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WEST AFRICA TRADE AND INVESTMENT HUB

IMPACT OF ADMINISTRATIVE BARRIERS ON TIME AND COST TO TRADE IN WEST AFRICA

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The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development (USAID) or the United States Government.

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ACRONYMS

CIC	Consumer Insights Consult
COO	Certificate of origin
ECOWAS	Economic Community of West African States
ETLS	ECOWAS Trade Liberalization Scheme
MT	Metric ton
SPS	Sanitary and phytosanitary
UEMOA	Economic and Monetary Union of West Africa
USG	United States Government

EXECUTIVE SUMMARY

To support USAID/West Africa’s Mission-wide goal of locally-led social and economic advancement, the West Africa Trade and Investment Hub works to reduce trade barriers along the region’s corridors and borders in partnership with the Economic Community of West African States (ECOWAS). One type of trade barrier is administrative: despite regional and local laws that officially did away with certain administrative requirements under the ECOWAS Trade Liberalization Scheme (ETLS), traders and other businesspeople report that border officials illegally or ill-informedly operate as if these requirements were still in place. Specifically, ECOWAS has declared that certificates of origin (COO) are not required for goods traded among its 15 member states, but the Trade Hub learned that officials at borders still require them. Likewise, ECOWAS member states had declared they would recognize the mutual equivalence of each other’s phyto- and zoosanitary certificates, which show that plants or animals have been inspected and are clear of diseases that threaten public health. But in practice, anecdotal evidence suggested traders were still being required obtain duplicate phyto- or zoosanitary certificates when they crossed borders.

The Trade Hub fielded this study to generate evidence on this gap between policy and reality, i.e. how often officials were still demanding COOs or duplicate phyto- and zoosanitary certificates in countries where they are not required. In addition, the study collected data on the time and cost these trade barriers add to shipments of goods around the region to estimate the welfare implications of removing these trade barriers in practice. The study surveyed 290 traders, freight forwarders, and drivers who trade 15 common agricultural and livestock products within the ECOWAS region. The study found that:

- Traders who ship goods along the trade corridors sampled are required to obtain a COO for just over half (50.7%) of their shipments. Obtaining the COO takes them an average of 15 hours and costs an average \$41.74.
- Agricultural product traders are required to obtain duplicate phytosanitary certificates more than a quarter (27.1%) of the time, which takes an average of nearly 13 hours and costs an average \$68.28.
- Livestock traders are asked to obtain duplicate zoosanitary certificates more than half (52.4%) the time, which takes an average of just under 19 hours and costs an average \$57.76.
- Despite ECOWAS states’ official adoption of changes to make regional trade easier and cheaper, only 14.8% of respondents were aware of any initiatives, changes, or reforms affecting the time and cost to trade across borders.

These findings show that ending illegal or ill-informed requests for these documents would save significant time and money. The results also tell us that traders are largely unaware of the fact that COOs and duplicate SPS certificates have already been officially eliminated. Finally, results suggest that certificates serve as a pretext for corruption: respondents noted that officials enrich themselves by demanding payment for certificates they know are not required.

This study concludes with recommended next steps to end officials’ practice of requiring traders to obtain certificates that are not officially required. These include a scorecard—already under development in partnership with ECOWAS—to report on countries’ adherence to the ETLS regime; an education campaign to help traders and businesspeople combat illegal or ill-informed practices; a host of operational changes to ease identifying and reporting infringements; and a list of suggested incentives and sanctions (disincentives) that countries could adopt to bolster enforcement.

I. INTRODUCTION

I.1 PROJECT OBJECTIVES

USAID/West Africa’s Mission-wide goal is the West African-led advancement of social and economic well-being. This goal is supported by several development objectives, including “broad-based economic growth and resilience advanced through West African partners.” The West Africa Trade and Investment Hub (the “Trade Hub”) contributes to this development objective by achieving two critical intermediate results:

- 1) Improving the capacity of West Africa’s farmers and firms in targeted regional and global value chains.
- 2) Improving the business enabling environment by addressing transport constraints and trade barriers affecting the efficiency of the region’s corridors and borders.

The Trade Hub works through regional private sector associations and regional governmental entities to help channel partners’ efforts to address critical constraints to trade competitiveness, capture opportunities to expand regional and global trade, demonstrate West Africa’s productive potential to investors, and facilitate greater investment in the region.

The project is building the capacity of several key groups of African partners: regional private sector associations and alliances, the Economic Community of West African States (ECOWAS), and the Economic and Monetary Union of West Africa (UEMOA). As the Trade Hub works with associations and regional alliances, it helps them serve as leaders in promoting reforms, attracting buyers and investors, and adopting improved practices.

The Trade Hub’s major components are:

- Regional staple foods development (livestock and grains)
- Global value chain development (targeted agro-processing and manufactured consumer goods)
- Finance and investment
- Transport and the trade enabling environment
- Capacity building
- Communications
- Administration and management, including grants administration

I.2 CONTEXT FOR THIS REPORT

West Africa’s administrative barriers to trade have been in the spotlight for decades. West African heads of states created ECOWAS on May 28, 1975, and four years later began articulating a comprehensive trade liberalization program, named the ECOWAS Trade Liberalization Scheme (ETLS). Trade liberalization completely removes tariffs on agricultural goods and traditional handicrafts. On May 28, 1981, an authority decision stipulated that ECOWAS member states were to eliminate non-tariff barriers to intra-regional trade over a four-year period. On paper, West Africa became a free trade area for agriculture goods and handicrafts beginning in January 1985. In 1990, ECOWAS extended the ETLS to cover industrial goods produced in the region.

Among documents affected by the ETLS are certificates of origin (COO), which state a commodity’s country of origin to help customs officials determine applicable tariffs, as well as sanitary and phytosanitary (SPS) certificates, which show that animals and plants have been inspected and are free of diseases that could endanger public health. Specifically, phytosanitary certificates cover plants and zoosanitary certificates cover live animals. (Sanitary certificates, which cover meat, are also affected but are not a focus of the Trade Hub or of this study).

As part of its effort to promote free trade and make food more readily available to all citizens, ECOWAS has eliminated tariffs on food and, in 2003, eliminated all requirements for certificates of

origin on fresh (unprocessed) food products. Specifically, Article 10 of ECOWAS Protocol A/PI/1/03 reads “a certificate of origin shall not be required for agricultural or livestock products.”

Likewise, to facilitate regional trade, ECOWAS countries have signed bilateral technical agreements establishing recognition of mutual equivalence regarding SPS certificates, which means that each country agrees to accept the certificates issued by its neighbors. Thus, SPS certificates issued by the country of origin are officially valid throughout the region.

Yet there is a gap between policy and reality. Across the ECOWAS region, the Trade Hub heard from traders of basic staple foods that they are routinely asked by customs authorities to produce a certificate of origin or pay a fee or “gift” to authorities to be allowed to pass without one. The Trade Hub also learned that agriculture and livestock officials at the borders sometimes still require traders to obtain duplicate phytosanitary and veterinary certificates. Although SPS certificates are supposed to be valid throughout the region, when traders arrive at the border, authorities in the importing country regularly insist on issuing a national certificate, or else ask for a side payment or “gift” to put their national stamp on the original document.

The Trade Hub supports elimination of certificates of origin requirements in line with ECOWAS’ priorities and regulations. Our efforts have led to the re-affirmed and publicly announced elimination of certificate of origin requirements in Côte d’Ivoire and Burkina Faso, and most recently, Togo and Benin. Under its 2017 Work Plan, the Trade Hub will work with partners to eliminate the COO in an additional four target countries. The Trade Hub is also organizing workshops to discuss mutual recognition of zoosanitary and phytosanitary certificates among Côte d’Ivoire, Burkina Faso, and Mali.

USAID has identified the need to evaluate potential savings in time and costs for both the COO elimination and mutual recognition across borders of phytosanitary or zoosanitary certificate. Prior to this study, there was not sufficient information available to estimate the welfare implications (time and cost savings) of these changes for traders. Furthermore, there was no data on the extent to which the official removal of administrative requirements had been mirrored in practice, i.e. how often officials were still demanding COOs or duplicate phyto- and zoosanitary certificates when they should not. This study was fielded to provide both of these: information on the time and cost savings of eliminating unneeded COO and SPS requirements, and a measure of the frequency with which these certificates are required against which the success of future efforts targeting these issues could be measured.

1.3 PURPOSE

The primary objective of this survey is to obtain data on cost and time required to obtain COOs and phytosanitary and zoosanitary certificates to gauge the impact and welfare benefit of the Trade Hub’s efforts in this area. A secondary objective is to ascertain the frequency with which they are still being requested, by whom, and at which locations. This information will help the Trade Hub and other stakeholders determine appropriate next steps in future campaigns to eliminate the improper requirement of these certificates.

2. METHODOLOGY AND DATA

For this study, the Trade Hub team, working alongside Consumer Insights Consult (CIC), a data collection firm based in Ghana, collected data from 290 traders, transporters, and freight forwarders across eight countries: Benin, Burkina Faso, Cote d'Ivoire, Gambia, Guinea, Guinea Bissau, Mali, and Togo. In each country, the Trade Hub team identified between one and four sites at which to interview respondents (each site was either a market or a customs office) and categorized them by size based on the Trade Hub team's prior knowledge. Then, the overall sample was divided among all sites according to their size. The smallest sites had a sample size of six, while the largest sites had a sample size of 26 and intermediate sites had a sample size in between.¹

While the number of respondents was 290, some traders deal with more than one product. The team interviewed each respondent about the administrative requirements they faced for their top three products from the past year. For example, if a respondent's top three products in terms of value over the past year were maize, beans, and millet, they were asked detailed questions about their most recent shipment of each of those three products. Therefore, the total number of shipments on which the team collected data was slightly higher (at 319).

CIC recruited survey enumerators fluent in the local languages where the survey would take place. The Trade Hub and CIC teams then jointly trained all enumerators on the objectives of the survey, the survey instrument, and the electronic data collection platform into which CIC scripted the survey questionnaire. The trainings included mock interviews and field-based pre-tests of the survey instrument when possible. They were held in Lomé, Togo on February 27 and 28, 2017 for the enumerators for Togo and Benin, in Bobo-Dioulassou, Burkina Faso from March 2 to 4, 2017 for enumerators from Burkina Faso, Côte d'Ivoire, Guinea, and Mali, and in Ziguinchor, Senegal from March 8 to 10, 2017 for the teams from Gambia and Guinea-Bissau. Country teams of between two and four enumerators (depending on the sample size for each country) and one supervisor dispersed to the various survey sites for data collection, which was completed between March 2 and March 16, 2017.

At each site, the survey team secured permission from the relevant authorities to conduct interviews and then selected individual respondents randomly. They performed random selection in one of two ways. If a list of traders, transporters, and/or agents currently working at that site was available or could be assembled with the help of authorities, the survey team supervisor used that list along with a random number generator to select respondents. If no list could be obtained, the survey team supervisor split the site into several divisions and then each team member performed a "random walk" through their assigned division. This method involves randomly selecting a starting point and walking through an area asking every potential respondent at a pre-determined interval to participate. In most cases, the teams were able to interview most or all of the desired number of respondents. However, in some sites the population of eligible respondents was smaller than anticipated, so fewer respondents than planned were able to be interviewed. Table 1 below shows the breakdown of desired and achieved sample sizes across the countries and survey sites.

¹ The choice of countries was due to the current situation with COO administration in select countries. In the past year, four countries (Côte d'Ivoire, Burkina Faso, Benin and Togo) have publicly announced via new regulatory decrees that COOs for raw agricultural products and livestock are not required under the ETLs. The other four countries sampled (Guinea-Bissau, Mali, Gambia, and Guinea-Conakry) were chosen due to the Trade Hub's workplan to begin working with these countries to announce the elimination of the requirement for COOs in these countries to determine the costs which would be saved in trade if the elimination of COOs is successful.

Table 1: Sampling Breakdown by Country, Corridor, and Site

Country	Corridor	Site	Desired sample size	Achieved sample size
Benin	Cotonou-Seme-Lagos	Seme CO	26	12
Benin	Ketou-Porto Novo-Abeokuta	CO near Porto Novo	6	8
Burkina Faso	Ouaga-Abidjan	Ouaga livestock markets	19	20
Burkina Faso	Ouaga-Bobo-Niangoloko B-Bouake	Niangoloko CO	13	13
Burkina Faso	Ouaga-Paga-Tema	Dakola CO	13	13
Burkina Faso	Ouaga-Cinkanse-Lome	Pouytenga market	13	13
Burkina Faso	Bobo-Bama-Koury-Sikasso	Koury CO	6	6
Côte d'Ivoire	Bouake-Ferke-Niangoloko-Ouaga	Bouake markets	26	39
Côte d'Ivoire	Bouake-Ferke-Niangoloko-Ouaga	Ouangolodougou	19	19
Côte d'Ivoire	Abengourou-Agnibilekrou-Gonnonkrom-Dorma-Ahenkro-Kumasi	Gonnonkrom	13	0 ²
Guinea	Conakry-Nzerekore-Man-Bouake	Nzerekore	19	16
Guinea	Conakry-Dakar	Customs office of Haute Guinee	13	5
Guinea	Conakry-Kourmale-Bamako	Kouremale CO	13	13
Mali	Bougouni-Sikasso-Kadiolo-Abidjan	Sikasso markets	26	25
Mali	Bamako-Diboli-Kidiana-Dakar	Kayes & Diboli CO	26	23
Mali	Bamako-Kouremale-Conakry	Kouremale CO	13	5
Togo	Anie-Kpalime-Ho-Accra	Anie market	19	0 ³
Togo	Lomé Akodessewa-Kodzoviakope-Akatsi-Accra	Akodessewa market & Kozoviakope CO	19	20
Guinea Bissau	Bissau-Tambacounda (Senegal)	Bissau's biggest food crops market	13	25
Gambia	Bikama market-Dakar	Bikama market	13	15

² In Côte d'Ivoire, no interviews could be completed at Gonnonkrom for the Abengourou-Berekum corridor because, upon arrival, the survey team discovered that Gonnonkrom is home to trade of products other than agricultural products or livestock. No appropriate respondents were found. Additional interviews were done at Bouake to compensate for this.

³ No interviews could be completed at Anie Market, Ghana. Though local authorities granted permission based on the Trade Hub's letters and in-person engagement, traders declined to grant interviews and expressed mistrust of the study's motives.

Country	Corridor	Site	Desired sample size	Achieved sample size
TOTAL			328	290

The survey included detailed questions about each type of certificate. This level of specificity created challenges for some respondents, many of whom used colloquial names for the documents they are issued, referring to them as “movement papers.” Interviewers worked with respondents to ensure a common understanding of the documents being discussed and, when possible, asked them to show examples of the certificates they had on hand to confirm. Some respondents, particularly in Guinea-Bissau and the Gambia, were found to have misplaced documents or said they do not routinely keep records or written documents. Most, however, were able to show examples to the interviewer.

Team supervisors in each country examined data in the field before submitting it electronically to CIC’s data manager in Accra. The data manager also examined the data and performed data quality checks. They then submitted data weekly to the Trade Hub team for further checking. Based on these additional checks, the Trade Hub team, consisting of survey research expert Betsy Ness-Edelstein (Abt home office) and Trade and Transport Advisor Kossi Dahoui (Trade Hub), identified remaining inconsistencies and outliers in the data. The CIC team then performed “call backs,” or phone calls to respondents to confirm or correct their answers to questions where there appeared to be inconsistencies or illogical values. CIC produced a final raw dataset including corrections made during the call backs. Upon receiving the final dataset, the Trade Hub team undertook data cleaning (for example, standardizing units of currency and measurement and creating aggregate variables out of the survey data). Finally, the team performed descriptive analysis and produced tables of summary statistics for this report.

3. FINDINGS

This section presents results of the survey. It begins by discussing the characteristics of respondents to place findings in context. It then discusses each type of certificate (COO, phytosanitary, and zoosanitary), including how often they are requested, the time and cost of obtaining them, and whether they can be obtained at the same time as other tasks relating to the shipment. The section concludes with findings on respondents' awareness of reforms, changes, and initiatives that affect the time and cost of obtaining certificates for intra-regional trade.

Respondents represented one of three categories of people involved in cross-border trade: traders, agents (also known as freight forwarders), and drivers. Most (66.9%) respondents were traders, 16.9% were agents, and 16.2% were drivers as shown in Figure 1.

The study team did not provide guidance on the desired gender balance of the sample, opting instead for a completely random sampling strategy. Still, the low proportion of female respondents was notable: only 8% of respondents were women, while the remaining 92% were men, shown in Figure 2. All female respondents were traders, not agents or drivers. This gender imbalance suggests that, even though women are often the most visible market actors at the retail level, most cross-border trade and transport is handled by men. Because of the low number of female respondents, the team decided not to present gender-disaggregated statistics as those disaggregations would not provide meaningful insights.

The survey asked respondents to name the top three agricultural and livestock products they traded during the past year, from among the 15 commonly-traded products prioritized in the Trade Hub's regional value chain approach (maize, millet, sorghum, beans, yams, bananas, plantains, sesame, onion, cashew, kola, cassava, rice, cattle, and sheep/goats). The remaining survey questions asked about the most recent shipment of each of their top three products. About two-thirds of respondents reported agricultural products among their top three from the last year, while about a third reported livestock products among their top three. Respondents tended to focus on either agriculture or livestock; only three respondents (about 1%) said that products from both categories were among their three highest-value shipments in the past year. Figure 3 below shows the percentage of respondents for whom each product was among their top three in value in the past year.

Figure 1: Respondent Type

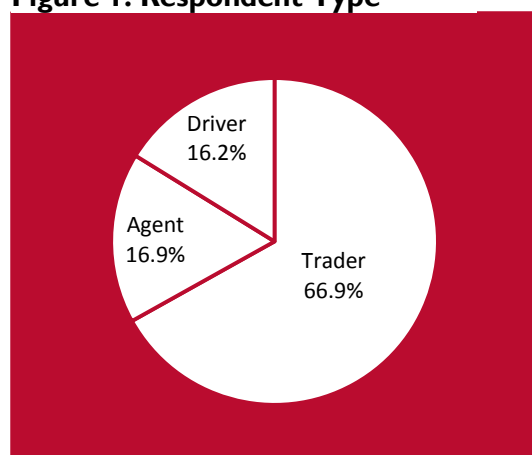


Figure 2: Respondent Gender

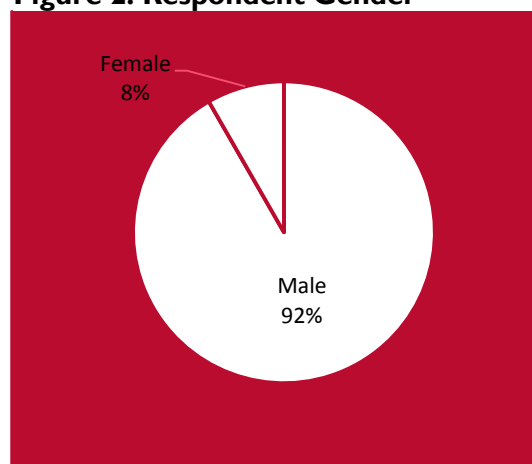
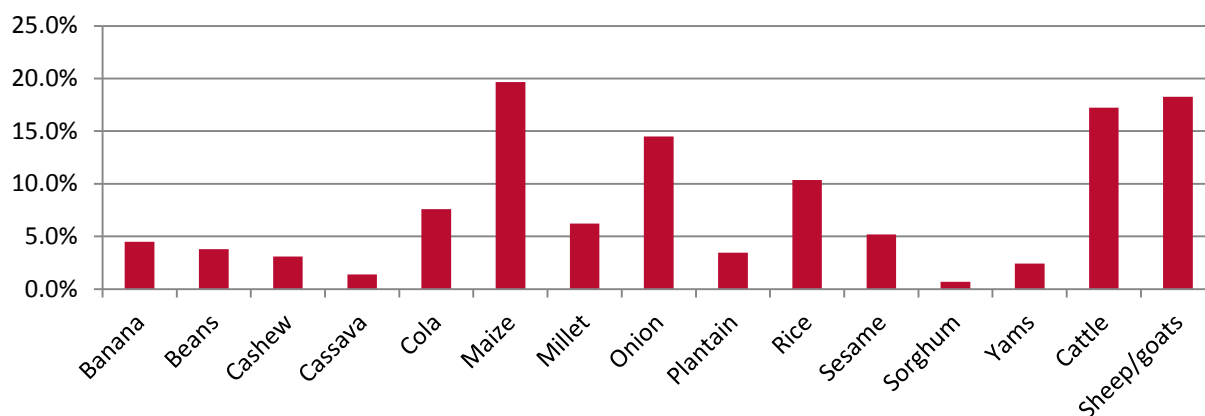


Figure 3: Proportion of Respondents Who Traded Each Product in the Past Year as One of Their Top Three Products



Of respondents' three highest-value products traded in the last year, maize was most frequently reported (19.7% of respondents traded it as one of their highest value products in the last year), followed by cattle (17.3%), and sheep or goats (18.3%). Onions were also popular, as 14.5% of respondents reported it among their top three. Following that, 10.3% named rice, 7.6% named kola, and 6.2% named millet. Remaining products were in fewer than 5 percent of respondents' top three.

The survey also collected data on the volume and value of respondents' shipments, shown in Tables 2 and 3, respectively. These tables show a wide variety of shipment sizes, even within products. The survey asked respondents to provide value and volume information both for a *typical* shipment and for their *most recent* shipment. The rest of the survey focused on respondents' most recent shipments because their answers about more recent events were less likely to suffer from recall bias.

Table 2: Shipment Volume (MT) by Product ⁴

Product	Normal or typical shipment				Most recent shipment			
	No.	Mean	Min	Max	No.	Mean	Min	Max
Banana (MT)	9	31.22	1	60	8	13.25	1	35
Banana (shipping container) ⁵	4	1.00	1	1	4	1.00	1	1
Beans (MT)	9	25.59	2	60	9	16.50	2	40
Cashew (MT)	6	515.00	30	2,500	6	474.67	3	2,500
Cassava (MT)	1	35.00	35	35	2	18.13	1.3	35
Kola (MT)	19	16.69	0.50	47.6	20	26.17	0.5	240
Maize (MT)	50	163.26	1	5,800	50	56.25	0.5	1,200
Millet (MT)	14	531.79	5	5,000	16	254.61	0.8	3,000
Onion (MT)	40	53.94	1	600	39	29.64	0.3	200
Plantain (MT)	9	249.44	2	700	9	18.33	1	30
Rice (MT)	24	26.90	1	200	26	25.62	1	150
Sesame (MT)	14	96.50	1	900	14	83.93	1	800
Sorghum (MT)	1	26.00	26	26	1	26.00	26	26
Yams (MT)	6	209.33	6	700	0	-	-	-
Cattle (MT)	49	443.78	10	18,000	49	128.71	5	2,250
Sheep/goats (MT)	47	1,596.55	6	12,000	49	292.16	6	5,000

As shown above, the average shipment of most goods is relatively large, sometimes totaling several hundred metric tons, though some respondents deal in smaller shipments of one or fewer metric tons of a particular product at a time. Likewise for livestock, most reported dozens or hundreds of animals per shipment, though some respondents reported shipments of 10 or fewer animals at a time.

⁴ Readers should be aware that statistics on shipment volumes and values may be less accurate than other statistics presented in this report. Some respondents felt uncomfortable providing this information even after the survey enumerator read them the confidentiality statement to explain how their information would be protected. As a result, there is a slightly higher incidence of missing data for these variables due to respondents declining to answer and requesting to skip to the next question. In addition, it is possible that some respondents who did not feel comfortable revealing the true sizes of their shipments may have responded inaccurately rather than decline to respond. Despite every effort by survey enumerators to encourage respondents to provide accurate responses, some unrealistic values appeared in the data. Obviously unrealistic values were removed during data cleaning, but it is likely that some incorrect values remained even after data cleaning.

⁵ Respondents were asked to report shipment volume in the unit they normally use so that neither respondent nor enumerator would need to perform calculations into a pre-determined unit during the interview. We then standardized into metric tons (MT) during data cleaning, except for head of livestock. While most respondents reported their shipments in metric tons or 100-kilogram bags, some respondents who trade bananas used shipping containers as their reported unit of measurement. Because shipping containers may or may not be fully filled, we decided not to convert this unit to MT and instead are reporting shipment volume for bananas as two separate line items—one for MT and one for shipping containers.

Table 3: Shipment Value (USD) by Product ⁶

Product	Normal or typical shipment			Most recent shipment				
	No.	Mean	Min	Max	No.	Mean	Min	Max
Banana	13	24,504.96	291.71	60,009.02	13	7,002.66	291.71	20,293.10
Beans	9	21,312.12	1,022.85	90,010.91	9	7,813.73	727.36	20,003.01
Cashew	6	18,175.82	25.00	45,460.06	6	8,597.60	25.00	25,003.76
Cassava	2	879.77	9.28	1,750.26	2	1,107.05	463.84	1,750.26
Kola	20	7,028.31	111.32	25,003.76	20	6,079.88	289.90	23,803.58
Maize	52	19,278.67	9.09	220,033.10	51	13,360.93	6.25	220,033.10
Millet	16	34,853.72	909.20	180,027.10	16	22,093.99	909.20	204,197.40
Onion	41	15,583.97	0.03	350,052.60	41	4,033.14	0.43	18,086.05
Plantain	10	32,215.37	170.48	100,015.00	10	2,940.52	90.92	6,642.67
Rice	26	7,778.26	68.19	41,672.93	26	6,573.84	31.25	28,337.59
Sesame	14	25,620.38	1,416.88	90,920.12	14	23,606.29	1,416.88	84,101.11
Sorghum	2	2,800.42	833.46	4,767.38	2	2,800.42	833.46	4,767.38
Yams	6	26,842.91	1,500.23	110,683.30	6	28,002.57	691.77	140,021.00
Cattle	49	27,971.89	1,333.53	400,060.20	49	14,891.69	1,375.21	83,345.86
Sheep/goats	52	25,539.32	0.58	416,729.30	52	16,503.09	0.10	145,855.30

Note: US dollar amounts were calculated from local currencies using average exchange rates for the survey's reference period, April 2016 to March 2017.

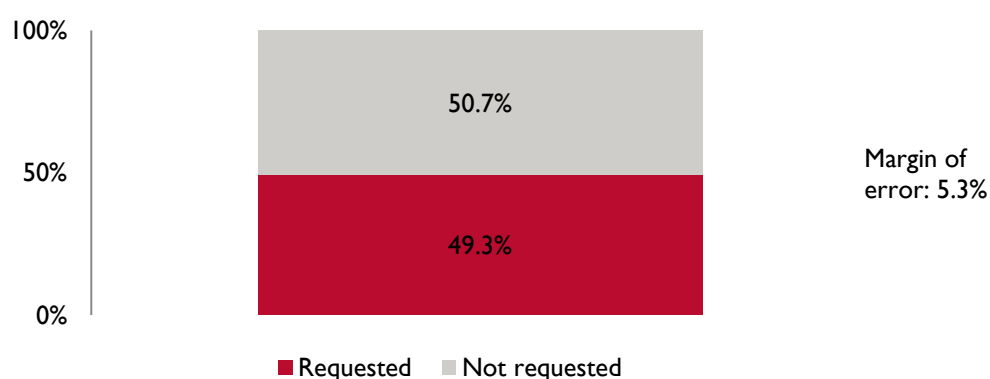
Shipment values, unsurprisingly, vary widely by product. However, with the exception of sorghum, kola, cassava, and rice, all products had a reported value of \$10,000 or more for a normal or typical shipment. Reported values for the most recent shipment tended to be lower than a typical shipment. For example, the average “typical” shipment for maize was more than \$19,000, while the average most recent maize shipment totaled about \$13,360. This was the case for other commonly traded products as well. For cattle, the average typical shipment had a reported value of nearly \$28,000, while the most recent shipment averaged just under \$15,000. For small ruminants (sheep and goats), the reported typical shipment averaged more than \$25,000 and the most recent shipment averaged about \$16,500.

3.1 CERTIFICATES OF ORIGIN

The survey revealed that in just over half of cases, respondents had been asked to obtain a COO for products traded in their most recent shipments despite the fact that this document is not officially required for trade among ECOWAS states.

⁶ See footnote 4.

Figure 4: Proportion of Shipments for Which COO Requested (All Products Combined)



As shown in Figure 4 above, across all eight study countries, respondents reported that they had been asked for a COO for 50.7% of their most recent shipments of any of the top three products they trade. For the remainder of their shipments (49.3%), respondents had not been asked to obtain a COO. The margin of error for having been asked for a COO for all products combined is 5.3%.

Below, Figure 5 breaks this down by product. The darker portion of each bar represents the proportion of shipments for which the respondent was required to obtain a COO, while the lighter portion of the bar represents the proportion of shipments for which no COO was requested. For some of the most commonly traded and high-value products—including beans, yams, sesame, onion, kola, and small ruminants—more than half of respondents’ recent shipments had encountered a requirement to obtain a COO in at least one country. For other products—including maize, banana, plantain, cashew, rice, and cattle—more than a quarter of shipments had encountered such a request. Sorghum is the only product for which a COO request was not reported, but this may be due to the small number of respondents—two—who said they had traded sorghum in the past year.

Figure 5: Proportion of Shipments for Which COO Requested, By Product

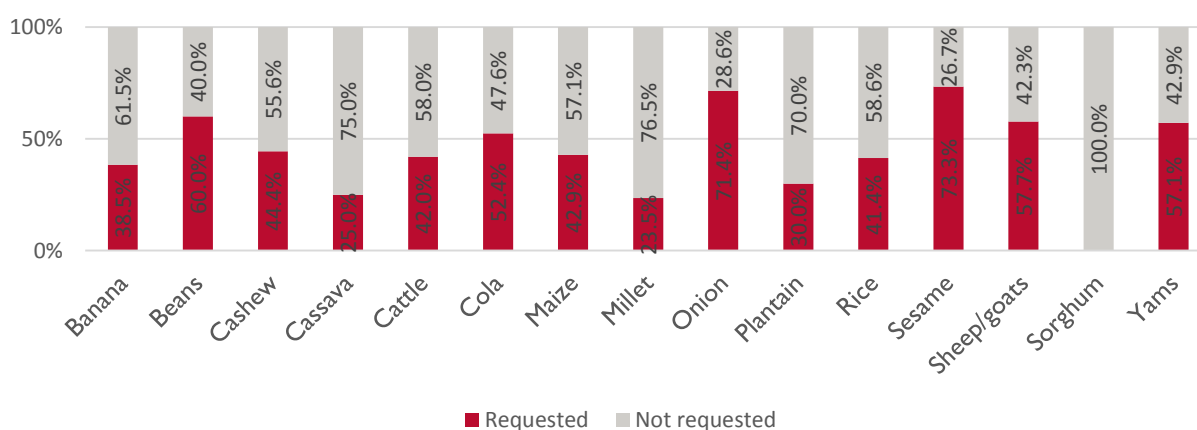


Table 4 below breaks down this data even further, showing a matrix of the frequency with which shipments encountered a COO request by product and country. The darker the shade of red, the more often respondents reported being asked for a COO for that product/country combination. This table should be considered exploratory only: though the team attempted to create a representative sample of trade among the corridors studied, the corridors in question lack comprehensive, reliable trade data, and the team had to rely on prior knowledge and estimates. The number of COO requests in different countries may thus be subject to some amount of sampling bias. However, the matrix provides useful insight into the continuing practice of requesting COOs across countries. We have included all ECOWAS countries in the matrix as respondents trade throughout the region, even though our study sites did not include Senegal, Liberia, Nigeria, Sierra Leone, Cape Verde, Niger, or Ghana. This more nuanced view shows that COOs are still being

requested in most countries and that certain countries may be requesting them with high frequency, including Burkina Faso, Côte d'Ivoire, Mali, and Senegal.

Table 4: Frequency Matrix of COO Requests by Product and Country

	Benin	Togo	Burkina Faso	Cote d'Ivoire	Mali	Guinea	Guinea-Bissau	Gambia	Liberia	Nigeria	Senegal	Sierra Leone	Cape Verde	Niger	Ghana	Total
Banana	-	-	-	1	-	-	2	-	-	-	2	-	-	-	-	5
Beans	1	3	1	-	2	1	-	-	-	-	1	-	-	-	-	9
Cashew	-	1	1	2	1	-	1	-	-	-	1	-	-	-	-	7
Cassava	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Kola	1	-	5	5	-	1	-	4	-	-	3	1	-	-	-	20
Maize	-	7	2	5	10	6	-	-	-	-	2	-	-	-	-	32
Millet	-	1	1	1	1	2	-	-	-	-	-	-	-	-	-	6
Onion	-	-	16	23	-	-	4	1	-	-	3	-	-	-	-	47
Plantain	-	-	-	2	1	-	-	-	-	-	-	-	-	-	-	3
Rice	2	1	5	3	4	3	-	1	-	-	2	-	-	-	-	21
Sesame	-	2	6	-	4	2	-	-	-	-	1	-	-	-	-	15
Sorghum	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yams	-	-	2	2	3	1	-	-	-	-	-	-	-	-	-	8
Cattle	-	-	8	5	4	2	4	-	-	-	5	-	-	-	1	29
Sheep/goats	-	-	21	11	1	-	3	1	-	-	6	-	-	-	5	48
Total	4	15	68	60	31	18	14	8	-	-	26	1	-	-	6	251

The time required to obtain a COO can be significant, taking an average of nearly 15 hours. The largest amount of time is typically spent on waiting—as shown in Table 5 below, respondents reported waiting more than 11 hours on average. For the purposes of the survey, waiting was defined include both time spent waiting for an agent to complete all procedures relating to the certificate and any time spent waiting to be seen by officials or for documents to be reviewed. While the mean amount of time to obtain a COO is less than 24 hours, respondents reported wide variation in wait times, from no time at all to multiple days from beginning to end. The longest time reported was 145 hours, or about six days.

Table 5: Time to Obtain COO (hours)

	No.	Mean	Min	Max	Margin of error
Transport	166	2.11	0	72	8.39
Filling form(s)	166	0.65	0	24	0.94
Waiting	166	11.32	0	96	58.55
Other	166	0.92	0	48	3.29
Total time	166	14.99	0	145	84.50

Costs to obtain a COO when requested were similarly varied (see Table 6 below). The average total cost for all components was \$41.74 per shipment, of which the largest component (\$11.81 on average) was paid to freight forwarders or agents (22% of respondents reported that they did not handle the process of obtaining a COO themselves during their most recent shipments, opting to have another party such as a paid agent handle the process). After agents, payments to customs officials were the next highest cost (\$11.50 on average), followed by transport associated with obtaining the certificate (\$9.89 on average). Gifts or unofficial fees relating to obtaining a COO, including any bribes that respondents were willing to report, cost \$4.30 on average. Margins of error for each figure appear quite high, largely due to the high variation in reported costs. Indeed, with a minimum total cost of \$0 and a maximum of \$640.50.

Table 6: Cost to Obtain COO (USD)

	No.	Mean	Min	Max	Margin of error
Transport	166	\$9.89	\$ -	\$166.69	\$74.95
Freight forwarders/agents	166	\$11.81	\$ -	\$516.74	\$263.88
Customs officials	166	\$11.50	\$ -	\$115.96	\$37.06
Municipal officials	166	\$3.09	\$ -	\$115.96	\$15.80
Other officials	166	\$1.65	\$ -	\$25.00	\$2.22
Gifts or other unofficial fees	166	\$4.30	\$ -	\$51.67	\$13.12
Total cost	166	\$41.74	\$ -	\$711.77	\$640.50

Note: US dollar amounts were calculated from local currencies using average exchange rates for the survey's reference period, April 2016 to March 2017.

For our purposes, it is useful to know not only the total cost of obtaining a COO but also the cost of obtaining the certificate as a percentage of shipment value. Table 7 below provides a better sense of the burden of obtaining these certificates in relation to how much the goods being certified are worth. In most cases, the proportion is less than 5%. In a couple of cases, the total cost of obtaining the COO was reported to be higher, such as plantains (for which a COO was reported to cost an average of 6.3% of the shipment's value), kola (9.1%), and cassava (50.3%). Once again, however, readers should note that shipment value has a higher likelihood than other variables of containing errors. Because this proportion is calculated using shipment value, the figures in Table 7 should be interpreted as indicative only.

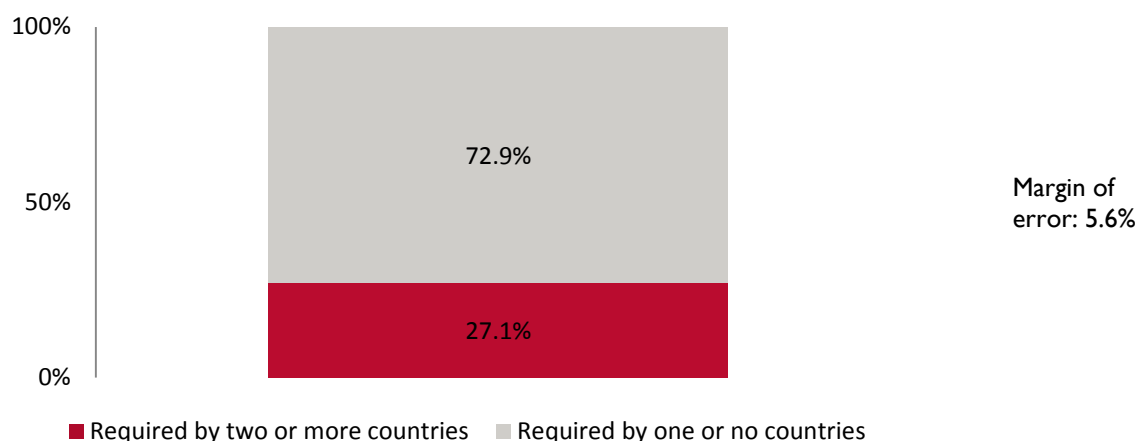
Table 7: Cost to Obtain COO as Proportion of Shipment Value

	No.	Mean	Min	Max
Banana	5	1.3%	0.5%	2.3%
Beans	6	1.1%	0.0%	3.7%
Cashew	3	0.5%	0.0%	0.9%
Cassava	1	50.2%	50.2%	50.2%
Kola	11	9.1%	0.0%	40.0%
Maize	23	1.2%	0.0%	13.4%
Millet	4	2.8%	0.5%	6.4%
Onion	28	2.0%	0.0%	14.2%
Plantain	3	6.3%	0.4%	10.7%
Rice	11	0.9%	0.1%	3.3%
Sesame	11	0.4%	0.0%	1.7%
Sorghum	0	.	.	.
Yams	4	3.8%	0.1%	12.9%
Cattle	21	0.4%	0.0%	1.1%
Sheep/goats	26	4.9%	0.0%	63.9%

3.2 PHYTOSANITARY CERTIFICATES

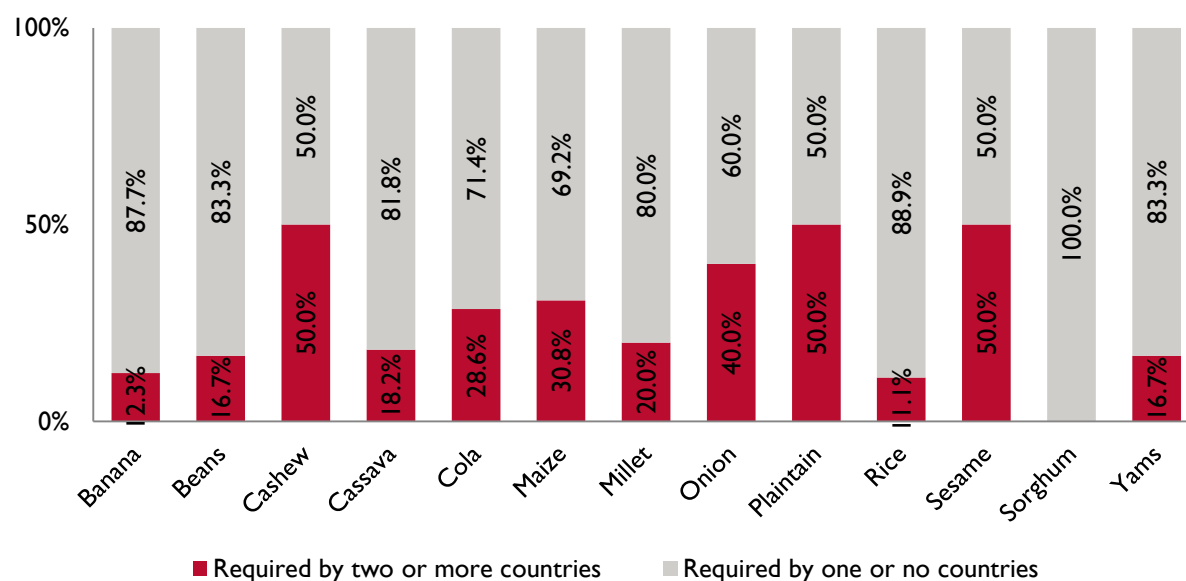
Phytosanitary certificates are issued to plants and plant products to certify that they have been inspected and found to be free of quarantine pests in accordance with local phytosanitary regulations. Within the ECOWAS region, countries have signed bilateral technical agreements establishing recognition of mutual equivalence for phytosanitary certificates. Officially, phytosanitary certificates issued by a product's country of origin should be recognized as valid throughout the region. This means that it is acceptable under local and regional law for one country (the country of origin of the product) to require a trader to obtain a phytosanitary certificate for export. It is *not* officially required for traders to obtain a second certificate in the country of import. Figure 6 below shows the proportion of respondents who have been improperly required to obtain a phytosanitary certificate in two or more countries for any of the top three agricultural goods they traded over the last year.

Figure 6: Proportion of Shipments for Which Two or More Countries Required Respondent to Obtain a Phytosanitary Certificate (All Products Combined)



Respondents who trade agricultural products reported that they had been asked to obtain a phytosanitary certificate in more than one country in just over a quarter (27.1%) of their recent shipments. The remainder (72.9%) reported that they had not been asked for one at all or had been required to obtain one in only one country. The margin of error was 5.6%. Figure 7 below provides a more detailed gauge of how often and for which products the mutual equivalence of phytosanitary certificates is not being recognized.

Figure 7: Proportion of Shipments for Which for Which Two or More Countries Required Respondent to Obtain a Phytosanitary Certificate, By Product



In most cases, respondents reported having to obtain the certificate in no or one country. Still, more than a quarter of respondents were asked to obtain phytosanitary certificates for their most recent shipment in two or more countries. Sample sizes are not high enough to be representative of all regional trade at the level of individual products, but data indicate that certain crops, such as sorghum, sesame, onion, and kola may be particularly susceptible—more than 40% of respondents' most recent shipments of those crops attracted requests for phytosanitary certificates in two or more countries. Furthermore, nearly all crops faced non-recognition of mutual equivalence at least 10% of the time, suggesting that the problem remains pervasive for a wide variety of products.

When mutual equivalence is not recognized, traders incur additional time and cost to obtain additional certificates or pay a bribe or gift to officials to put their stamp on the original document. On average, respondents reported it took them more than 12 hours to obtain phytosanitary certificates during their most recent shipments, as shown in Table 8. The largest share of this time is spent waiting, either to be seen at offices or for inspections to be completed. This category also includes time that trader and driver respondents spent waiting for a paid agent to obtain the certificate on their behalf.

Table 8: Time to Obtain Phytosanitary Certificate (hours)

	No.	Mean	Min	Max	Margin of error
Transport	174	2.55	0	45	6.57
Filling form(s)	174	1.69	0	30	3.22
Waiting	174	8.04	0	72	40.19
Other	174	0.33	0	20	0.50
Total time	174	12.61	0	81	59.05

The cost of obtaining phytosanitary certificates is significant: an average of \$68.28 during respondents' most recent shipments. Transport to obtain the phytosanitary certificate cost an average of \$5.80, while payments to officials (including customs, municipal and other officials as well as gifts and unofficial fees) were a combined \$48 on average. The largest share of this cost was reported to be customs officials (\$33.58 on average).

Table 9: Cost to Obtain Phytosanitary Certificate (USD)

Cost Apportionment	No.	Mean	Min	Max	Margin of error
Transport	174	\$5.80	\$ -	\$38.44	\$8.35
Freight forwarders/agents	174	\$10.12	\$ -	\$66.68	\$19.41
Customs officials	174	\$33.58	\$ -	\$ 833.46	\$1,746.32
Municipal officials	174	\$2.93	\$ -	\$30.00	\$6.98
Other officials	174	\$5.88	\$ -	\$70.01	\$32.51
Gifts or other unofficial fees	174	\$5.89	\$ -	\$83.35	\$31.83
Total cost	174	\$68.28	\$ -	\$937.81	\$2,596.45

Note: US dollar amounts were calculated from local currencies using average exchange rates for the survey's reference period, April 2016 to March 2017.

Table 10 below shows the cost of obtaining a phytosanitary certificate as a proportion of shipment value. On average, responses placed the cost of a phytosanitary certificate at less than 3% of overall shipment value, with the exception of millet (4.5% on average), sorghum (5.5%), and plantain (6%).

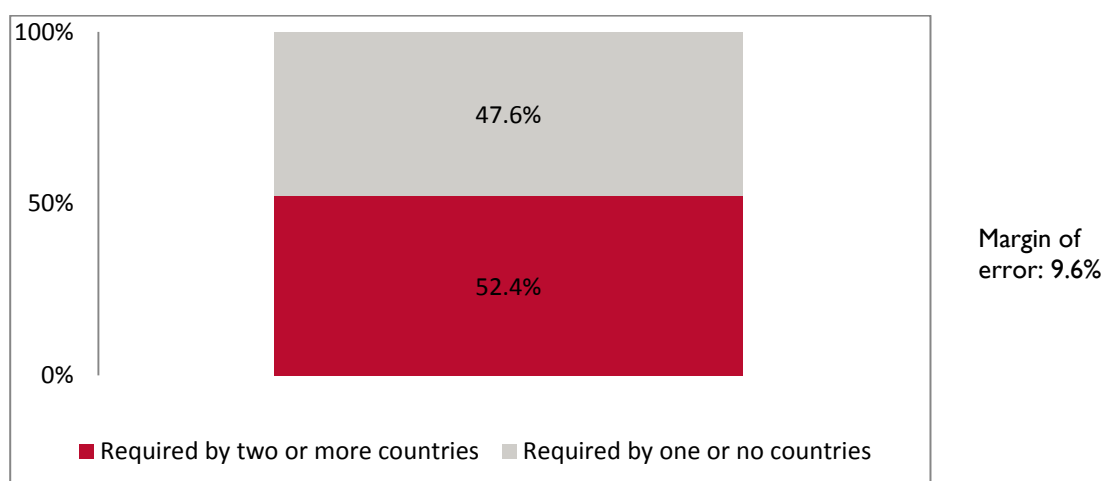
Table 10: Cost to Obtain Phytosanitary Certificate as Proportion of Shipment Value

Product	No.	Mean	Min	Max
Banana	13	2.6%	0.4%	8.5%
Beans	6	0.6%	0.2%	1.6%
Cashew	3	0.3%	0.2%	0.5%
Cassava	1	0.6%	0.6%	0.6%
Kola	14	1.4%	0.0%	10.8%
Maize	39	1.9%	0.0%	21.7%
Millet	14	4.5%	0.0%	32.0%
Onion	34	1.6%	0.0%	13.2%
Plantain	9	6.0%	0.4%	15.8%
Rice	20	1.9%	0.0%	14.6%
Sesame	9	1.8%	0.0%	9.9%
Sorghum	2	5.5%	0.6%	10.4%
Yams	4	2.4%	0.2%	5.1%

3.3 ZOOSANITARY CERTIFICATES

Zoosanitary certificates are issued to certify that live animals have been inspected and found to be disease-free in accordance with local regulations. As with phytosanitary certificates, countries in the ECOWAS region officially recognize mutual equivalence for zoosanitary certificates from other member states. However, also like phytosanitary certificates, this study shows that traders are still asked to obtain second or even third zoosanitary certificates when they trade across borders. Figure 8 below shows the proportion of respondents who have been required to obtain a zoosanitary certificate for livestock they traded over the last year.

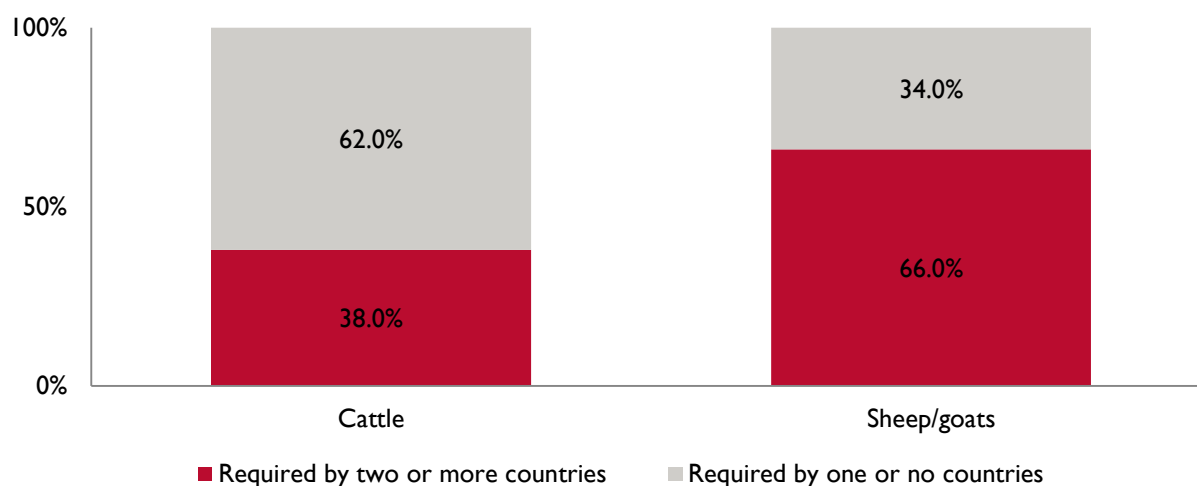
Figure 8: Proportion of Shipments for Which Two or More Countries Required Respondent to Obtain a Zoosanitary Certificate (All Products Combined)



The overall proportion of shipments during which respondents were required to obtain a duplicate SPS certificate is even higher for livestock than for agricultural products. Just over a quarter of respondents who trade agricultural products reported that more than one country required them to obtain a phytosanitary certificate during the most recent shipment of any of their top three products. But livestock traders reported more than one zoosanitary certificate was required for more than half (52.4%) of their recent shipments, with a 9.6% margin of error.

Figure 9 shows in how many countries respondents were asked to obtain a zoosanitary certificate for their most recent shipments for cattle and small ruminants. Respondents were required to obtain a zoosanitary certificate by either no or one country 62% of the time for cattle and 34% of the time for small ruminants. The rest of the time, a second (or even third, in one case) country improperly required the respondent to obtain an additional zoosanitary certificate.

Figure 9: Proportion of Shipments for Which for Which Two or More Countries Required Respondent to Obtain a Zoosanitary Certificate, By Product



Data on the amount of time required to obtain a zoosanitary certificate are presented in Table 11 below. On average, respondents reported that it took them more than 18 hours to obtain these certificates during their most recent shipments. Similar to phytosanitary certificates, most of the time to obtain a zoosanitary certificate is attributable to waiting to be seen at offices, for inspections to be completed, or for an agent to complete all the necessary steps when the respondent used a hired agent to obtain the certificate.

Table 11: Time to Obtain Zoosanitary Certificate (hours)

	No.	Mean	Min	Max	Margin of error
Transport	98	1.62	0	24	4.68
Filling form(s)	98	1.43	0	30	5.33
Waiting	98	13.15	0	72	92.64
Other	98	2.46	0	72	16.70
Total	98	18.66	0	144	148.51

The cost of obtaining zoosanitary certificates is significant, though not as high on average as obtaining phytosanitary certificates for agricultural products. Obtaining a zoosanitary certificate cost an average of \$57.76 during respondents' most recent shipments. Average payments to officials (including customs, municipal and other officials as well as gifts and unofficial fees) combined to more than \$41. The largest single share of this cost was reported to be customs officials (\$20.02 on average). Gifts or other unofficial fees (including bribes) cost just over \$10 on average. Transport to obtain the zoosanitary certificate cost an average \$7.89, while payments to freight forwarders or agents cost an average \$7.04.

Table 12: Cost to Obtain Zoosanitary Certificate (USD)

	No.	Mean	Min	Max	Margin of
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					Error
Transport	98	\$ 7.89	\$ -	\$ 26.67	\$ 13.57
Freight forwarders/agents	98	\$ 7.04	\$ -	\$ 43.34	\$ 15.83
Customs officials	97	\$ 20.02	\$ -	\$ 100.02	\$ 182.11
Municipal officials	98	\$ 5.49	\$ -	\$ 75.01	\$ 36.28
Other officials	98	\$ 6.30	\$ -	\$ 66.68	\$ 37.07
Gifts or other unofficial fees	98	\$ 10.05	\$ -	\$ 66.68	\$ 75.72
Total cost	98	\$ 57.76	\$ -	\$ 181.69	\$ 401.85

Note: US dollar amounts were calculated from local currencies using average exchange rates for the survey's reference period, April 2016 to March 2017.

Table 13 below shows the cost of obtaining a zoosanitary certificate as a proportion of shipment value. For cattle, respondents reported that zoosanitary certificate cost 0.7% of total shipment value during their most recent shipment. For sheep and goats, the average was higher at 6.4%.

Table 13: Cost to Obtain Zoosanitary Certificate as Proportion of Shipment Value

Product	No.	Mean	Min	Max
Cattle	48	0.7%	0.0%	2.3%
Sheep/goats	46	6.4%	0.0%	97.5% ⁷

3.4 OBTAINING CERTIFICATES SIMULTANEOUSLY

The survey also asked respondents to comment on whether, based on their experience, a phytosanitary or zoosanitary certificate could be obtained at the same time as a COO in cases where both were required. For example, the inspection for a phytosanitary inspection could happen while a trader is waiting for their COO to be processed, lowering the total time required to obtain all certificates.

As Table 14 below shows, about a quarter of respondents said that in their most recent shipments, phytosanitary or zoosanitary certificates and COOs could be obtained simultaneously. Nearly half said that they could not get both at the same time. The question was not applicable for 27.2% of respondents, meaning they were not asked this question because during their most recent shipments they were not asked for more than one type certificate.

Table 14: Respondents Reporting COO and Phytosanitary or Zoosanitary Certificates Could Be Obtained Simultaneously

Certificate Required, Yes/No	No.	%
No	139	47.9
Yes	72	24.8
Not applicable	79	27.2

⁷ The maximum cost of a zoosanitary certificate relative to total shipment value appears quite high and perhaps unrealistic for sheep and goats. This is due to several outliers in reported shipment value where some respondents gave value of their most recent shipment as much lower than the value of a typical shipment. It is possible that prices for sheep and goats were uncharacteristically low in some markets around the time of the survey and that these are the true values. It is also possible that, as discussed earlier, some respondents felt uncomfortable reporting the value of their current or recent shipments and that there was a particularly high rate of mis-reporting for the value of small ruminant shipments.

Total	290	100
Margin of error:		4.7%

Note: Margin of error applies only to respondents for whom this question was applicable. "Not applicable" means a respondent was not asked for a COO and a phytosanitary or zoosanitary certificate for the same shipment in the past year.

Twenty-eight percent of respondents reported that it was possible to obtain one or more certificates (COO, phytosanitary, or zoosanitary) while completing other tasks or processes related to the shipment, such as loading goods, scanning, processing an export declaration, or handling payments. More than that 41.4% of respondents said it was not possible to obtain certificates while completing other shipment-related processes simultaneously. This question was not applicable for the 30% of respondents who reported that they were not directly involved in the process of obtaining certificates.

Table 15: Respondents Reporting COO and Zoosanitary Certificates Could Be Obtained Simultaneously

Certificates Obtained Simultaneously, Yes/No	No.	%
No	120	41.4
Yes	83	28.6
Not applicable	87	30
Total	290	100
Margin of error:		4.7%

Note: Margin of error applies only to respondents for whom this question was applicable.

The overall conclusion, based on these responses, is that most of the time when one or more certificate is requested, the trader or agent is not able to undertake other activities during the process of obtaining the certificate(s). So in most cases, traders and agents are not able to economize time by multitasking.

3.5 AWARENESS OF REFORMS

Because many governments have officially adopted changes to make regional trade easier and cheaper, including dropping any legal requirement for COOs within the region, the survey included several questions about respondents' awareness of any of these changes. The first addressed whether the respondent is aware of any governmental or regional initiatives, reforms, or changes in the past year that have affected the time or cost required to trade across borders. As shown in Table 16, only 14.8% of respondents said they were aware of any such initiatives, changes or reforms, and the remaining 85.2% did not know of any. The margin of error was 4.1%.

Table 16: Respondent is Aware of Any Governmental or Regional Initiatives, Reforms, or Changes Affecting Time or Cost Required to Trade Across Borders in the Past Year

Awareness of Reforms, Yes/No	No.	%
No	247	85.2
Yes	43	14.8
Total	290	100
Margin of error:		4.1%

Respondents who reported being aware of changes were then asked to tell the survey enumerator more about the changes. Answers described a wide range of changes, from shifts in costs for certificates to changes in the frequency of encountering officials along the route, to poor

communication of changes by governments. A common theme was corruption. Some respondents, particularly in Cote d'Ivoire, said they consider officials' improper demands for various certificates to be a "racket," implying a perception among traders, drivers and agents that there is systemic extortion by officials. Notably, some respondents reported awareness that certain requirements had been dropped but said that official changes they have heard about do not filter down to their day-to-day interactions with officials. Some said specifically that officials demand payment for certificates that they know are not required.

The open-ended responses were not the only way in which respondents expressed frustration with corruption. The initial round of data collection resulted in some very high costs being reported, with some respondents claiming that a COO, phytosanitary or zoosanitary certificate had cost them thousands of dollars. Upon examination of the data, the Trade Hub team determined the true costs were not likely that high, so those outliers must have been errors. They engaged the CIC team to audit these responses by performing call-backs to respondents to confirm that respondents had accurately understood the questions being asked and that their response had been correctly entered by the interviewer. (After the call-backs, responses were corrected for 60 respondents where values were flagged as unrealistic to ensure that the issues mentioned here did not threaten the accuracy of the data overall.) Some of these higher costs (totaling hundreds of dollars, not thousands) were confirmed correct, and some came from data entry error or respondent misunderstanding of the question. However, some respondents admitted that they had initially reported inflated the costs "in an attempt to expose the high amounts of money being 'extorted' from them at the borders" and to "show how serious their problem was."⁸

The proportion of respondents who were aware of any initiatives, reforms, or changes that would affect the time and cost required to trade goods within the region in the future was even smaller at 7.9%. This is shown in Table 17 above.

This suggests that despite all efforts in this area and despite the fact that real changes have been made in some countries, more could be done to publicize these reforms to those trading across borders. Wider awareness of changes could help traders and others identify which requests from officials are legitimate and which are not, enabling them to better advocate for themselves when they are improperly asked to obtain documents.

Table 17: Respondent is Aware of Any Governmental or Regional Initiatives, Reforms, or Changes that Will Affect Time or Cost Required to Trade in the Future

Awareness of Reforms, Yes/No	Number	%
No	267	92.1
Yes	23	7.9
Total	290	100
Margin of error:		3.1%

⁸ Consumer Insights Consult Ltd, "Final Survey Implementation Report," 2017.

4. CONCLUSIONS AND RECOMMENDATIONS

The results of this study confirm the continuing importance of the Trade Hub and other entities' work to eliminate unnecessary administrative barriers to trade among ECOWAS countries. The findings corroborate what the Trade Hub suspected about implementation of the ETLS throughout West Africa: although elimination of COOs and duplicate phyto- and zoosanitary certificates is buttressed by a number of laws and action memoranda stipulating the free movement of persons, goods, services and capital among member states, the reality is that traders often face these unnecessary obstacles.

COOs and duplicate SPS certificates are improperly requested for shipments of some of the most commonly traded products in the region, including small ruminants, onion, and maize. This holds true even at borders in countries where the Trade Hub and other entities have been working to eliminate these requirements.

Elimination of these requirements not only officially but also in practice could have a large welfare impact. Nearly half of intra-ECOWAS shipments (49.3%) face COO requests. If officials stop requesting these within the ECOWAS region, traders stand to save an average of \$41.47 and nearly 15 hours per shipment on the nearly half of shipments where improper COO requests are being made. Enforcing agreements stipulating recognition of mutual equivalence of phytosanitary and zoosanitary certificates will save traders even more time and money. For agricultural products, they would save an average \$68.28 and 12.61 hours on the 27% of shipments for which mutual equivalence of phytosanitary certificates is not currently recognized. For livestock products, traders would save an average \$57.76 and 18.7 hours on each of the 52.4% of shipments for which mutual equivalence of zoosanitary certificates is not currently recognized. These savings could translate into lower prices for consumers on key agricultural and livestock products, enabling more access to food and freeing up income throughout the region.

Following the public declarations and *notes de service* publicizing COO elimination in Benin, Burkina Faso, Cote d'Ivoire and Togo, the Trade Hub is working to encourage additional countries to make public declarations removing COO requirements, including Guinea and Mali. Guinea's National Director of Africa Integration recently wrote to the country's Managing Director of Customs asking him to tell customs officials to stop requiring COOs for unprocessed goods. The Trade Hub plans to petition two remaining targeted countries—Guinea Bissau and the Gambia—on the COO issue.

The impact of this approach seems to have been limited, since only 14.8% of respondents were aware of any recent changes to policy or regulations. The persistence of unnecessary administrative requirements, coupled with low awareness of regulatory changes among traders, drivers, and agents suggests that removal of official requirements and the issuance of *notes de service* are not enough to prevent traders from encountering these trade barriers.

4.1 RECOMMENDATIONS

Based on the findings of this study, the Trade Hub developed recommendations and next steps to support the elimination of administrative barriers to trade across the ECOWAS region. These efforts dovetail with the ECOWAS Commission's establishment of a high-level task force in 2016 to advance and monitor ETLS implementation.

- **Increase Accountability through ETLS Scorecard:** Government accountability to uphold and enforce laws on their books is the major policy challenge facing West Africa's trade and business environment. To combat this lack of accountability and knowledge of how widespread illegal, outdated and ill-informed or mistaken practices are, the ECOWAS Commission, with the support of ProFAB, ENDA-CACID and the West Africa Trade and Investment Hub, is developing an ETLS Scorecard. Once implemented, this scorecard will report on ECOWAS

member countries' adherence to implementation of the ETLS regulatory regime. COO and mutual recognition of phytosanitary and zoosanitary certificates are key aspects of the ETLS program, and member states will be rated on their implementation of ETLS regulatory requirements publicly and annually. This scorecard will capture persistent demands for COOs and SPS certificates where they are not legally required.

- **Education Campaign:** Giving traders and business people information about the laws governing their businesses can help them combat illegal or ill-informed practices. If a business person does not know the documentation they are being asked for is not required, then they cannot challenge it. Governments and private sector entities—especially organizations representing the private sector—must better publicize the changes in legislation or the “rights and laws” regulating trade in their country and for their sector through a variety of media. In particular, trade associations, chambers of commerce, cooperative unions, civil society, news focal points, and government officials must develop better communication methodologies for informing the constituents in the private sector about the regulations. Possible dissemination strategies include handing out laminated copies of the key regulations at borders to private sector and public sector actors; posting public notices at relevant locations; holding news conferences, especially on radio, periodically when new regulations are announced, with a call-in session made available to cite infringements or discuss a regulation’s meaning in more depth; and contributing to ongoing awareness building programs held by chambers of commerce, in schools, via trade associations, at border posts, and any other relevant institutions.
- **Implementation of Consequences:** Respondents’ comments during this study show that knowledge alone does not change the behaviors of agents seeking bribes or ill-informedly asking for unnecessary documentation. There must be consequences. The key to making consequences a reality is the structure put in place for reporting, including a responsible authority whose action is engrained and accountable within systemic operational structures supporting the reporting. Incentives should also be instituted, especially those relating to the performance of individual agents and institutions. Below are options to consider:
 - **Reporting**
 - Government officials names and an identifying number should be on large, readable badges worn at all times when on duty.
 - Large posters and signs with instructions on how to report infringements that state phone numbers, email addresses, or other contact information must be available in public locations at appropriate places, including on the roads near border crossings or relevant locations.
 - A contact and encouragement to congratulate an agent’s efficiency and honesty.
 - Addresses and document available to send kudos/complaints via mail.
 - **Systems:**
 - *Responsible authority:* Phone numbers and other contact information of public officials and staff charged with dealing with the infringement and tracking grievances. Options for reporting grievances should be available from multiple locations: on site, at large border posts, and in major trade cities. To be effective, the individuals’ reporting structure must channel to a government agency outside of the one in charge of the function in question (i.e. COOs, etc.). These responsible authorities would have clout and be direct reports to someone senior in the government, i.e. an equivalent to a Government Accountability Office or Inspector General. We recommend more than one staff person in a location so that one official is not the only target for unhappy officials against whom grievances are laid, thereby possibly forming yet another coalition that seeks to overcome the regulations.

- *Centralized tracking system:* To guide complaints to resolution, this system would likely be housed within the same organization as the responsible authority. This will also form the basis for reporting against the scorecard. Smartcard technology developed for reporting would be highly desirable.
- *Periodic audits and surveys:* Feedback mechanisms are the backbone of all tracking and reporting systems. Audits raise general awareness of corruption issues, and develop wider consciousness that the Government is taking it seriously. Academic institutions could assist or even manage surveys, giving students real research opportunities, and developing more objective tools. Surveys should be consistent, rigorous, and well-managed to be meaningful over time. It is important that the same format be used successively so the results are comparable.
- *Regular ethics and compliance training:* Reinforcing respect for law and regulations, and the dedication of senior officials and supervisors to these principles has to come from the top and be part of the culture of these organizations. Periodic training is a vital ingredient to steadily move an organization toward more consistent behavior. It also will set the tone and expectations and give staff support for different behavior. Included is the ability to report illegitimate behavior by a supervisor (compliance “hotline”), accompanied by appropriate whistleblower safeguards and investigative systems.

➤ **Incentives**

Incentives and disincentives must be determined when behavior change is attempted. It is crucial to know the targeted behavior to change, as well as what individuals in question value. In this case, the behaviors of the customs agents and other government officials involved in these various regulatory requirements can largely be divided into two classes: those seeking financial gain through bribes, and those simply disinterested in understanding or applying the regulations. Within the first category, some may have quota incentives to bring in revenues for their post, some may have revenue-sharing arrangements with supervisors or other persons in authority, and some merely seek their own financial benefit. Some may also seek the rewards of power and status from exercising these behaviors in addition to financial gain. Eliminating these various internal and external pressures requires incentives and disincentives to counterbalance the dysfunctional behavior.

- **Incentives**
 - *Competition:* A regular (weekly or monthly) contest accompanied by a reinforcing reward to counter financial and status issues. Competition between organizations (e.g. different border posts in a region) would determine which border post has fewer complaints against it, perhaps compared to the number of traders passing through. The winning post gets a monetary bonus.
 - *National recognition:* To counter the status issue, winning border posts or those with successive weeks of good trending would receive media highlighting and other forms of public kudos. This has the added value of making that border post potentially a destination border post so that volume may increase and legitimate revenue quotas may still be attainable.
 - *Community recognition:* Local acknowledgement often means the most to individuals. Well-functioning posts or individuals at those posts can be invited to present or be on a panel at a public event, give a talk at a local school, or open a ceremony. These would include public recognition for the achievement in ethical performance (with statistics and supporting information). Cooperatives and other civil society organizations should think about inviting “good” agents to speak at their meetings to recognize them and publicly appreciate their “good behavior.”

- *Personnel policies*: These policies should formally recognize at least one performance factor relating to proper enforcement of administrative requirements, such as low levels of complaints against personnel. These should be tied to incentives such as include bonuses, merit increases, or career movements as financial, power, and status incentives.
- **Sanctions (disincentives)**
 - *Financial sanctions*: These would penalize a post or individual who is consistently reported and experiencing the most complaints.
 - *Status devaluations*: These could include negative media or public recognition forums, career-limiting statements in their personnel files, and other such disincentives.

While various attempts at reporting have been made previously, we are not aware of examples of the total combination of reporting, responsible authorities, operational systems, ethics training, and incentives/disincentives being instituted. To change behavior, the entire system must be treated as one organism whose various parts will need to be addressed together to bring about change.

ANNEX A: DETAILED STATISTICS ON COO, PHYTOSANITARY, AND ZOOSANITARY REQUESTS

Table 18: Proportion of Shipments For Which COO Was Requested

Product	No.	% Requested	% Not requested	Margin of error
Banana	13	38.5%	61.5%	26.4%
Beans	10	60.0%	40.0%	30.4%
Cashew	9	44.4%	55.6%	32.5%
Cassava	4	25.0%	75.0%	42.4%
Kola	21	52.4%	47.6%	21.4%
Maize	56	42.9%	57.1%	13.0%
Millet	17	23.5%	76.5%	20.2%
Onion	42	71.4%	28.6%	13.7%
Plantain	10	30.0%	70.0%	28.4%
Rice	29	41.4%	58.6%	17.9%
Sesame	15	73.3%	26.7%	22.4%
Sorghum	2	0.0%	100.0%	0.0%
Yams	7	57.1%	42.9%	36.7%
Cattle	50	42.0%	58.0%	13.7%
Sheep/goats	52	57.7%	42.3%	13.4%
Overall	337	49.3%	50.7%	5.3%

Table 19: Proportion of Shipments For Which Phytosanitary Certificate Requested More Than Once

Product	No.	Required by two or more countries	Required by one or no countries	Margin of Error
Banana	13	30.8%	69.2%	25.1%
Beans	11	18.2%	81.8%	22.8%
Cashew	9	11.1%	88.9%	20.5%
Cassava	4	0.0%	100.0%	0.0%
Kola	22	50.0%	50.0%	20.9%
Maize	57	12.3%	87.7%	8.5%
Millet	18	16.7%	83.3%	17.2%

Product	No.	Required by two or more countries	Required by one or no countries	Margin of Error
Onion	42	50.0%	50.0%	15.1%
Plantain	10	20.0%	80.0%	24.8%
Rice	30	16.7%	83.3%	13.3%
Sesame	15	40.0%	60.0%	24.8%
Sorghum	2	50.0%	50.0%	69.3%
Yams	7	28.6%	71.4%	33.5%
Overall	240	27.1%	72.9%	5.6%

Table 20: Number of Countries Where Respondents Were Asked to Obtain Phytosanitary Certificate

Product	Zero Countries		One Country		Two Countries		Three Countries		Four Countries		Five Countries	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Banana	0	-	9	69.2%	4	30.8%	0	-	0	-	0	-
Beans	5	45.5%	4	36.4%	2	18.2%	0	-	0	-	0	-
Cashew	5	55.6%	3	33.3%	1	11.1%	0	-	0	-	0	-
Cassava	3	75.0%	1	25.0%	0	-	0	-	0	-	0	-
Kola	8	36.4%	3	13.6%	11	50.0%	0	-	0	-	0	-
Maize	17	29.8%	33	57.9%	7	12.3%	0	-	0	-	0	-
Millet	4	22.2%	11	61.1%	3	16.7%	0	-	0	-	0	-
Onion	6	14.3%	15	35.7%	21	50.0%	0	-	0	-	0	-
Plantain	1	10.0%	7	70.0%	2	20.0%	0	-	0	-	0	-
Rice	8	26.7%	17	56.7%	5	16.7%	0	-	0	-	0	-
Sesame	6	40.0%	3	20.0%	6	40.0%	0	-	0	-	0	-
Sorghum	0	-	1	50.0%	1	50.0%	0	-	0	-	0	-
Yams	3	42.9%	2	28.6%	1	14.3%	0	-	0	-	1	14.3%
Overall	66	27.5%	109	45.4%	64	26.7%	0	-	0	-	1	0.4%

Table 21: Proportion of Shipments For Which Zoosanitary Certificate Requested More Than Once

Product	No.	Required by two or more countries	Required by one or no countries	Margin of Error
Cattle	50	38.0%	62.0%	13.5%
Sheep/goats	53	66.0%	34.0%	12.8%
Overall	103	52.4%	47.6%	9.6%

Table 22: Number of Countries Where Respondents Were Asked to Obtain Zoosanitary Certificate

Product	Zero Countries		One Country		Two Countries		Three Countries	
	No.	%	No.	%	No.	%	No.	%
Cattle	1	2.0%	30	60.0%	19	38.0%	0	-
Sheep/goats	4	7.5%	14	26.4%	34	64.2%	1	1.9%
Overall	5	4.9%	44	42.7%	53	51.5%	1	1%

ANNEX B: SURVEY INSTRUMENT

Certificate of Origin (COO) Survey

INTRODUCTION

SECTION A: IDENTIFYING INFORMATION

A1. Enumerator:

A1i. Select country

Country	Code
Benin	1
Togo	2
Burkina Faso	3
RCI	4
Mali	5
Guinea	6
Guinea-Bissau	7
Gambia	8

A2. Site

Site	Code	Site	Code
Seme CO (Benin)	1	Nzerekore (Guinea)	11
CO near Porto Novo (Benin)	2	CO of Haute Guinea (Guinea)	12
Ouaga livestock markets (BF)	3	Kouremale CO (Guinea)	13
Niangoloko CO (BF)	4	Sikasso markets (Mali)	14
Dakola CO (BF)	5	Kayes & Diboli CO (Mali)	15
Pouytenga market (BF)	6	Kouremale CO (Mali)	16

Koury CO (BF)	7	Anie Market (Togo)	17
Bouake markets (RCI)	8	Akodessewa market & Kodjoviakope CO (Togo)	18
Ouangolodougou (RCI)	9	Bissau biggest food crops market (Bissau)	19
Gonnonkrom (RCI)	10	Brikama market (Gambia)	20

Azi. Select corridor

Corridor	Code
Cotonou-Seme-Lagos	1
Ketou-Porto Novo-Abeokuta	2
Anie-Kpalime-Ho-Accra	3
Lome Akodessewa-Kodjoviakope-Akatsi-Accra	4
Ouaga-Abidjan	5
Ouaga-Bobo-Niangoloko B-Bouake	6
Ouaga-Paga-Tema	7
Ouaga-Cinkanse-Lome	8
Bobo-Bama-Koury-Sikasso	9
Bouake-Ferke-Niangoloko-Ouaga	10
Bouake-Ferke-Ouangolodougou-Niangoloko-Ouaga	11

Abengourou-Agnibilekrou-Gonnonkrom-Dorma-Ahenkro-Kumasi	12
Bougouni-Sikasso-Kadiolo-Abidjan	13
Bamako-Diboli-Kidiana-Dakar	14
Bamako-Kouremale-Conakry	15
Conakry-Nzerekore-Man-Bouake	16
Conakry-Dakar	17
Conakry-Kouremale-Bamako	18
Bissau-Tambacounda (Senegal)	19
Brikama market-Dakar	20

A3. Respondent gender

Gender	Code
Male	1
Female	0

A4. Type of respondent

Type	Code
Trader	1
Agent	2

Driver	3
--------	---

A5. Respondent family/surname:

A6. Respondent given/first name:

A7. Respondent mobile phone number:(**Add country code**)

.....

A8. Respondent second mobile phone number:**Add country code**)

.....

A9. Language of conducting interview

Language	Code	Language	Code
French	1	Bambara	10
English	2	Peul	11
Fon	3	Malinke	12
More	4	Ewe	13
Dioula	5	Twi/Bono	14
Fula	6	Other (Specify)	15
Creole	7		
Wolof			
8			
Kotokoli			9

A10. In the past 1 year, which specific agricultural and/or livestock products have you [exported/transported/facilitated]from one country to another? **List from highest to lowest value.** For example, if the respondent [exported/transported/facilitated]CFA 500,000 worth of maize but only CFA 200,000 worth of sorghum, maize should be listed first and then sorghum should be listed second. **Enumerator note:** prompt the respondent until they have told you every product they [exported/transported/facilitated] in the past 1 year.

No.	Product
A10_1	
A10_2	
A10_3	

Product	Code	Product	Code
Maize	1	Onion	9
Millet	2	Cashew	10
Sorghum	3	Cola	11
Beans	4	Cassava	12
Yams	5	Rice	13
Banana	6	Cattle	14
Plantain	7	Sheep/goats	15
Sesame	8		

SECTION Z: CONTROL(repeat section for each product mentioned)

Z1. Have you ever been asked to obtain movement papers/documents?

Yes	1	Continue
No	2	Skip to F3

Z2. What does those movement papers/documents consist of? (choose multiple)

Documents	Codes	GO TO
Certificate of origin	1	SECTION B and C
Phytosanitary certificate	2	SECTION B and D
Zoosanitary certificate	3	SECTION B and E

SECTION B: PRODUCTS TRADED

Note: section should be repeated for each product the respondent named in A10.

B1. What is the units of measurement for the products you (export/transport/Facilitate)?

Units	Codes
Head	1
50 kg bag	2
100 kg bag	3
120 kg bag	4
150 kg bag	5
Metric ton	6
Shipping container	7
Other (specify)	8
Don't Know	98
Refuse	99

B2. In a typical (usual or normal)shipment in the past 1 year, how much [PRODUCT] did you export?

State Quantity:

B3. In a typical shipment in the past 1 year, what was the total value of [PRODUCT] you [exported/transported/facilitated]?

Enumerator note: this question asks the total value per shipment, NOT the total value for the year.

Write Total Value Per Shipment	Write Currency Unit
.....	

B4. When was the last time (**Month**) you [exported/transported/facilitated] any [PRODUCT]? **Single Answer**

Month	Code	Month	Code
January	1	July	7
February	2	August	8
March	3	September	9
April	4	October	10
May	5	November	11
June	6	December	12

B5. When was the last time (**Year**) you [exported/transported/facilitated] any [PRODUCT]? **Single Answer**

Year	Code
2017	1
2016	2
2015	3
Prior to 2015	4

B6. What is the units of measurement for the products you (export/transport/Facilitate)?

Units	Codes

Head	1
50 kg bag	2
100 kg bag	3
120 kg bag	4
150 kg bag	5
Metric ton	6
Shipping container	7
Other (specify)	8
Don't Know	98
Refuse	99

B7. The last time you [exported/transported/facilitated] [PRODUCT], how many [UNIT] did you export? **State Quantity:**

B8. The last time you [exported/transported/facilitated] [PRODUCT], what was the total value of [PRODUCT] you [exported/transported/facilitated]?

Write Total Value of Last Export Made	Write Currency Unit
.....	

SECTION C: CERTIFICATES OF ORIGIN

Note: section should be repeated for each product the respondent named in A10.

C1. In which country were you asked of a certificate of origin for [PRODUCT]? Multiple selection

Country	Code
Benin	1
Togo	2
Burkina Faso	3

RCI	4
Mali	5
Guinea	6
Guinea-Bissau	7
Gambia	8
Liberia	9
Nigeria	10
Senegal	11
Sierra Leone	12
Cape Verde	13
Niger	14
Ghana	15

C2. When was the last time (**Month**) you were asked to obtain a certificate of origin for [PRODUCT]?

Month	Code	Month	Code
January	1	July	7
February	2	August	8
March	3	September	9
April	4	October	10
May	5	November	11
June	6	December	12

C3. When was the last time (**Year**) you were asked to obtain a certificate of origin for [PRODUCT]?

Year	Code
2017	1
2016	2
2015	3
Prior to 2015	4

C4. Which government agency or official required you to obtain the certificate of origin?
(choose multiple)

Agency/Official	Code
Ministry of Agriculture	1
Customs Office	2
Police	3
Other (specify)	4
Don't Know	5

C5. Were you involved in processing the papers yourself?

Yes	1
No	0

C6. Where were you asked to obtain this certificate?

At the border	1	Skip to C9 if No @ C5
Any other place	2	

How much time (Hours) did it take you to complete all procedures relating to obtaining the certificate of origin?

C7. Please specify the amount of time you spent on **transport (round trip and including any travel between different offices).**

C8. Please specify the amount of time you spent on **filling the form(s)**. Record time in hours

C9. Please specify the amount of time you spent on **waiting**. Record time in hours

C10. Please specify the amount of time you spent on **other items that have not been mentioned (please specify)**. Record time in hours

No	Category	Hours
C7	Transport
C8	Filling form(s)
C9	Waiting
C10	Other (specify)

How much did it cost to complete all procedures relating to obtaining the certificate of origin?

C11. Please specify the cost for **Transport**.

C12. Please specify the cost for **fee(s) paid to freight forwarders/agents**.

C13. Please specify the cost for **fee(s) paid to customs officials**.

C14. Please specify the cost for **fee(s) paid to municipal officials**.

C15. Please specify the cost for **fee(s) paid to other officials that have not been mentioned**.

C16. Please specify the cost for **Gifts or other unofficial fees**.

No	Category	Write Amount	Write Currency Unit
C11	Transport
C12	Freight forwarders/agents
C/13	Customs officials
C14	Municipal officials

C15	Other officials
C16	Gifts or other unofficial fees

C17. Are the time and cost you just described typical for obtaining a certificate of origin?

Yes	1	Skip to C19
No	0	Continue

C18. Can you please explain?

C19. Are certificates of origin always required for [PRODUCT]?

Yes	1	IF code 2 in Z2 GO TO SECTION D IF code 3 in Z2 AND NOT code 2, GO TO SECTION E ELSE GO TO SECTION F (ONLY CERTIFICATE OF ORIGIN)
No	0	Continue

C20. Can you please explain?

IF code 2 in Z2 GO TO SECTION D

IF code 3 in Z2 AND NOT code 2, GO TO SECTION E

ELSE GO TO SECTION F

SECTION D: PHYTOSANITARY CERTIFICATES

Note: section should be repeated for each agricultural product the respondent named in A10. This means products 1 through 13 at A10.

D1. In which country were you asked for a phytosanitary certificate for [PRODUCT]
?Multiple selection

Country	Code
Benin	1
Togo	2
Burkina Faso	3
RCI	4
Mali	5
Guinea	6
Guinea-Bissau	7
Gambia	8
Liberia	9
Nigeria	10
Senegal	11
Sierra Leone	12
Cape Verde	13
Niger	14
Ghana	15

D2. When was the last time (**Month**) you were asked to obtain a phytosanitary certificate for [PRODUCT]?

Month	Code	Month	Code
January	1	July	7
February	2	August	8
March	3	September	9

April	4	October	10
May	5	November	11
June	6	December	12

D3. When was the last time (**Year**) you were asked to obtain a phytosanitary certificate for [PRODUCT]?

Year	Code
2017	1
2016	2
2015	3
Prior to 2015	4

D4. Which government agency or official required you to obtain the phytosanitary certificate? (choose multiple)

Agency/Official	Code
Ministry of Agriculture	1
Customs Office	2
Police	3
Other (specify)	4
Don't Know	5

D5. Were you involved in processing the papers yourself?

Yes	1
No	0

D6. Where were you asked to obtain this certificate?

At the border	1	Skip to C9 if No @ C5
---------------	---	------------------------------

Any other place	2	
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How much time (Hours) did it take you to complete all procedures relating to obtaining the Phytosanitary Certificate?

D7. Please specify the amount of time you spent on **transport (round trip and including any travel between different offices)**.

D8. Please specify the amount of time you spent on **filling the form(s)**. Record time in hours

D9. Please specify the amount of time you spent on **waiting**. Record time in hours

D10. Please specify the amount of time you spent on **other items that have not been mentioned (please specify)**. Record time in hours

No	Category	Hours
D7	Transport
D8	Filling form(s)
D9	Waiting
D10	Other (specify)

How much did it cost to complete all procedures relating to obtaining the phytosanitary certificate?

D11. Please specify the cost for **Transport**.

D12. Please specify the cost for **fee(s) paid to freight forwarders/agents**.

D13. Please specify the cost for **fee(s) paid to customs officials**.

D14. Please specify the cost for **fee(s) paid to municipal officials**.

D15. Please specify the cost for **fee(s) paid to other officials that have not been mentioned**.

D16. Please specify the cost for **Gifts or other unofficial fees**.

No	Category	Write Amount	Write Currency Unit
D11	Transport
D12	Freight forwarders/agents
D13	Customs officials
D14	Municipal officials
D15	Other officials
D16	Gifts or other unofficial fees

D17. Are the time and cost you just described typical for obtaining a phytosanitary certificate?

Yes	1	Skip to D19
No	0	Continue

D18. Can you please explain?

D19. Are phytosanitary certificate always required for [PRODUCT]?

Yes	1	IF code 3 in Z2 GO TO SECTION E ELSE GO TO SECTION F
No	0	Continue

D20. Can you please explain?

IF code 3 in Z2 GO TO SECTION E

ELSE GO TO SECTION F

SECTION E: ZOOSANITARY CERTIFICATES

Note: section should be repeated for each agricultural product the respondent named in A10. This means products 14 and 15 at A10.

E1. In which country were you asked for a Zoosanitary certificate for [PRODUCT]
?Multiple selection

Country	Code
Benin	1
Togo	2
Burkina Faso	3
RCI	4
Mali	5
Guinea	6
Guinea-Bissau	7
Gambia	8
Liberia	9
Nigeria	10
Senegal	11
Sierra Leone	12
Cape Verde	13
Niger	14
Ghana	15

E2. When was the last time (**Month**) you were asked to obtain a zoosanitary certificates for [PRODUCT]?

Month	Code	Month	Code
January	1	July	7
February	2	August	8
March	3	September	9
April	4	October	10
May	5	November	11
June	6	December	12

E3. When was the last time (**Year**) you were asked to obtain a zoosanitary certificates for [PRODUCT]?

Year	Code
2017	1
2016	2
2015	3
Prior to 2015	4

E4. Which government agency or official required you to obtain the zoosanitary certificates?

Agency/Official	Code
Ministry of Agriculture	1
Customs Office	2
Police	3
Other (specify)	4
Don't Know	5

E5. Were you involved in processing the papers yourself?

Yes	1
No	0

E6. Where were you asked to obtain this certificate?

At the border	1	Skip to C9 if No @ C5
Any other place	2	

How much time did it take you to complete all procedures relating to obtaining the zoosanitary certificate?

E7. Please specify the amount of time you spent on transport (round trip and including any travel between different offices).

E8. Please specify the amount of time you spent on filling the form(s). Record time in hours

E9. Please specify the amount of time you spent on waiting. Record time in hours

E10. Please specify the amount of time you spent on other items that have not been mentioned (please specify). Record time in hours

No	Category	Hours
E7	Transport
E8	Filling form(s)
E9	Waiting
E10	Other (specify)

How much did it cost to complete all procedures relating to obtaining the zoosanitary certificate?

E11. Please specify the cost for Transport.

E12. Please specify the cost for fee(s) paid to freight forwarders/agents.

E13. Please specify the cost for fee(s) paid to customs officials.

E14. Please specify the cost for **fee(s) paid to municipal officials.**

E15. Please specify the cost for **fee(s) paid to other officials that have not been mentioned.**

E16. Please specify the cost for **Gifts or other unofficial fees.**

No	Category	Write Amount	Write Currency Unit
E11	Transport
E12	Freight forwarders/agents
E13	Customs officials
E14	Municipal officials
E15	Other officials
E16	Gifts or other unofficial fees

E17. Are the time and cost you just described typical for obtaining a zoosanitary certificates?

Yes	1	Skip to E19
No	0	Continue

E18. Can you please explain?

E19. Are zoosanitary certificates always required for [PRODUCT]?

Yes	1	Skip to Section F
No	0	Continue

E20. Can you please explain?

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SECTION F: WRAPUP

Ask only, iF code 1 and 2 or code 3 in Z2

F1. At times when you have been required to obtain a certificate of origin and/or a phytosanitary or zoosanitary certificate for [PRODUCT], are you able to obtain the different certificates at the same time as each other?

Yes	1
No	0

F1i. Can you please explain?

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Ask all

F2. At times when you have been required to obtain a certificate of origin and/or a phytosanitary or zoosanitary certificate, are you able to obtain them at the same time that you complete other procedures relating to the shipment **eg.** Loading of goods, scanning, export declaration and payments?

Yes	1
No	0

F2i. Can you please explain?

F3. In the past year, have there been any changes in government regulation or in practice that have had an impact on either the time or cost required to export [PRODUCT]?

Yes	1	Continue
No	0	Skip to F5

F4. Can you please explain?

F5. Are you aware of any governmental or regional initiatives, reforms or changes in the area of regional trade that will affect the time or cost required to export [PRODUCT] in the future?

Yes	1	Continue
No	0	Thank Respondent and End Interview

F6. Can you tell us what you know?

Thank Respondent and End Interview