



## PAGE 5: ABOUT YOU

<b>Q1: Respondent</b>	ZIMBABWE
<b>Q2: About you</b>	
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## PAGE 7: SECTION 1 : AID-FOR-TRADE PRIORITIES - YOUR GOVERNMENT'S AID-FOR-TRADE PRIORITIES

<b>Q3: Does your national development strategy include trade priorities ? (i.e. Aid-for-Trade priorities)</b>	Yes
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## PAGE 8: SECTION 1 : AID-FOR-TRADE PRIORITIES

**Q4: If yes, please indicate your Aid-for-Trade priorities :Below are listed the most common priority areas grouped according to broad Aid-for-Trade categories. Please rank the top 5 priority areas among the ones listed below.(1 being the most important)**

Trade policy analysis, negotiations and implementation	4
Trade facilitation	3
Connecting to value chains	2
Services development	5
Industrialization	1

## PAGE 9: SECTION 1 : AID-FOR-TRADE PRIORITIES

**Q5: Have your Aid-for-Trade priorities changed since 2014?**

Yes,

Please specify further the priorities that you selected above, as well as the main problems/obstacles encountered in furthering them. Please include a weblink to the relevant strategy.

VALUE CHAINS DEVELOPMENT IS BEING PRIORITISED

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**PAGE 10: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q6: If yes, please rank the top 3 drivers of these changes :(Please choose no more than 3 options)**

New regional development or integration strategy	3
Industrialization objectives	1
Expansion of domestic services sectors and/or trade in services	2

**Q7: Have these changes been reflected in your dialogue with development partners?**

Yes

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**PAGE 11: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q8: In your view, can Aid for Trade make a contribution to the achievement of the 2030 Sustainable Development Agenda ?**

Yes

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**PAGE 12: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q9: If yes, please specify which Sustainable Development Goals (SDGs) you think that Aid for Trade may help to achieve?Sustainable Development Goals:**

10. Reduce inequalities,  
9. Industry, innovation and infrastructure ,  
8. Decent work and economic growth

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**PAGE 13: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q10: In your view, can Aid for Trade make a contribution to women's economic empowerment?**

Yes

**Q11: Have you participated in any evaluation process that has been undertaken on the Aid-for-Trade support you receive?**

No

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**PAGE 15: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q12: Is trade facilitation reflected as a priority in your national or regional development policy? (You may tick more than 1 box)**

Yes, National Development Strategy with a broader conception of trade facilitation (e.g. trade and transport facilitation)

Additional information on whether trade facilitation is reflected as a priority in your national or regional development policy.

INCLUDED IN THE NATIONAL TRADE POLICY

PAGE 16: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q13: If yes, in which policy document(s) can trade facilitation be found as a priority? (You may tick more than 1 box)**

National trade strategy

PAGE 17: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q14: If no, does your government plan to include trade facilitation as a priority in future planning document(s)? (You may tick more than one box)**

*Respondent skipped this question*

PAGE 18: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q15: Please outline the current status of work related to the implementation of the Trade Facilitation Agreement(You may tick more than 1 box)**

Acceptance of Amendment Protocol ("Trade Facilitation Agreement ratification") awaiting parliamentary or executive approval

**Q16: Are you planning to use the flexibilities set out in section II of the Trade Facilitation Agreement ?**

Yes

PAGE 19: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q17: If yes, please specify:(You may tick more than 1 box)**

Category A commitments deposited ,  
Category B commitments under preparation ,  
Category C commitments under preparation

PAGE 20: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q18: Which disciplines of the Trade Facilitation Agreement are you seeking Aid-for-Trade support to implement?(You may tick more than 1 box)**

Art 3. Advance Rulings ,  
 Art 7: Release and Clearance of Goods ,  
 Art 11: Freedom of Transit ,  
 Art 12: Customs Cooperation

**Q19: Are you engaged in a dialogue with development partners on your Trade Facilitation Agreement implementation needs?**

Yes

**PAGE 21: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q20: If yes, please specify with which development partners you are discussing Trade Facilitation Agreement implementation.**

International Trade Centre

**PAGE 22: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q21: If no, what difficulties, if any, are you facing in securing Aid-for-Trade support to help implement the Trade Facilitation Agreement?(You may tick more than 1 box)**

*Respondent skipped this question*

**PAGE 23: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q22: Is there an Aid-for-Trade facilitation project or programme that you wish to showcase as an example of best practice ?**

No

**PAGE 25: SECTION 3 : E-COMMERCE**

**Q23: Does your government have a national strategy for e-commerce (or other national digital-related strategy)?**

No

**PAGE 26: SECTION 3 : E-COMMERCE**

**Q24: If yes, please indicate which of the following : (You may tick more than 1 box)**

*Respondent skipped this question*

**Q25: If yes, is this national strategy reflected in your national development strategy?**

*Respondent skipped this question*

**PAGE 27: SECTION 3 : E-COMMERCE**

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**Q26: If no, does your government plan to develop or update your national development strategy to include e-commerce (or other digital-related) priorities?** Yes

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**Q27: Does your government plan to develop a separate e-commerce or (other digital-related) strategy ?** Unsure

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**PAGE 28: SECTION 3 : E-COMMERCE**

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**Q28: Do you have any mechanism(s) to coordinate your national e-commerce (or other digital strategy) across government ?** *Respondent skipped this question*

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**Q29: Does your existing or planned national strategy for e-commerce (or other digital-related) strategy cover issues related to trade in services and/or goods through e-commerce?** *Respondent skipped this question*

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**PAGE 29: SECTION 3 : E-COMMERCE**

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**Q30: If yes, please indicate which issues are covered in your national e-commerce (or other digital related) strategy:(You may tick more than 1 box)** *Respondent skipped this question*

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**PAGE 30: SECTION 3 : E-COMMERCE**

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**Q31: For EXPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)**

Absence of, or difficulties in, using electronic single window for customs or border clearance  
,  
Banking restrictions on foreign exchange transfer ,  
Banking restrictions on foreign exchange transfer ,  
Dealing with returned goods,  
Determination and payment of export taxes ,  
Difficulties accessing third-party payment services ,  
Difficulties in determination or payment of sales tax or other charges  
,  
High costs of small parcel shipment ,  
High shipping costs,  
Issuance and acceptance of conformity assessment certificates  
,  
Issuance and acceptance of export certificates ,  
Issuance and acceptance of origin certificates

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**PAGE 31: SECTION 3 : E-COMMERCE**

**Q32: For IMPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)**

Banking restrictions on foreign exchange transfer ,  
Costs of delivery for small parcel trade ,  
Dealing with returned goods,  
Difficulties accessing third party payment services ,  
Difficulties in determination and payment of sales tax or other charges  
,  
Lack of transparency in customs and other border procedures  
,  
No customs or low de minimis threshold

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**PAGE 32: SECTION 3 : E-COMMERCE**

**Q33: Please estimate the percentage of goods and services that your country exports and imports internationally through e-commerce / digital channels and the growth of imports and exports through e-commerce / digital channels over the past 3 years.**

Percentage of goods exported through e-commerce	No data available
Percentage of services exported through e-commerce	No data available
Percentage of goods traded as expedited shipments	No data available
Growth of imports through e-commerce channels in the past 3 years	No data available
Growth of export through e-commerce channels in the past 3 years	No data available
Growth of expedited shipments	No data available

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**PAGE 33: SECTION 3 : E-COMMERCE**

**Q34: For EXPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)**

*Respondent skipped this question*

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**PAGE 34: SECTION 3 : E-COMMERCE**

**Q35: For IMPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)**

*Respondent skipped this question*

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**PAGE 35: SECTION 3 : E-COMMERCE**

**Q36: Please indicate how consumers and enterprises connect to the internet.**

Fixed broadband	No data available
Wifi	No data available
Mobile phone	No data available
Dial up modem	No data available
Other (please specify)	No data available

**Q37: Please indicate the main issues that enterprises and consumers in your countries have in accessing and using internet services.(You may tick more than 1 box)**

Cost of broadband subscription,  
 Cost of mobile phone subscription,  
 Credit card payments, Data protection,  
 Slow internet connection speeds

## PAGE 36: SECTION 3 : E-COMMERCE

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**Q38: Are electronic payments solutions available in your country?(You may tick more than 1 box)** Yes, e-banking, Yes, mobile money

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## PAGE 37: SECTION 3 : E-COMMERCE

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**Q39: If yes, please estimate the percentage of transactions paid electronically in your country (through e-banking, mobile money or e-government):** No data available

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## PAGE 38: SECTION 3 : E-COMMERCE

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**Q40: If no, please outline what is holding back e-banking, mobile money and e-government transactions. (You may tick more than 1 box)** *Respondent skipped this question*

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## PAGE 39: SECTION 3 : E-COMMERCE

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**Q41: Do consumers in your country use mobile phones for domestic and international remittances and fund transfer?** Yes, both domestic and international remittances and fund transfer

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## PAGE 40: SECTION 3 : E-COMMERCE

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**Q42: Please indicate which e-government services your country provides:(You may tick more than 1 box)** On-line submission of forms and applications ,  
Electronic payments

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## PAGE 41: SECTION 3 : E-COMMERCE

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**Q43: Are Information and Communication Technology support programmes available to support students, workers and Micro, Small and Medium Sized Enterprises (MSMEs)?** Yes

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**Q44: Is there an Aid-for-E-commerce project or programme that you wish to showcase as an example of best practice?** No

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**Q45: Do you anticipate a need for future assistance in order to meet your e-commerce strategic objectives?**

Yes

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**PAGE 43: SECTION 3 : E-COMMERCE**

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**Q46: If yes, please indicate who you would like to work with to provide this support:(You may tick more than 1 box)**

Bilateral donors, Multilateral and regional donors ,  
South-South partners,  
Corporate foundations / corporate social responsibility schemes  
,  
Private sector

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**PAGE 44: SECTION 3 : E-COMMERCE**

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**Q47: In your view, can growth in e-commerce make a contribution to women's economic empowerment?**

Yes

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**PAGE 46: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q48: Does your national development strategy include trade-related infrastructure development priorities?**

Yes

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**PAGE 47: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q49: If yes, please indicate which trade-related infrastructure sectors feature as priority sectors in your national development strategy.(You may tick more than 1 box)**

TRANSPORT INFRASTRUCTURE,

Air transport infrastructure ,

Rail transport infrastructure ,

Road transport infrastructure ,

Infrastructure related to all modes of transport: cargo handling, storage and/or warehousing

COMMUNICATION INFRASTRUCTURE,

Telecommunications infrastructure ,

Infrastructure related to audio visual services (radio, television, motion pictures)

Network cable infrastructure ,

ENERGY-RELATED INFRASTRUCTURE,

Energy distribution infrastructure ,

Energy transport infrastructure (pipelines for transportation of petroleum, natural gas, etc.)

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PAGE 48: SECTION 3 : INFRASTRUCTURE, SERVICES, AND INVESTMENT

**Q50: Does your national development strategy link trade-related infrastructure to the development of related services sectors?**

Yes

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PAGE 49: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT

**Q51: If yes, please indicate which services trade sectors feature as priority sectors in your national development strategy. (You may tick more than 1 box)**

PROFESSIONAL SERVICES, Legal services,  
Accounting, auditing and bookkeeping services,  
Architectural services, Engineering services,  
Medical and dental services,  
Veterinary services,  
COMPUTER AND RELATED SERVICES (e.g.,  
services related to installation of computer hardware,  
data processing and database services)  
,  
Market research and public opinion polling services  
,  
Technical testing and analysis services,  
Services incidental to agriculture, hunting and  
forestry  
,  
Services incidental to fishing,  
Services incidental to mining,  
Services incidental to manufacturing services,  
Hospital services, Other human health services,  
Tele medicine,  
Hotels and restaurants (including catering),  
Air transport services, Road transport services,  
Insurance and insurance-related services,  
Higher education services,  
Secondary education services,  
CONSTRUCTION AND RELATED ENGINEERING  
SERVICES  
,  
Audio visual services

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**PAGE 50: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q52: Does your national development strategy (or other national economic policy documents) link growth in services capacity and trade to growth in industrial capacity and manufacturing exports?**

Yes

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**PAGE 51: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q53: If yes, please specify which services sectors are identified for growth in industrial capacity and manufacturing. (You may tick more than 1 box)**

PROFESSIONAL SERVICES,

Engineering services ,

RESEARCH AND DEVELOPMENT SERVICES,

Market research and public opinion polling services

,

Services incidental to agriculture, hunting and forestry

,

Road transport services , Rail transport services ,

TRANSPORT SERVICES (passenger and freight transportation)

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Higher education services ,

Secondary education services ,

Audio visual services ,

Services incidental to energy distribution ,

Services incidental to manufacturing services ,

Services incidental to mining

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**Q54: Which services sectors are growing fastest in your country? (You may tick more than 1 box)**

PROFESSIONAL SERVICES,  
 Engineering services ,  
 Medical and dental services ,  
 Veterinary services ,  
 Services incidental to agriculture, hunting and forestry  
 ,  
 Services incidental to fishing ,  
 Services incidental to mining ,  
 Services incidental to manufacturing services ,  
 Services incidental to energy distribution ,  
 Convention services ,  
 Secondary education services ,  
 Higher education services ,  
 Insurance and insurance-related services ,  
 Banking and other financial services (excluding insurance)  
 ,  
 Hospital services , Other human health services

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**PAGE 53: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q55: What are the main issues constraining growth in national services capacity? Issues constraining growth : (You may tick more than 1 box)**

Absence of national services policy framework ,  
 Lack of recognition internationally of professional or vocational qualifications  
 ,  
 Limitations on natural persons ,  
 Limited access to export markets ,  
 Low levels of foreign direct investment ,  
 Regulatory restrictions

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**PAGE 54: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q56: What are the main issues constraining growth in your services trade? Issues constraining growth : (You may tick more than 1 box)**

Absence of national services policy framework ,  
 Limitations on natural persons ,  
 Limited access to export markets ,  
 Low levels of foreign direct investment ,  
 Poor information and communication technology network infrastructure  
 ,  
 Qualification requirements

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**PAGE 55: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q57: Which services sectors do you expect will support implementation of the Trade Facilitation Agreement and will help realize associated economic benefits? (You may tick more than 1 box)**

COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)  
 ,  
 Courier and express delivery services ,  
 Banking and other financial services (excluding insurance)  
 ,  
 Air transport services, Rail transport services ,  
 Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.)  
 ,  
 Road transport services

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**PAGE 56: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q58: Is there an Aid-for-Trade project or programme that you wish to highlight as an example of best practice?** No

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**PAGE 57: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q59: Does your national development strategy include actions to improve the investment climate?** Yes

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**PAGE 58: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q60: If yes, please specify how: (You may tick more than 1 box)**

By updating investment policy, regulations and/or strategy  
,  
By upgrading economic infrastructure to attract Foreign Direct Investment (FDI) in the production sector.

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**PAGE 59: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q61: What actions have you taken to improve the investment climate in the past 5 years ? (You may tick more than 1 box)**

Embedding investment policy in overall development strategy  
,  
Facilitating entry and operations of foreign investors ,  
Focusing on investment policy implementation and enforcement  
,  
Focusing on public governance and institutions ,  
Training officials,  
Updating investment policy, regulations and/or strategy

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**PAGE 60: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q62: Are development partners supporting investment climate reforms ?**

Yes

**Q63: If yes, is there a project or programme that you wish to highlight as an example of best practice?**

No

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**PAGE 61: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q64: Does your national development strategy seek to attract investment in particular services sectors? If so, please identify which ones. (You may tick more than 1 box)**

PROFESSIONAL SERVICES,

Engineering services ,

Medical and dental services ,

Veterinary services ,

COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)

,

Services incidental to agriculture, hunting and forestry

,

Services incidental to fishing ,

Banking and other financial services (excluding insurance)

,

Hospital services , Other human health services ,

Air transport services , Rail transport services ,

Road transport services ,

Pipeline transport services ,

Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.)

,

Insurance and insurance-related services ,

Higher education services ,

Secondary education services ,

Services incidental to manufacturing services ,

Services incidental to mining

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**PAGE 62: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q65: Can the development of services capacity and trade contribute to women's economic empowerment ?**

Yes

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**PAGE 63: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q66: If yes, please specify which services sectors in your country may have particular impact on women's economic empowerment? Services sectors: (You may tick more than 1 box)**

Legal services,  
 Accounting, auditing and bookkeeping services,  
 Services incidental to agriculture, hunting and forestry  
 ,  
 Services incidental to fishing, Hospital services,  
 Other human health services,  
 Air transport services, Rail transport services,  
 Road transport services,  
 Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.)  
 ,  
 Higher education services,  
 Secondary education services,  
 Courier and express delivery services,  
 Services incidental to manufacturing services,  
 Services incidental to mining

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**PAGE 64: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q67: In your view, can services trade make a contribution to the achievement of the 2030 Sustainable Development Agenda ?**

Yes

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**PAGE 65: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

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**Q68: If yes, please specify which Sustainable Development Goals (SDGs) you think that growth in services trade may help. Sustainable Development Goals: (You may tick more than 1 box)**

1. No poverty, 3. Good health and well-being,  
 4. Quality education, 5. Gender equality,  
 8. Decent work and economic growth,  
 9. Industry, innovation and infrastructure,  
 10. Reduce inequalities

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**PAGE 66: END OF SURVEY**

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**Q69: CONSULTATION (Other ministries/agencies consulted in preparing this questionnaire reply):**

MINISTRY OF FINANCE, ZIMBABWE REVENUE AUTHORITY