Q1: Respondent

MAURITIUS

Q2: About you

Name

Mr N. Boodhoo

Position

Director, Trade Policy

Ministry

Ministry of Foreign Affairs, Regional Integration and International Trade

Email Address

motas@intnet.mu

Q3: Does your national development strategy include trade priorities? (i.e. Aid-for-Trade priorities)

Yes

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)

<table>
<thead>
<tr>
<th>Priority Area</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade policy analysis, negotiations and implementation</td>
<td>2</td>
</tr>
<tr>
<td>Trade facilitation</td>
<td>4</td>
</tr>
<tr>
<td>International competitiveness</td>
<td>1</td>
</tr>
<tr>
<td>Export diversification</td>
<td>3</td>
</tr>
<tr>
<td>Services development</td>
<td>5</td>
</tr>
</tbody>
</table>

Please provide a weblink to the relevant strategy.

N/A
Q5: Have your Aid-for-Trade priorities changed since 2014?

No.

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.

- There is need to diversify the manufacturing and services sector.
- Under the interim EPA, SADC and COMESA there are great opportunities for the export of high value added exports.
- Mauritius has also join the Trade in services Agreement which can play a meaningful role by opening up export opportunities for Mauritian service providers, and creating a conducive environment to attract foreign investment.

Q6: If yes, please rank the top 3 drivers of these changes:

(Please choose no more than 3 options)

Respondent skipped this question

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

Respondent skipped this question

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

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

1. No poverty, 2. Zero hunger,
3. Good health and well-being, 4. Quality education,
5. Gender equality, 6. Clean water and sanitation,
7. Affordable and clean energy,
8. Industry, innovation and infrastructure,
9. Reduce inequalities,

Additional information on how Aid for Trade can help implement the SDGs.

One of the main focus of the latest Economic Vision Statement of the Government also known as "Vision 2030" is to develop a resilient and competitive SME's sector with emphasis on high-growth potential MSME's ranging from production of textile products to highly specialized professional services. This measure will increase and democratise economic participation and thus contribute to achieve several SDG's.

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,

Additional information on how Aid for Trade can make a contribution to women's economic empowerment.

Women entrepreneurs can be encouraged by improving access to capital through positive discrimination schemes, developing networks of women entrepreneurs at regional and international levels and expand business and management training.

Q11: Have you participated in any evaluation process that has been undertaken on the Aid-for-Trade support you receive? No

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 direct link or reference to the TFA

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 development strategy,
- National trade strategy,
- Regional trade agreement(s),
- Additional information on the policy document(s) in which trade facilitation can be found as a priority.

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**

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") deposited,
- Additional information about the current status of work related to the implementation of the Trade Facilitation Agreement
- Mauritius was the fourth country to have deposited its instrument of acceptance with the WTO

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

Q17: If yes, please specify: (You may tick more than 1 box)
- Category A commitments deposited,
- Category B commitments deposited,
- Category C commitments deposited
Q18: Which disciplines of the Trade Facilitation Agreement are you seeking Aid-for-Trade support to implement? (You may tick more that 1 box)

Art 1: Publication and Availability of Information,
Art 5: Other measures to Enhance Impartiality, Non-discrimination and Transparency,
Art 7: Release and Clearance of Goods,
Art 10: Formalities Connected with Importation, Exportation and Transit,
Additional information on the disciplines of the TFA you are seeking Aid for Trade support to implement particularly with respect to specific measures within articles (e.g. single window, authorized operator, etc.).
Art 1.3: Inquiry Points Art 5.3: Test Procedures Art 7.4: Risk Management Art 7.6: Establishment and publication of Average Release Time Art 10.9.2: Inward and Outward Processing For additional info on Mauritius Categories, please consult WTO document reference: WT/PCTF/N/MUS/2

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

Yes

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

Finland, Netherlands, Sweden, United States, EU Institutions, International Monetary Fund, International Trade Centre, UNDP, World Bank Group, World Customs Organization, Additional information on the development partners with which you are discussing TFA implementation. EFTA Countries

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 21: SECTION 2 : TRADE FACILITATION AGREEMENT

PAGE 22: SECTION 2 : TRADE FACILITATION AGREEMENT

PAGE 23: SECTION 2 : TRADE FACILITATION AGREEMENT
<table>
<thead>
<tr>
<th>Q22: Is there an Aid-for-Trade facilitation project or programme that you wish to showcase as an example of best practice?</th>
<th>No</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Q23: Does your government have a national strategy for e-commerce (or other national digital-related strategy)?</th>
<th>Yes,</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes,</strong> If yes, please provide a weblink to the relevant national e-commerce (or national digital-related strategy). The e-Government Strategy 2013-2017 identifies e-payment as facilitators for electronic transactions with Government. The draft National ICT Strategic Plan 2016-2020 also creates the conducive environment for e-commerce to flourish in Mauritius</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Q24: If yes, please indicate which of the following : (You may tick more than 1 box)</th>
<th>E-government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25: If yes, is this national strategy reflected in your national development strategy?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Q26: If no, does your government plan to develop or update your national development strategy to include e-commerce (or other digital-related) priorities?</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q27: Does your government plan to develop a separate e-commerce or (other digital-related) strategy ?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Q28: Do you have any mechanism(s) to coordinate your national e-commerce (or other digital strategy) across government?</th>
<th>Coordination ensured by ministry responsible for Information and Communication Technologies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coordination ensured by ministry responsible for Information and Communication Technologies</strong>, Additional information on mechanism(s) used to coordinate your national e-commerce (or other digital strategy) across government. The Inter Ministerial Budget Measures Implementation Committee is responsible for Monitoring budget 2016-2017 measures which amongst others include the setting up of an e-commerce platform in Mauritius.</td>
<td></td>
</tr>
</tbody>
</table>
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?  Yes

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)
- Access to online platforms,
- Business to consumer transactions,
- Business to business transactions, Payment issues,
- Infrastructure, Delivery systems,
- Point of Sale (POS) systems

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)
- On-line fraud

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)
- Respondent skipped this question

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 though e-commerce / digital channels over the past 3 years.
- Respondent skipped this question

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
**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)  
Acceptance of e-certification difficulties

**Q36:** Please indicate how consumers and enterprises connect to the internet.  
<table>
<thead>
<tr>
<th>Connection Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed broadband</td>
<td>31-40%</td>
</tr>
<tr>
<td>Wifi</td>
<td>31-40%</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>61-70%</td>
</tr>
</tbody>
</table>

Please provide a reference or weblink to the document(s) on which your answer is based.  
ICT statistics 2015 of the Economic and Social Indicators published by Statistics Mauritius  
http://statsmauritius.govmu.org

**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, E-signatures, On-line fraud, Slow internet connection speeds

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

**Q39:** If yes, please estimate the percentage of transactions paid electronically in your country (through e-banking, mobile money or e-government):  
Respondent skipped this question

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

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

Q43: Are Information and Communication Technology support programmes available to support students, workers and Micro, Small and Medium Sized Enterprises (MSMEs)?
Yes,
Additional information on whether ICT support programmes are available for students, workers and MSMEs.
- The Internet and Computing Core Certification (IC3) are offered free of charge to many citizens.
- Computer Studies is integrated in the curriculum of both primary and secondary school students.
- MSME’s are offered ICT training by the Small Scale Enterprise Development Authority (SMEDA) to empower them in their day to day business.

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

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

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, Corporate foundations / corporate social responsibility schemes
Q47: In your view, can growth in e-commerce make a contribution to women's economic empowerment?
Yes

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

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)
- Maritime transport infrastructure,
- Rail transport infrastructure,
- Infrastructure related to all modes of transport: cargo handling, storage and/or warehousing,
- Telecommunications infrastructure

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

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),
- RESEARCH AND DEVELOPMENT SERVICES,
- OTHER BUSINESS SERVICES,
- Advertising services,
- Market research and public opinion polling services,
- Technical testing and analysis services,
- Services incidental to agriculture, hunting and forestry.
Services incidental to agriculture, hunting and forestry,
Services incidental to fishing,
Services incidental to manufacturing services,
Services incidental to energy distribution,
COMMUNICATION SERVICES, Postal services,
Telecommunication services, Audio visual services,
CONSTRUCTION AND RELATED ENGINEERING SERVICES,
DISTRIBUTION SERVICES (including wholesale and retail trade services),
EDUCATIONAL SERVICES,
Secondary education services,
Higher education services,
ENVIRONMENTAL SERVICES,
FINANCIAL SERVICES,
Insurance and insurance-related services,
Banking and other financial services (excluding insurance),
HEALTH RELATED AND SOCIAL SERVICES,
Hospital services, Other human health services,
Social services,
TOURISM AND TRAVEL RELATED SERVICES,
Hotels and restaurants (including catering),
Travel agencies and tour operators services,
Tourist guides services,
RECREATIONAL, CULTURAL AND SPORTING SERVICES (other than audio visual services),
TRANSPORT SERVICES (passenger and freight transportation),
Maritime transport services, Air transport services,
Road transport services,
Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.)
Additional information about service sectors that feature as priority sectors in your national development strategy. Mauritius has recently joined the Trade in Services Agreement (TISA).

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

Legal services,
Accounting, auditing and bookkeeping services,
Medical and dental services,
COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services),
RESEARCH AND DEVELOPMENT SERVICES,
DISTRIBUTION SERVICES (including wholesale and retail trade services),
EDUCATIONAL SERVICES,
Primary education services,
Secondary education services,
Higher education services, FINANCIAL SERVICES,
Insurance and insurance-related services,
Banking and other financial services (excluding insurance),
HEALTH RELATED AND SOCIAL SERVICES,
Hospital services,
TOURISM AND TRAVEL RELATED SERVICES,
Hotels and restaurants (including catering),
Travel agencies and tour operators services,
Tourist guides services,
RECREATIONAL, CULTURAL AND SPORTING SERVICES (other than audio visual services),
TRANSPORT SERVICES (passenger and freight transportation),
Air transport services,
Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.),
Additional information about services sectors identified as important for growth in industrial capacity and manufacturing.
Ocean economy
Q54: Which services sectors are growing fastest in your country? (You may tick more than 1 box)

PROFESSIONAL SERVICES, Legal services,
Accounting, auditing and bookkeeping services,
Architectural services, Engineering services,
COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services),
Telecommunication services,
CONSTRUCTION AND RELATED ENGINEERING SERVICES,
EDUCATIONAL SERVICES,
Primary education services,
Secondary education services,
Higher education services, FINANCIAL SERVICES,
Insurance and insurance-related services,
Banking and other financial services (excluding insurance),
HEALTH RELATED AND SOCIAL SERVICES,
TOURISM AND TRAVEL RELATED SERVICES

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

Absence of national services policy framework,
Limited access to export markets,
Regulatory restrictions
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,
- Economic needs tests,
- Education and vocational training,
- Foreign ownership restrictions,
- Funding constraints of national professional bodies,
- Limitations on natural persons,
- Limited access to export markets,
- Low levels of foreign direct investment.

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),
- RESEARCH AND DEVELOPMENT SERVICES,
- COMMUNICATION SERVICES, Postal services,
- Courier and express delivery services,
- Telecommunication services,
- TRANSPORT SERVICES (passenger and freight transportation),
- Maritime transport services, Air transport services,
- Rail transport services, Road transport services.

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

Q59: Does your national development strategy include actions to improve the investment climate? Yes
Q60: If yes, please specify how: (You may tick more than 1 box)

By establishing an investment authority, investment promotion agency (IPA) and/or investment development agency

By reducing risk for investors, By training officials,

By updating investment policy, regulations and/or strategy

By upgrading economic infrastructure to attract Foreign Direct Investment (FDI) in the production sector.

Additional information about actions to improve the investment climate foreseen in your national development strategy. Vision 2030 and Budget 2016-2017 has removed various barriers to investments and some of them are: - Introduction of an e-licensing platform - The investment Promotion Act will be amended to further facilitate business in Mauritius - The Non Citizens( Property Restriction )Act will soon be amended - The Economic diplomacy will be reviewed so as to open new opportunities for Mauritius businesses
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
- Establishing an investment authority, investment promotion agency (IPA) and/or investment development agency
- Facilitating entry and operations of foreign investors
- Focusing on investment policy implementation and enforcement
- Focusing on public governance and institutions
- Signing a bilateral investment treaty(ies) or other investment agreements
- Signing investment agreements focused on investment promotion and facilitation
- Signing investment agreements focusing on investor/investment treatment and protection
- Training officials
- Updating investment policy, regulations and/or strategy

Q62: Are development partners supporting investment climate reforms?  
No

Q63: If yes, is there a project or programme that you wish to highlight as an example of best practice?  
No
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)

- All services sectors
- PROFESSIONAL SERVICES
- Legal services
- Accounting, auditing and bookkeeping services
- COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)
- EDUCATIONAL SERVICES
- FINANCIAL SERVICES
- Insurance and insurance-related services
- Banking and other financial services (excluding insurance)
- HEALTH RELATED AND SOCIAL SERVICES
- Hospital services
- TOURISM AND TRAVEL RELATED SERVICES
- TRANSPORT SERVICES (passenger and freight transportation)
- Maritime transport services

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

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)

- PROFESSIONAL SERVICES
- RESEARCH AND DEVELOPMENT SERVICES
- OTHER BUSINESS SERVICES
- EDUCATIONAL SERVICES
- FINANCIAL SERVICES
- TOURISM AND TRAVEL RELATED SERVICES
Q67: In your view, can services trade make a contribution to the achievement of the 2030 Sustainable Development Agenda?  
Yes

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, 2. Zero hunger,
3. Good health and well-being, 4. Quality education,
5. Gender equality,
8. Decent work and economic growth,
9. Industry, innovation and infrastructure,
11. Sustainable cities and communities

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

Ministry of Foreign Affairs, Regional Integration and International Trade, Prime Minister’s Office (Strategic Policy Unit), Ministry of Technology, Communication and Innovation, Mauritius Revenue Authority (Customs), Board of Investment Customs