Q1: Respondent
NAMIBIA

Q2: About you
Name  Sakeus Kapenda
Position  Chief Policy Analyst
Ministry  Ministry of Industrialization, Trade and SME Development
Email Address  kapenda@mti.gov.na

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>3</td>
</tr>
<tr>
<td>Regional integration</td>
<td>5</td>
</tr>
<tr>
<td>Services development</td>
<td>4</td>
</tr>
<tr>
<td>Industrialization</td>
<td>1</td>
</tr>
</tbody>
</table>

Q5: Have your Aid-for-Trade priorities changed since 2014?
No
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: 

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? 
Unsure

Q12: Is trade facilitation reflected as a priority in your national or regional development policy? (You may tick more than 1 box) 
Yes, Regional Development Strategy with a broader conception of trade facilitation (e.g. trade and transport facilitation)
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),
- Other (please specify),
- Additional information on the policy document(s) in which trade facilitation can be found as a priority.
- Transport and Logistics Master Plan

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") awaiting parliamentary or executive approval

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 under preparation,
- Category C commitments under preparation

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 8: Border Agency Cooperation,
- Art 10: Formalities Connected with Importation, Exportation and Transit

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.

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

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

Unsure

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

Unsure

PAGE 28: SECTION 3 : E-COMMERCE
Q28: Do you have any mechanism(s) to coordinate your national e-commerce (or other digital strategy) across government?

Respondent skipped this question

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

PAGE 29: SECTION 3 : E-COMMERCE

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

PAGE 30: SECTION 3 : E-COMMERCE

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)

Dealing with returned goods,
High costs of small parcel shipment,
High shipping costs,
Issuance and acceptance of sanitary and phytosanitary certificates

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)

Costs of delivery for small parcel trade,
Dealing with returned goods,
Warehousing, storage and packaging difficulties

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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of goods exported through e-commerce</td>
<td>11-20%</td>
</tr>
<tr>
<td>Percentage of services exported through e-commerce</td>
<td>41-50%</td>
</tr>
<tr>
<td>Percentage of goods traded as expedited shipments</td>
<td>31-40%</td>
</tr>
<tr>
<td>Growth of imports through e-commerce channels in the past 3 years</td>
<td>41-50%</td>
</tr>
<tr>
<td>Growth of export through e-commerce channels in the past 3 years</td>
<td>31-40%</td>
</tr>
<tr>
<td>Growth of expedited shipments</td>
<td>31-40%</td>
</tr>
</tbody>
</table>

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)

- Difficulties issuing origin certificates,
- Difficulties issuing sanitary and Phytosanitary certificates,
- Problems clearing small parcel shipments

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)

- Acceptance of e-certification difficulties,
- Difficulties applying intellectual property protection,
- Difficulties applying Sanitary and Phytosanitary measures,
- Rules of origin determination questions

PAGE 35: SECTION 3 : E-COMMERCE

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

<table>
<thead>
<tr>
<th>Connection</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed broadband</td>
<td>61-70%</td>
</tr>
<tr>
<td>Wifi</td>
<td>81-90%</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>81-90%</td>
</tr>
</tbody>
</table>
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)

- Access to digital information
- Access to labour with necessary technical skills
- Cost of broadband subscription
- Cost of mobile phone subscription
- Credit card payments
- Data protection

Q38: Are electronic payments solutions available in your country? (You may tick more than 1 box)

- Yes, credit or debit card transactions
- Yes, e-government transactions
- Yes, mobile money
- Yes, e-banking

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

71-80%

Please provide a reference of weblink to the document(s) on which your answer is based.
To be provided later

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)?  
Unsure

Q44: Is there an Aid-for-E-commerce project or programme that you wish to showcase as an example of best practice?  
Unsure

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

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

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)

TRANSPORT INFRASTRUCTURE,
- Maritime 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

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,
  Architectural services,

COMMUNICATION SERVICES,
  Courier and express delivery services,
  Telecommunication services,

CONSTRUCTION AND RELATED ENGINEERING SERVICES,

EDUCATIONAL SERVICES,

TOURISM AND TRAVEL RELATED SERVICES,
  Hotels and restaurants (including catering),

TRANSPORT SERVICES (passenger and freight transportation)
  Maritime transport services,
  Air transport services,  Space 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.)

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

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

PAGE 51: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT
Q53: If yes, please specify which services sectors are identified for growth in industrial capacity and manufacturing. (You may tick more than 1 box)

CONSTRUCTION AND RELATED ENGINEERING SERVICES,
TOURISM AND TRAVEL RELATED SERVICES,
TRANSPORT SERVICES (passenger and freight transportation),
Other (please specify),
Additional information about services sectors identified as important for growth in industrial capacity and manufacturing.
Energy related services

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

COMMUNICATION SERVICES,
Telecommunication services,
EDUCATIONAL SERVICES,
TOURISM AND TRAVEL RELATED SERVICES,
Hotels and restaurants (including catering),
Travel agencies and tour operators services,
TRANSPORT SERVICES (passenger and freight transportation),
Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.)
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
- Limitations on natural persons
- Limited access to export markets
- Low levels of domestic investment
- Low levels of foreign direct investment
- National monopolies
- Poor transport infrastructure (maritime, inland waterway, air, rail, road)
- Qualification requirements
- Quality of services offered
- 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
- Access to finance
- Competition from suppliers in informal sector
- Costs of services offered
- Domestic sourcing requirements for foreign investors
- Lack of recognition internationally of professional or vocational qualifications
- Licensing requirements
- Limitations on natural persons
- Limited access to export markets
- National monopolies
- Poor transport infrastructure (maritime, inland waterway, air, rail, road)
- Qualification requirements
- Regulatory restrictions
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)

- PROFESSIONAL SERVICES, Legal services,
- Architectural services, Engineering services,
- COMMUNICATION SERVICES,
- Telecommunication services,
- DISTRIBUTION SERVICES (including wholesale and retail trade services),
- EDUCATIONAL SERVICES,
- HEALTH RELATED AND SOCIAL SERVICES,
- Hospital services,
- TOURISM AND TRAVEL RELATED SERVICES,
- Hotels and restaurants (including catering),
- Travel agencies and tour operators services,
- TRANSPORT SERVICES (passenger and freight transportation),
- Road transport services,
- Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.)

Q58: Is there an Aid-for-Trade project or programme that you wish to highlight as an example of best practice?

Yes, If yes, please provide further details and a link to the project website or other documentation:
National Trade in Services Policy Framework

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 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.

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,
- Training officials,
- Updating investment policy, regulations and/or strategy.

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?

Yes,

Please provide further details and a link to the project website or other documentation:
One - Stop - Shop Project implementation in partnership and with technical assistance from Singapore Cooperation Enterprise.
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)

- TOURISM AND TRAVEL RELATED SERVICES,
- Hotels and restaurants (including catering),
- Travel agencies and tour operators services,
- TRANSPORT SERVICES (passenger and freight transportation),
- Maritime transport services,
- Air transport services,
- Rail 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,
- COMMUNICATION SERVICES,
- EDUCATIONAL SERVICES,
- FINANCIAL SERVICES,
- HEALTH RELATED AND SOCIAL 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)*


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

- Ministry of Information and Communication Technology,
- Namibia Investment Centre,
- Industrial Development,
- Namibia Board of Trade