have an account yet, click on the **“Register”** button below.

After you have completed your registration, if you do not receive an activation email within 30 minutes, please check your spam mail folder, or alternatively: [Resend your activation link](#)

Register

Home About > Complaints > Documents > Events > Links Contacts Language > Login/Register ↗

Reset password

Please enter the email address that you originally registered with. The system will send you an email containing a link which you can then use to reset your password.

Email address\*

Reset password

Not registered yet? [Create an account](#) | Already registered? [Login](#) | [Resend your activation link](#)

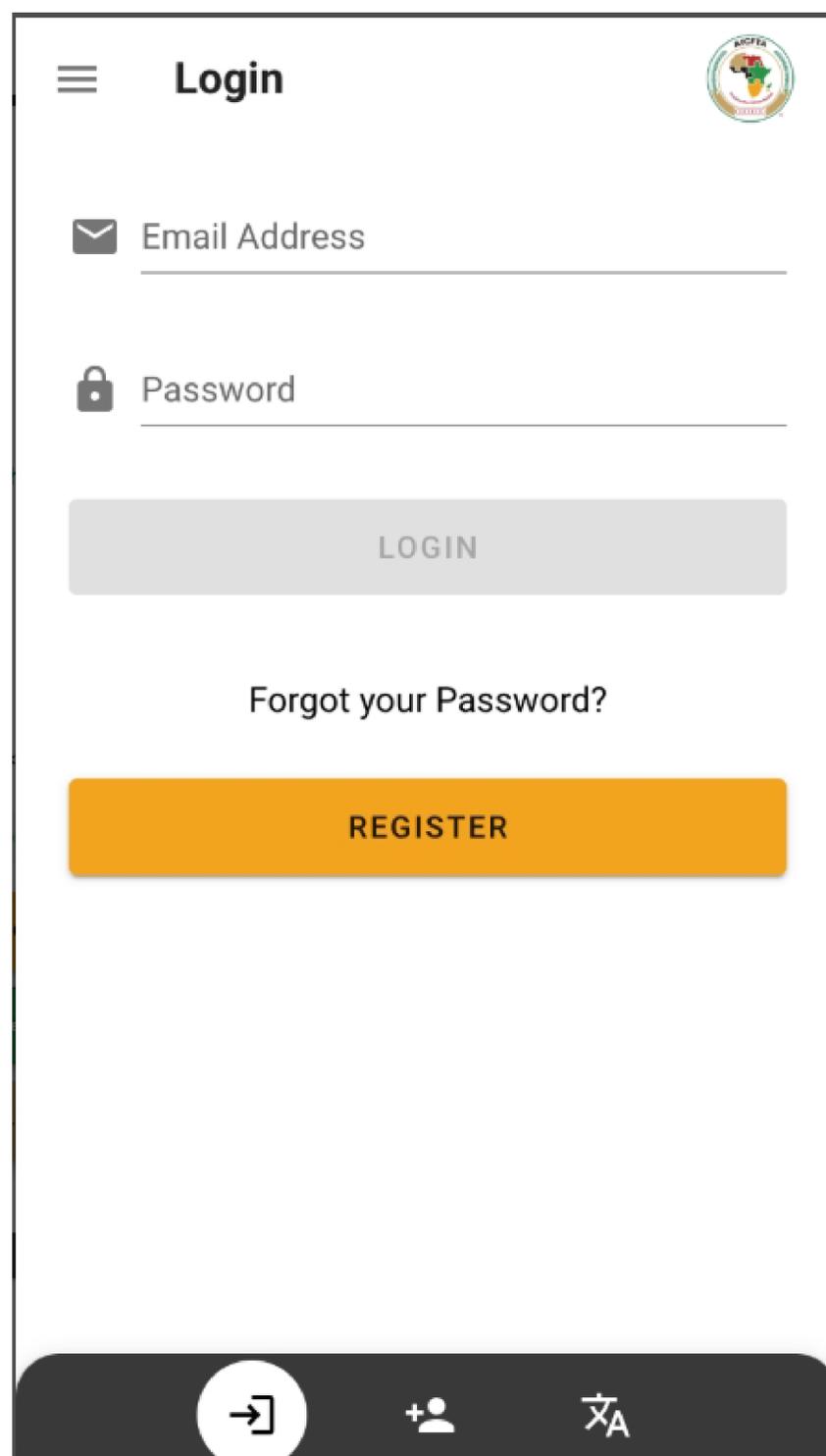
## 2.5 How to Log in if you have Already Registered (Mobile App)

**To login after you have registered, follow these steps:**

1. Open the Mobile App/ log onto the website.
2. Click on the “Login” button.
3. Fill in your email address and password in the **Login as a registered user** form on the left. And then click the **“Login”** button.
4. You are now logged in.

**If you forgot your password, follow these steps:**

1. If you have forgotten your password, follow the steps above and click on the **“Forgot your password”** beneath the **“Login”** button



The screenshot shows the mobile app's login interface. At the top, there is a hamburger menu icon, the word "Login", and the AfCFTA logo. Below this, there are two input fields: "Email Address" with an envelope icon and "Password" with a lock icon. A grey "LOGIN" button is positioned below the fields. Underneath the button is the text "Forgot your Password?". At the bottom of the form area is a prominent orange "REGISTER" button. The bottom of the screen features a dark navigation bar with three icons: a home icon, a user profile icon, and a search icon.

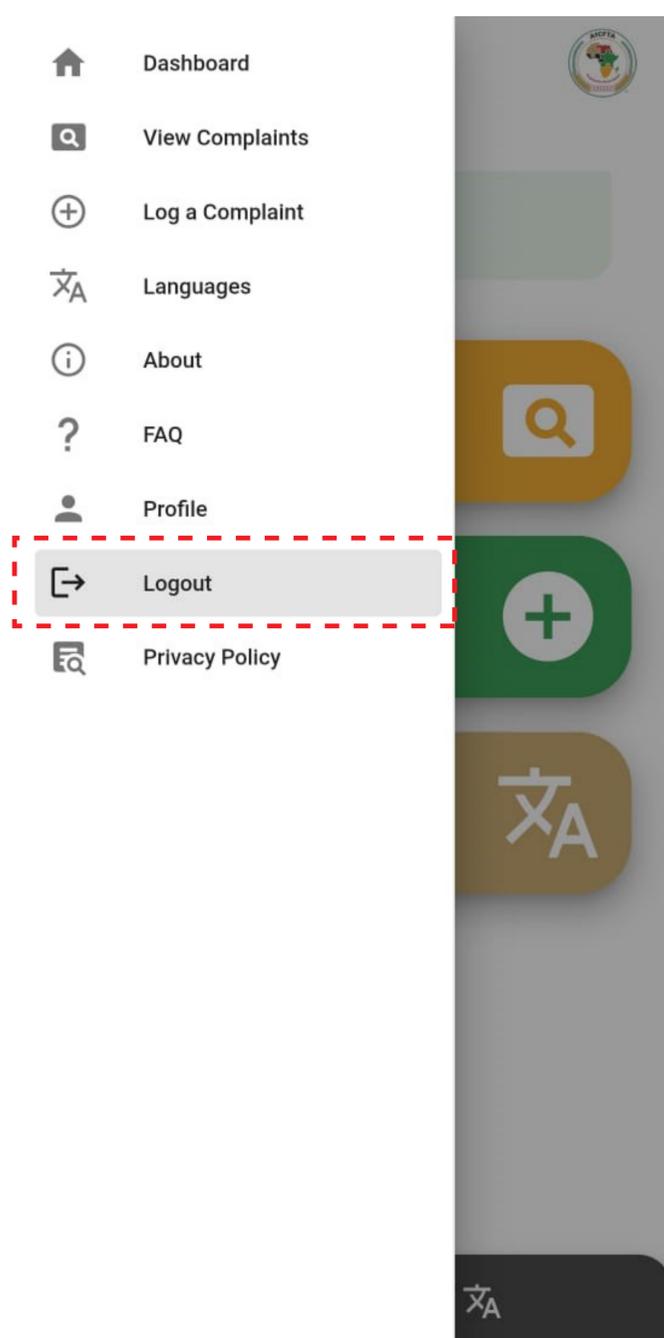
2. The **Reset password** form will open:
3. Enter your email address, and click on **“Reset password”**.
4. The system will email a password reset link. Click on the link in the email to reset your password.
5. The link opens a form where you can create a new password. Enter your new password in both fields, and then click **“Change password”**.
6. You will now be able to login using your new password.

### To log out, follow these steps:

1. Once logged in, the login button and form is no longer visible, and a **“Logout”** button appears at the TOP LEFT corner of the screen, the 3 dashed lines.
2. Click **“Logout”** to end your session:

### If you forgot your password, follow these steps:

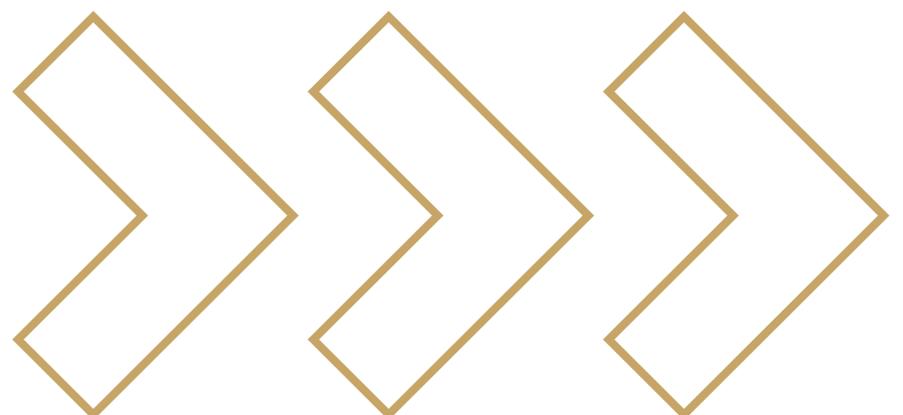
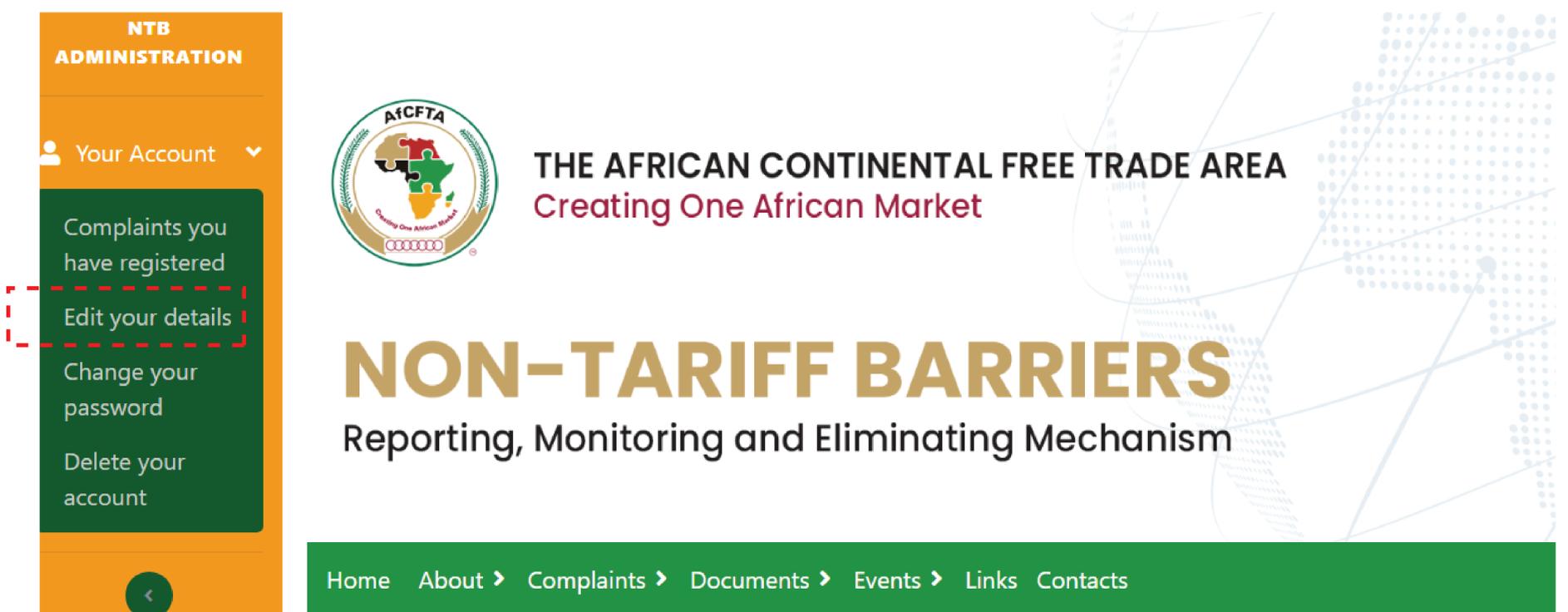
1. If you have forgotten your password, follow the steps above and click on the **“Reset your password”** button left of the **“Login”** button



## 2.6 How to Edit your User Profile (Website)

**To edit your profile or change your password, follow these steps:**

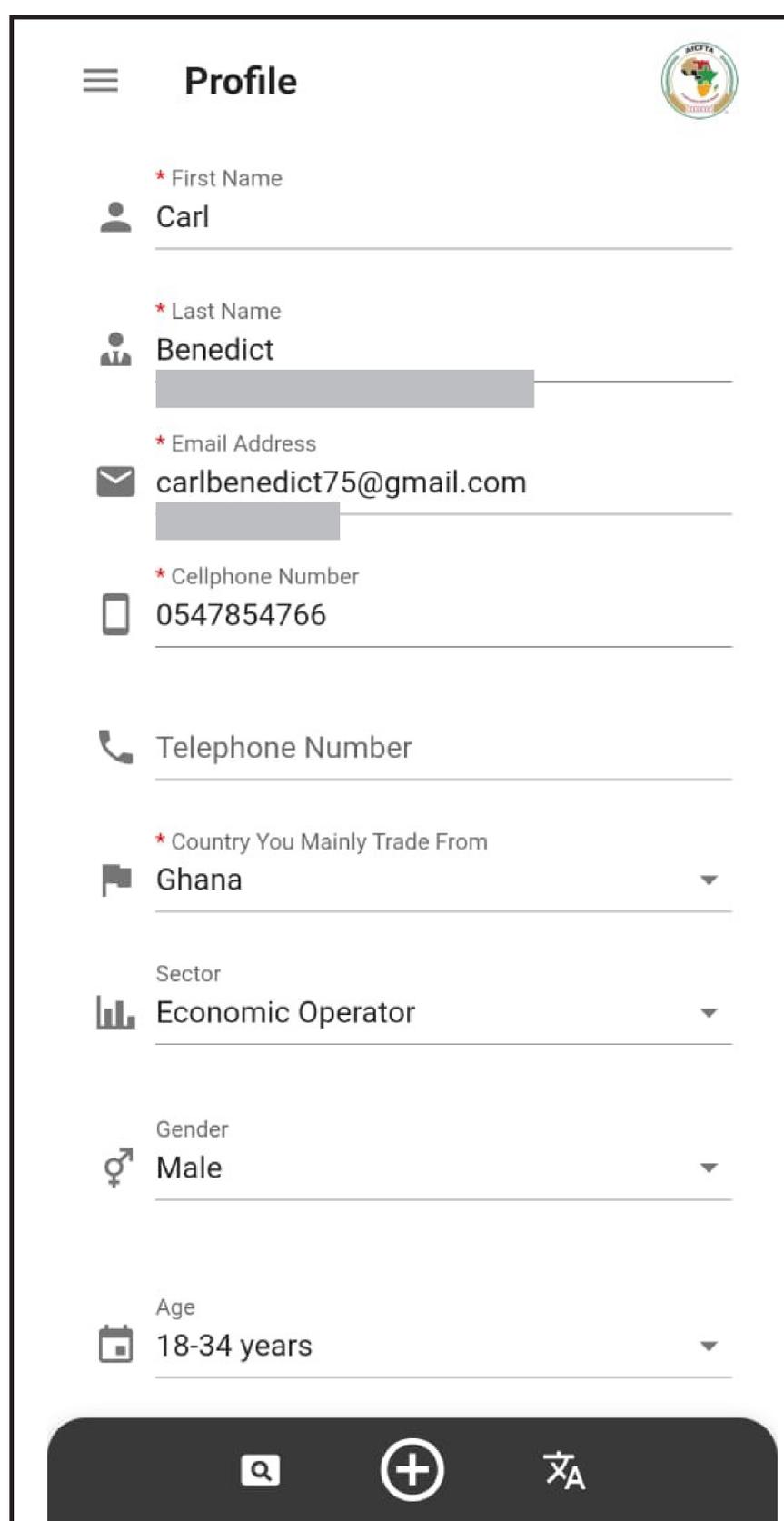
1. Log on to the website, using your email address and password.
2. Click on the Your account menu link at the TOP LEFT of the screen:
3. To Edit your profile information, click on **Edit your details**, make changes and click the **“Edit your profile”** button to save your changes.
4. To Change your password, click on **Change your password**, provide your old and new passwords and click the **“Change your password”** button to save your changes.



## 2.7 How to Edit your User Profile (Mobile App)

**To edit your profile or change your password, follow these steps:**

1. Log into the app, using your email address and password.
2. Click on the Your account menu link at the TOP LEFT of the screen.
3. To Edit your profile information, click on Edit your details, make changes and click the **“Edit your profile”** button to save your changes.
4. To Change your password, click on Change your password, provide your old and new passwords and click the **“Change your password”** button to save your changes.



**Profile**

\* First Name  
Carl

\* Last Name  
Benedict

\* Email Address  
carlbenedict75@gmail.com

\* Cellphone Number  
0547854766

Telephone Number

\* Country You Mainly Trade From  
Ghana

Sector  
Economic Operator

Gender  
Male

Age  
18-34 years

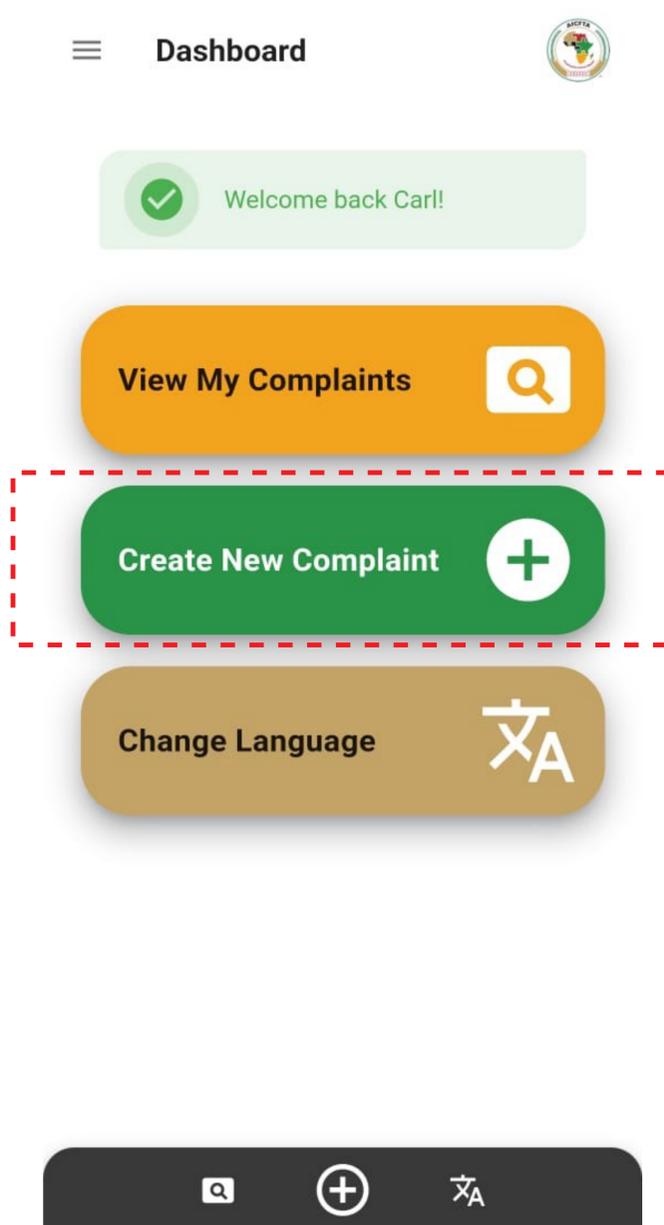
# Submitting and Tracking Complaints

All registered users can submit and track complaints via the AfCFTA NTBs Online Mechanism website. Unique reference numbers are assigned to complaints by the system automatically, on submission.

## 3.1 How to Submit a Complaint via the Mobile App

**To submit a complaint using the website, follow these steps:**

1. Open the App, using your email address and password.
2. Select **“Create New Complaint”** on the dashboard and register a complaint.
3. Complete the form on the page that opens by providing as much detail as possible about the complaint. Instructions on how to upload supporting documents are provided in the next section. Once all the information is complete, click the **“Submit your complaint”** button.



**Log a Complaint**

**SELECT DATE AND LOCATION**

20 %  
Step 2 of 6

← →

Incident Date

Country/Region of Incident

Type of Location

**Log a Complaint**

**SELECT DATE AND LOCATION**

20 %  
Step 2 of 6

← →

Incident Date  
2026-02-12

Country/Region of Incident  
Ghana

Type of Location  
Government institution

Other Location  
Accra

 **Log a Complaint** 

**COMPLAINT DESCRIPTION**

**3**  40 %  
Step 3 of 6

Complaint Details (max 300 words)

---

 Evidence

---

0 files (0 B in total)

 **Log a Complaint** 

**COMPLAINT DESCRIPTION**

**3**  40 %  
Step 3 of 6

ABC Agro Processing Ltd exported 20 metric tonnes of processed shea butter to Kenya under AfCFTA preferential trading arrangements.

Upon arrival at the Port of Mombasa, Kenyan authorities requested an additional product conformity certificate that was not listed under the agreed

---

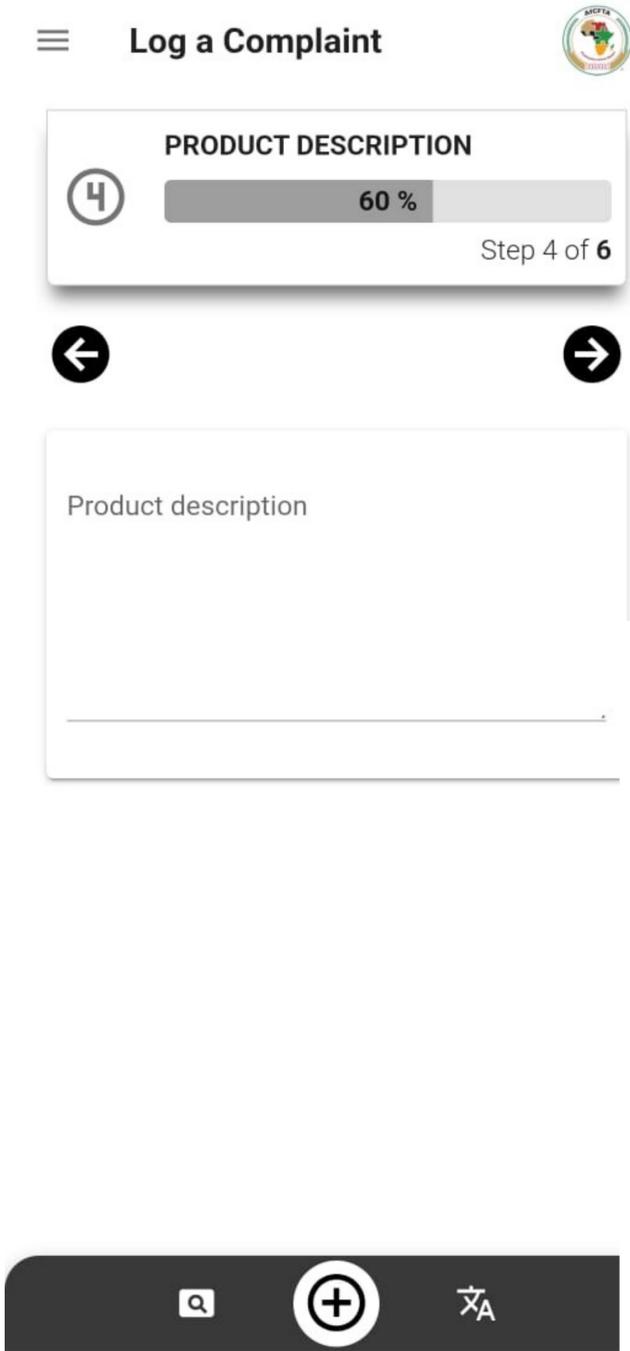
 Footage of goods.jpg

---

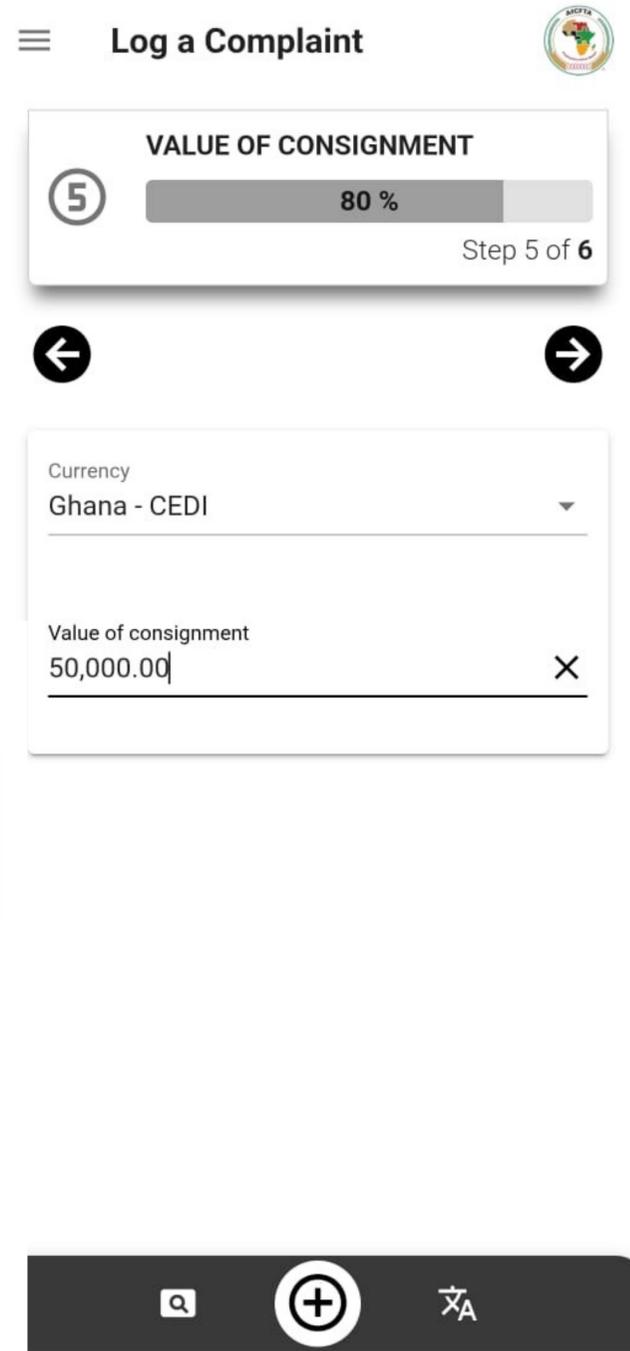
0 files (0 B in total)

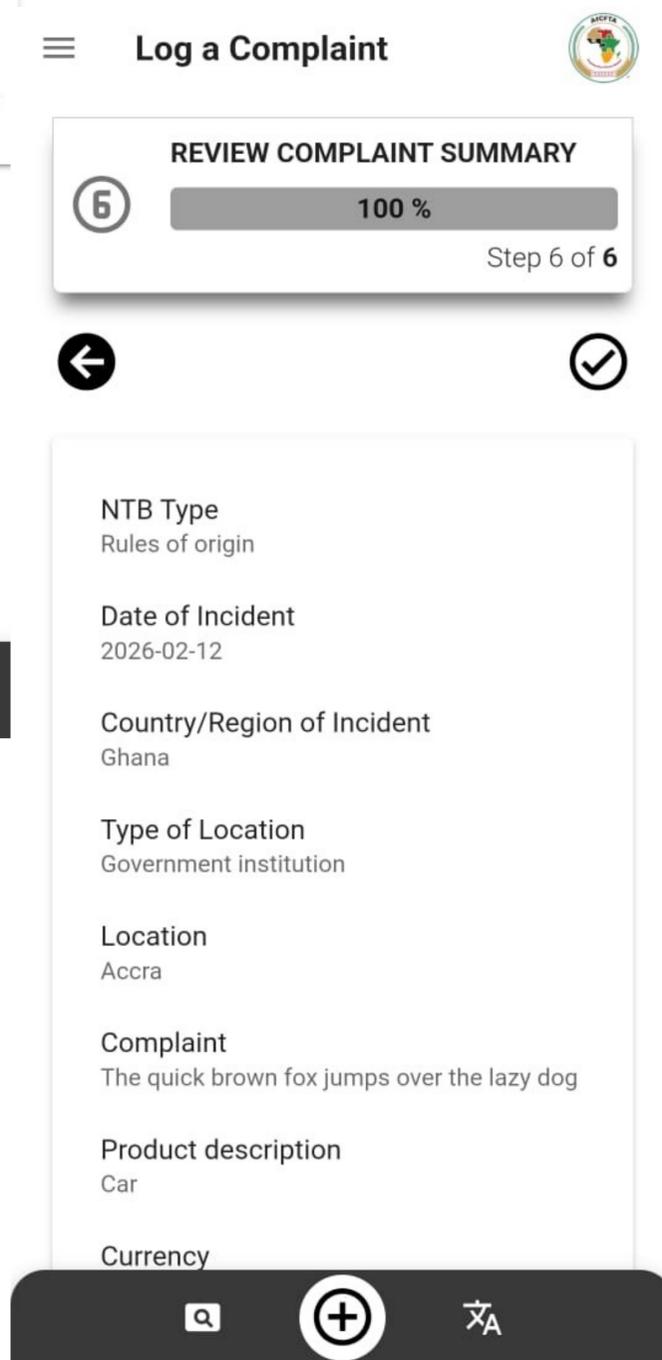
1



2



3



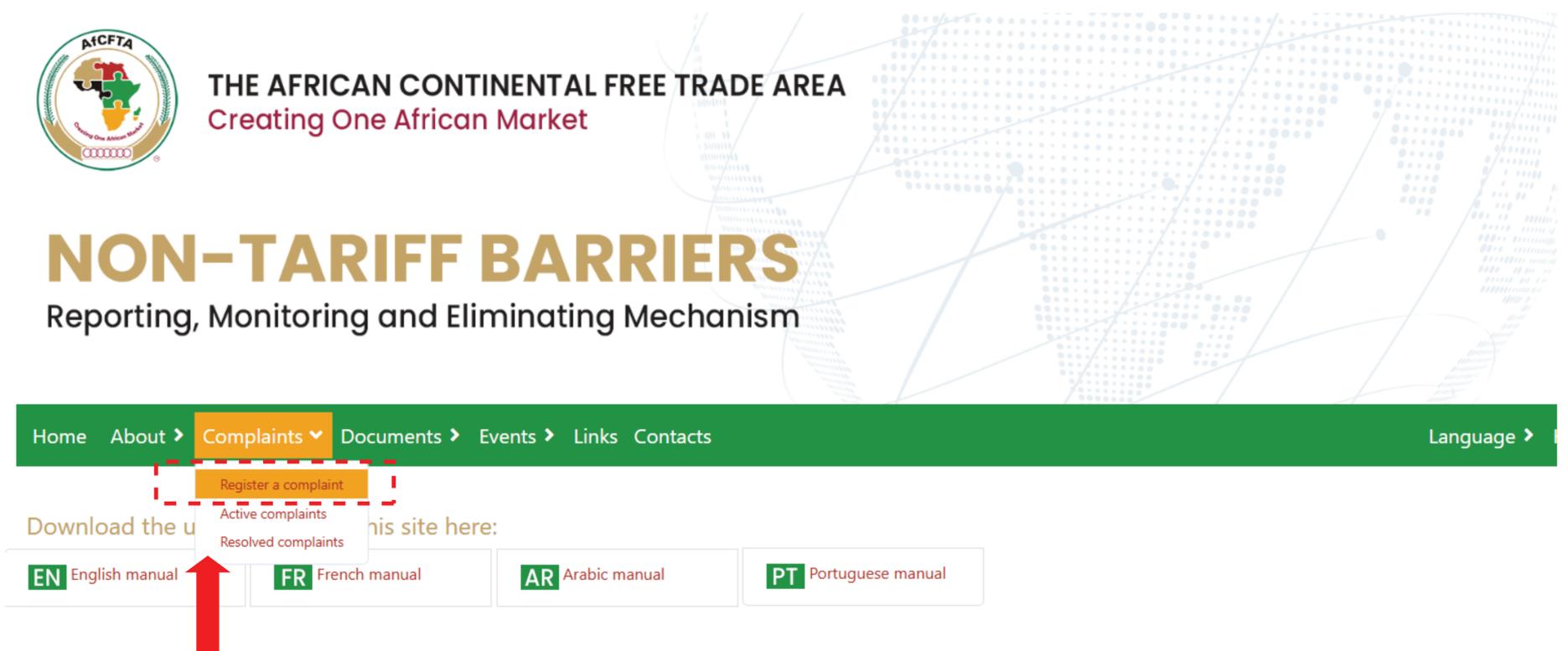
**Note:**

- You will be prompted to review your profile details and to make changes if necessary.
- All fields marked with an asterisk (\*) must be completed.

## 3.2 How to Submit a Complaint via the Website

To submit a complaint using the website, follow these steps:

1. Log-on to the website, using your email address and password.
2. Select **“Complaint”** on the dashboard; on the dropdown select **“Register a complaint.”**
3. Complete the form on the page that opens by providing as much detail as possible about the complaint. Instructions on how to upload supporting documents are provided in the next section. Once all the information is complete, click the **“Submit your complaint”** button.



The screenshot displays the AfCFTA website interface. At the top left is the AfCFTA logo, followed by the text "THE AFRICAN CONTINENTAL FREE TRADE AREA" and "Creating One African Market". Below this is the main heading "NON-TARIFF BARRIERS" and the subtitle "Reporting, Monitoring and Eliminating Mechanism". A green navigation bar contains links for Home, About, Complaints (with a dropdown arrow), Documents, Events, Links, and Contacts. The "Complaints" dropdown menu is open, showing three options: "Register a complaint" (highlighted with a red dashed box), "Active complaints", and "Resolved complaints". A red arrow points to the "Register a complaint" option. Below the navigation bar, there is a section for downloading manuals in different languages: EN English manual, FR French manual, AR Arabic manual, and PT Portuguese manual.

## Reporting country

Country or region\*

 Ghana

## Details of occurrence

Please provide details of the trade barrier that you have encountered when trading in the AfCFTA.

### Location of the Non-Tariff Barrier

Country or region (Imposing country or region)\*

Select the country or region in which you have experienced the trade barrier.

 Kenya

First select the type of location where the complaint occurred. You will then be able to select the exact location, or type in a description of the location.

- Airport
- Border post
- Seaport
- Lake Port
- Government institution
- Non-government institution
- Road block
- Weighbridge
- Other

Please specify location.\*

 Moyale

### Description of the Non-Tariff Barrier

Date of occurrence\*

 19 March 2025

Type of Non-Tariff Barrier

 -- Select --

Detailed description of trade barrier or incident\*

 ABC Agro Processing Ltd exported 20 metric tonnes of processed shea butter to Kenya under AfCFTA preferential trading arrangements. Upon arrival at the Port of Mombasa, Kenyan authorities requested an additional product conformity certificate that was not listed under the agreed AfCFTA requirements.

### Details of affected product

#### Description of product/s\*

*i*

### Product value

#### Currency

#### Consignment value (affected by NTB)

#### Annual trade value (affected by NTB)

### Supporting documentation

*i* Please upload any documentation you have which may be relevant to this complaint. If there is no relevant documentation you may leave the fields blank.

File:  No file chosen

File description:



### 3.3 How to Upload Supporting Documentation (Website & App)

Users can upload supporting documentation (text and image files) as part of the registration of a complaint. This is highly recommended to facilitate the resolution of the issue.

#### To upload a file, follow these steps:

1. Click on **“Choose file”**, then locate the file on your computer/mobile phone
2. Select the file, and click on **“Open”**
3. Provide a description of the file
4. To add additional files, click on **“Add another file”** and repeat the process
5. Files added incorrectly to the form can be removed by clicking **“Remove file”**
6. Files are uploaded and saved when the **“Submit your complaint”** button is clicked.

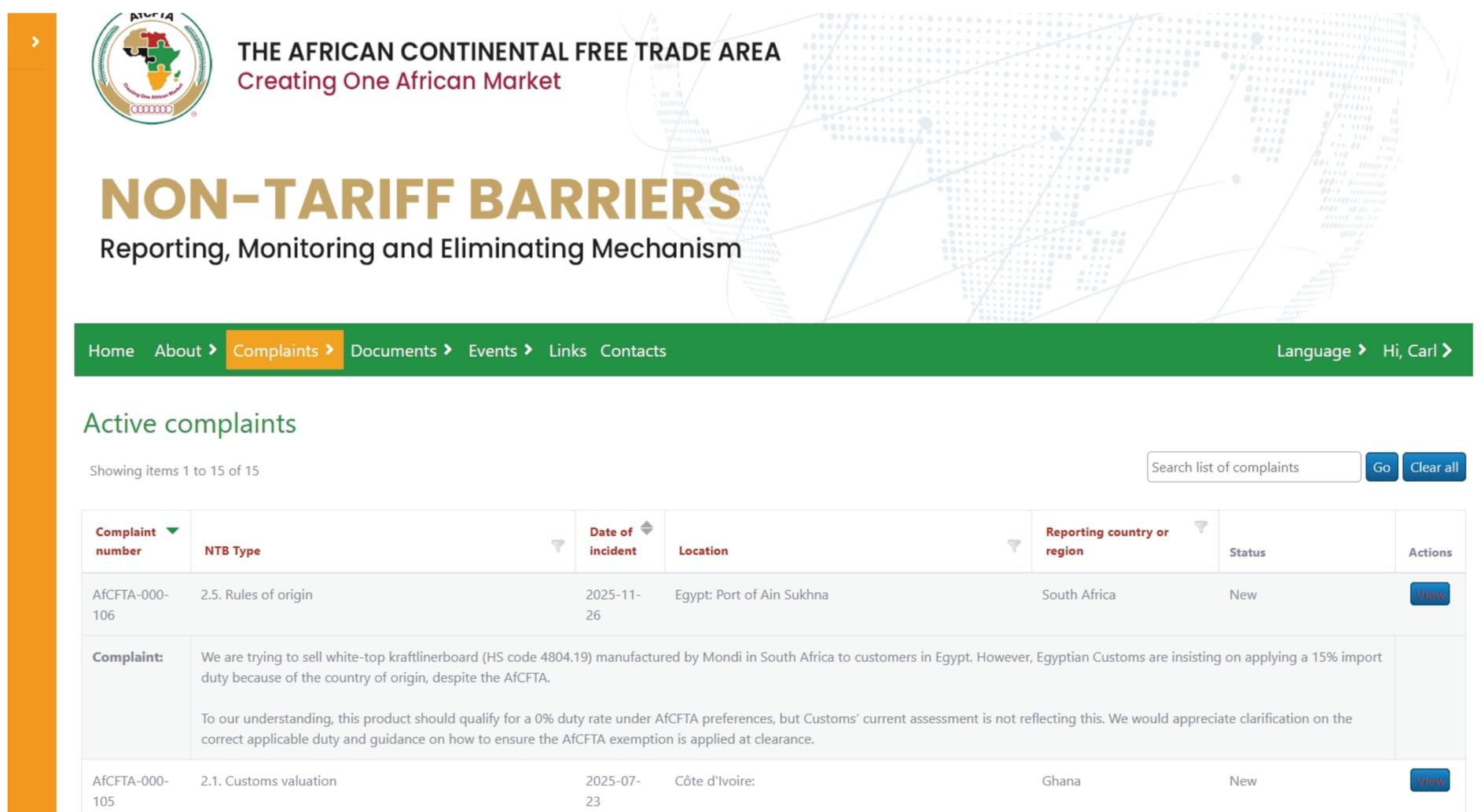
The screenshot shows a form titled "Supporting documentation". At the top, there is a dark grey header with the title. Below the header is a light blue information box with an 'i' icon and the text: "Please upload any documentation you have which may be relevant to this complaint. If there is no relevant documentation you may leave the fields blank." The form contains three main sections: 1. A file upload field with a "Choose File" button circled in red and a red arrow pointing to it. The text "File" and "No file chosen" are visible. 2. A "File description" text area. 3. An "Add another file" button circled in red with a red arrow pointing to it. At the bottom of the form is a green "Submit your complaint" button circled in red with a red arrow pointing to it.

## 3.4 How to Track your Complaint (Website)

Users can track the status of their complaints using the AfCFTA NTBs Online Mechanism website.

### To track your complaint, follow these steps:

1. Log on to the website, using your email address and password.
2. On your top menu, select **"Complaints"**, on the dropdown select **"Active Complaints"**.



The screenshot displays the AfCFTA website interface. At the top, the AfCFTA logo is on the left, followed by the text 'THE AFRICAN CONTINENTAL FREE TRADE AREA Creating One African Market'. Below this is the main heading 'NON-TARIFF BARRIERS Reporting, Monitoring and Eliminating Mechanism'. A green navigation bar contains links for 'Home', 'About', 'Complaints', 'Documents', 'Events', 'Links', and 'Contacts'. On the right of the navigation bar, there is a 'Language' dropdown and a user greeting 'Hi, Carl'. Below the navigation bar, the 'Active complaints' section is visible, showing 'Showing items 1 to 15 of 15'. A search bar labeled 'Search list of complaints' with 'Go' and 'Clear all' buttons is present. The main content is a table with the following columns: 'Complaint number', 'NTB Type', 'Date of incident', 'Location', 'Reporting country or region', 'Status', and 'Actions'. Two complaint entries are shown:

Complaint number	NTB Type	Date of incident	Location	Reporting country or region	Status	Actions
AfCFTA-000-106	2.5. Rules of origin	2025-11-26	Egypt: Port of Ain Sukhna	South Africa	New	<a href="#">View</a>
<p><b>Complaint:</b> We are trying to sell white-top kraftlinerboard (HS code 4804.19) manufactured by Mondi in South Africa to customers in Egypt. However, Egyptian Customs are insisting on applying a 15% import duty because of the country of origin, despite the AfCFTA.</p> <p>To our understanding, this product should qualify for a 0% duty rate under AfCFTA preferences, but Customs' current assessment is not reflecting this. We would appreciate clarification on the correct applicable duty and guidance on how to ensure the AfCFTA exemption is applied at clearance.</p>						
AfCFTA-000-105	2.1. Customs valuation	2025-07-23	Côte d'Ivoire:	Ghana	New	<a href="#">View</a>

3. A list of all the complaints you have submitted will be displayed
4. Click the blue **"View"** button on the right to see details of a specific complaint
5. To search for specific complaints, use any of the following search criteria: **"Search List of Complaints"**.

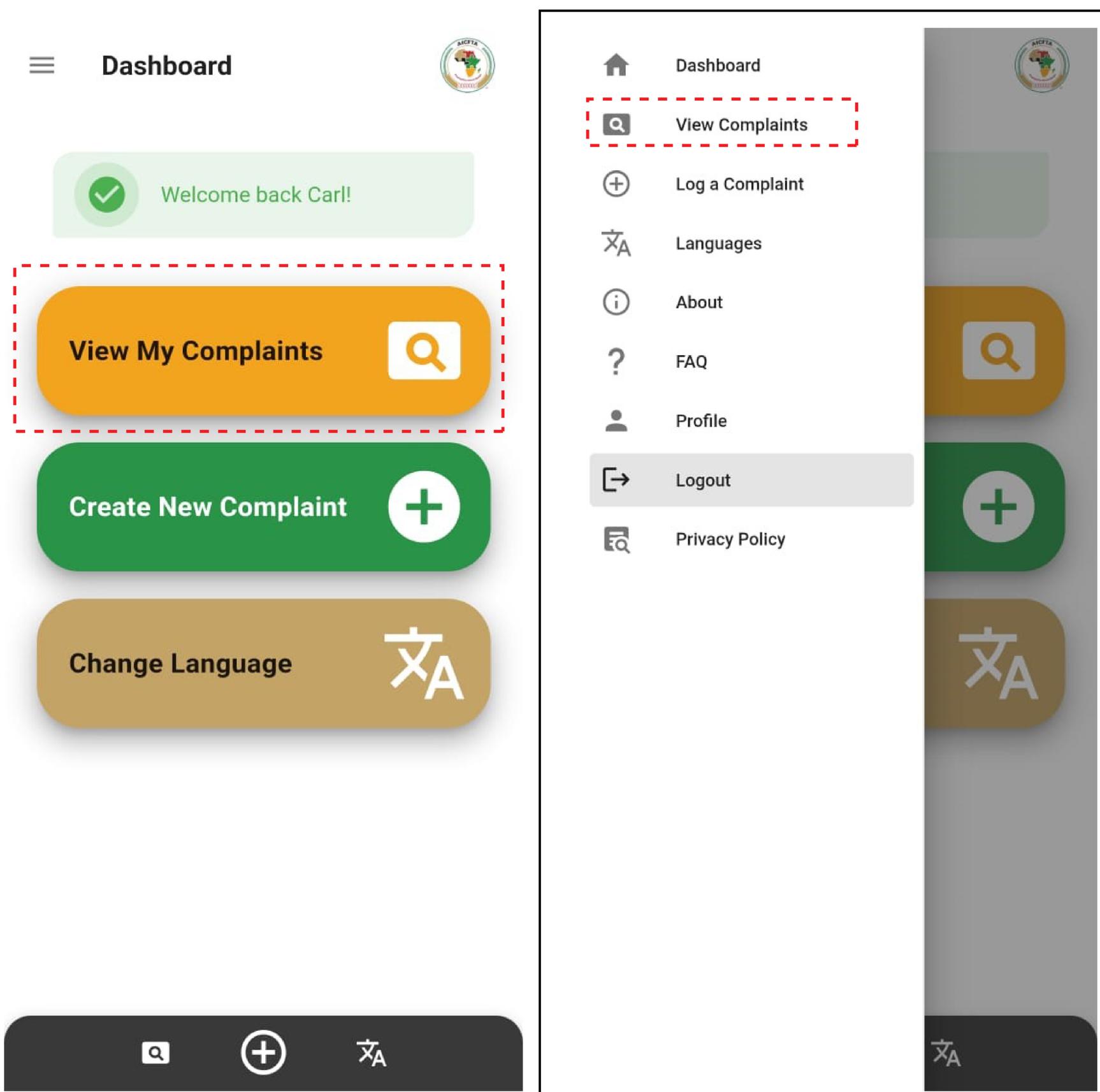
- a. Sort the **"Complaint number"** and "Date of incident" columns by clicking on the column headers OR
- b. **Filter** the remaining columns (NTB Type, Location, Reporting country and Status) by clicking on the filter icon and selecting specific conditions.

## 3.5 How to Track your Complaint (Mobile App)

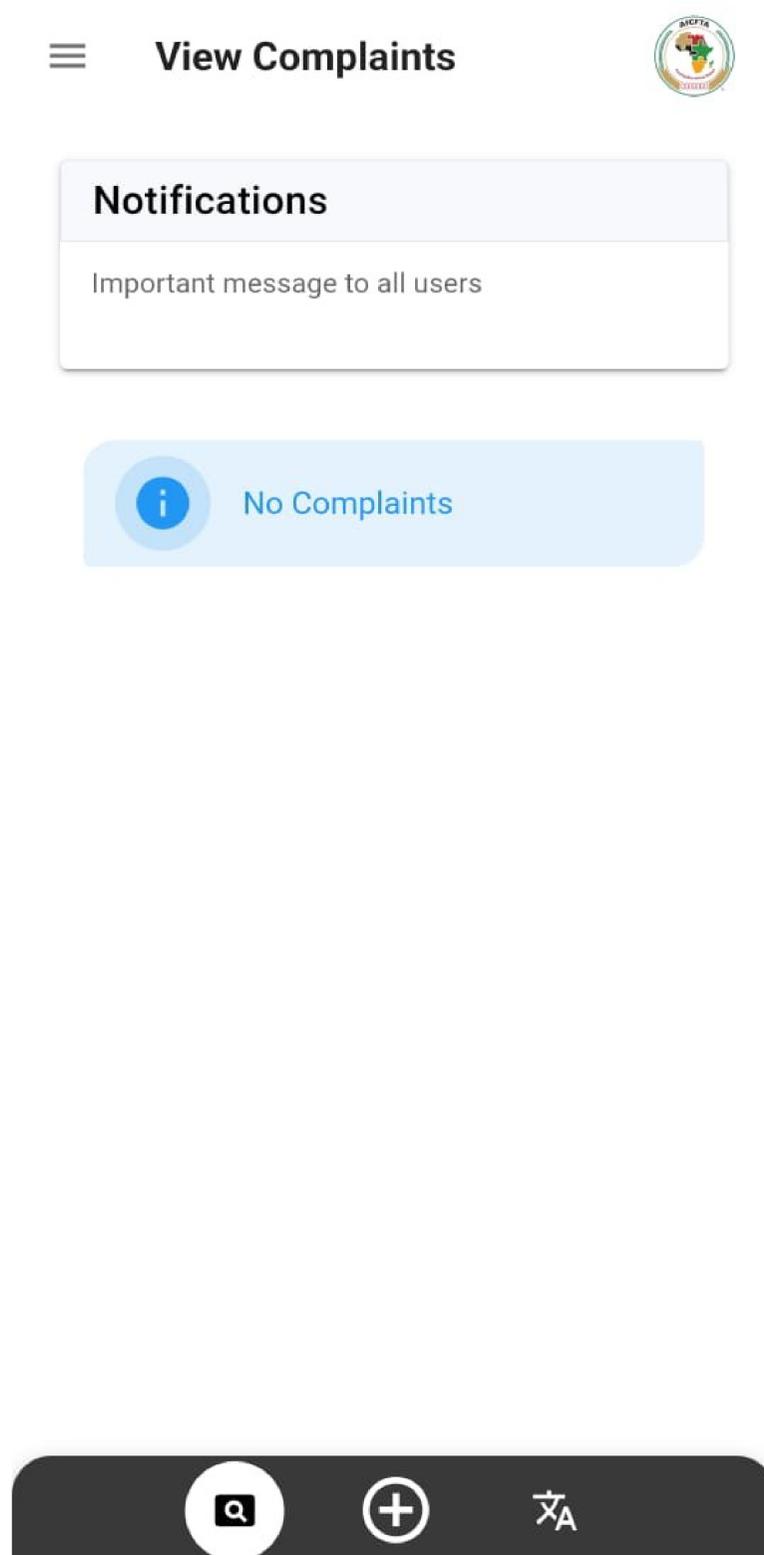
Users can track the status of their complaints using the AfCFTA NTBs mobile app.

**To track your complaint, follow these steps:**

1. Log on to the mobile app, using your email address and password.
2. On your Dashboard select **“View Complaints”** or go to the **Your account** menu at the TOP LEFT of the screen and then click on **“View Complaint”**



3. A list of all the complaints you have submitted will be displayed
4. Click the blue "View" button on the right to see details of a specific complaint
5. To search for specific complaints, use any of the following search criteria:  
Enter search terms in the General Search field OR
  - a. Sort the "**Complaint number**" and "Date of incident" columns by clicking on the column headers OR
  - b. **Filter** the remaining columns (NTB Type, Location, Reporting country and Status) by clicking on the filter icon and selecting specific conditions:



# Support

Please do not hesitate to contact the AfCFTA NTBs Coordination Unit / Focal Points if you need any assistance in using the website at [Goods@au-afcfta.org](mailto:Goods@au-afcfta.org)

To access the help page, click on the **“Help”** button (located at the bottom left of each page).



THE AFRICAN CONTINENTAL FREE TRADE AREA  
Creating One African Market

## NON-TARIFF BARRIERS

Reporting, Monitoring and Eliminating Mechanism

[Home](#) [About](#) > [Complaints](#) > [Documents](#) > [Events](#) > [Links](#) [Contacts](#)

### Assistance / Help

Please do not hesitate to contact us if you need any assistance in using this website.

E-mail:

Download the user manual for this site here:

[EN](#) English manual

[FR](#) French manual

[AR](#) Arabic manual

[PT](#) Portuguese manual

[Partners](#) | [Glossary](#) | [Help](#)

