**PAGE 5: ABOUT YOU**

<table>
<thead>
<tr>
<th>Q1: Respondent</th>
<th>PAKISTAN</th>
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<th>Q2: About you</th>
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<tbody>
<tr>
<td>Name</td>
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<td>Ministry</td>
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<td>Email Address</td>
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**PAGE 7: SECTION 1 : AID-FOR-TRADE PRIORITIES - YOUR GOVERNMENT'S AID-FOR-TRADE PRIORITIES**

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

**PAGE 8: SECTION 1 : AID-FOR-TRADE PRIORITIES**

<table>
<thead>
<tr>
<th>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)</th>
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<tbody>
<tr>
<td>Trade facilitation</td>
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<tr>
<td>Network infrastructure (power, water, telecommunications)</td>
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<tr>
<td>Network and/or transport infrastructure of a cross border nature</td>
</tr>
<tr>
<td>Export diversification</td>
</tr>
<tr>
<td>Regional integration</td>
</tr>
</tbody>
</table>

Please provide a weblink to the relevant strategy. Pakistan vision 2025 www.pc.gov.pk

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

| Q5: Have your Aid-for-Trade priorities changed since 2014? | Yes |
Q6: If yes, please rank the top 3 drivers of these changes : (Please choose no more than 3 options)

- New national development strategy
- New regional development or integration strategy
- Economic diversification

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

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,
7. Affordable and clean energy,
8. Decent work and economic growth,
9. Industry, innovation and infrastructure,
10. Reduce inequalities, 15. Life on land

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. Aid for trade can contribute to technical capacity building and can help in creating enabling business and trade environment that can lead to increased opportunities for women to participate in the economic activities

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

Pakistan eyes $150 billion exports by 2025 under Vision-2025, which requires a paradigm shift in nature and composition of exports by adding value and introducing innovation in existing export regime. Government is simultaneously working on major initiatives on economic integration and regional connectivity to turn Pakistan into a major trade and manufacturing hub in the region. China-Pakistan Economic Corridor (CPEC), TAPI and KASA 1000-MGW are the major projects for economic integration and regional connectivity, which would enormously benefit Pakistan and region.

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,
National sectoral strategy(ies),

Additional information on the policy document(s) in which trade facilitation can be found as a priority.

Pakistan Vision 2025. Government’s vision is to achieve sustainable economic growth by having major thrust on export sector. The China-Pak Economic Corridor (CPEC) offers a unique opportunity to Pakistan to integrate with regional developments and become a hub for trade and manufacturing. Pakistan is also aiming to take advantage of CAREC, as CAREC helps Central Asia and its neighbors realise their significant potential by promoting regional cooperation and trade facilitation.

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 16: SECTION 2 : TRADE FACILITATION AGREEMENT

PAGE 17: SECTION 2 : TRADE FACILITATION AGREEMENT

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") deposited |
| 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 that 1 box) | Art 1: Publication and Availability of Information, Art 3. Advance Rulings, Art 6: Disciplines on Fees and Charges Imposed on or in Connection with Importation and Exportation and Penalties, Art 7: Release and Clearance of Goods, Art 8: Border Agency Cooperation, Art 9: Movement of Goods Intended for Import under Customs Control, 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 |

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

| Q20: If yes, please specify with which development partners you are discussing Trade Facilitation Agreement implementation. | United States, World Bank Group, World Customs Organization, Additional information on the development partners with which you are discussing TFA implementation. The activities pertain to capacity building and knowledge based activities related to TFA like seminars, workshops and study visits |
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

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

No

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

Yes, if yes, please provide a weblink to the relevant national e-commerce (or national digital-related strategy).

Pakistan has National Telecommunication and ICT infrastructure strategies (http://www.molit.gov.pk) but National Strategy for E-commerce is being formulated.

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

Information and Communication Technology (ICT) development,
Broadband development, E-government,
Telecommunications strategy

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

Yes

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

Respondent skipped this question

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

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

National committee,

Additional information on mechanism(s) used to coordinate your national e-commerce (or other digital strategy) across government. Considering the cross cutting and multi agencies nature of e-commerce, the Government of Pakistan has constituted following forums for policy formulation and coordination; 1. National E-commerce Policy Board. Headed by the finance Minister, with Ministers of Commerce, IT as members along with Central Bank Governor and Chairman of the FBR. 2. National Advisory Council on E-commerce: The Council comprises of all stake holders including private sector. 3. Ecommerce Policy Unit within Ministry of Commerce: It has representatives from all relevant agencies along with representation from leading private sector e-commerce enterprises.

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, Customs automation, Other (please specify), Additional information on issues covered in your national e-commerce (or other digital related) strategy: Legal frame work for data protection and consumer protection.
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
- Dealing with returned goods
- Difficulties accessing third-party payment services
- High costs of small parcel shipment
- High shipping costs
- Issuance and acceptance of sanitary and phytosanitary certificates
- No or low customs de minimis threshold
- On-line fraud
- Problems with intellectual property protection regulations
- Problems with on-line payment systems
- Other (please specify)
- Warehousing, storage and packaging difficulties
- Additional information on the export challenges faced by your MSMEs in relation to cross border e-commerce transactions.

Our SMEs are basically hindered by the accessibility to a global ecommerce platform to sell their goods.
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
- Lack of transparency in customs and other border procedures
- No customs or low de minimis threshold
- On-line fraud
- Problems in using electronic single window for customs or border clearance
- Problems with determination and payment of customs or other duties
- Problems with on-line payment systems
- Warehousing, storage and packaging difficulties

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.

- 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: 0-10%
- 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: 0-10%
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)

- Banking restrictions on foreign exchange transfer,
- Dealing with returned goods,
- Difficulties to control counterfeit goods,
- Problems clearing small parcel shipments,
- Additional information on the export challenges the on-line purchase of merchandise goods through e-commerce presents to your customs and other border management authorities.
- Current Customs business processes are not designed for E-commerce

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,
- Applying customs de minimis threshold,
- Dealing with returned goods,
- Difficulties applying intellectual property protection,
- Difficulties applying Sanitary and Phytosanitary measures,
- Difficulties in applying customs risk management techniques,
- Electronic single window issues,
- Problems in payment of customs duties,
- Problems in payment of sales tax or other charges,
- Rules of origin determination questions,
- Additional information on the import challenges the on-line purchase of merchandise goods through e-commerce presents to your customs and other border management authorities.
- Current Customs business process are not designed for E-commerce

PAGE 35: SECTION 3 : E-COMMERCE
Q36: Please indicate how consumers and enterprises connect to the internet.

Fixed broadband: 51-60%
Wifi: 51-60%
Mobile phone: 71-80%

Please provide a reference or weblink to the document(s) on which your answer is based.
www.moitt.gov.pk Presently the Broad Band over mobile subscribers are approx 37 million out of total 130 million mobile users.

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 international payment gateways,
Access to labour with necessary technical skills,
Consumer rights, Credit card payments,
Cybercrime laws, Data protection, E-signatures,
Intellectual property registration and policies addressing IP infringement,
On-line fraud, Postal systems,
Private data protection (including safe harbouring of data),
Problems registering as vendors on online e-commerce platforms

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):

No data available,
Please provide a reference of weblink to the document(s) on which your answer is based.
According to FINTECH Report, 11% of mobile users in Pakistan are using mobiles for financial transactions.
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, Other (please specify) Utility Bills can be paid by consumers electronically and some government to citizen payments like social protection allowance and traffic challans are paid electronically. However collection of taxes and duties and other fees for government services are still paid through bank counters

Q43: Are Information and Communication Technology support programmes available to support students, workers and Micro, Small and Medium Sized Enterprises (MSMEs)? No

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
- South-South partners
- Corporate foundations / corporate social responsibility schemes
- Private sector

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,
  - 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.)
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,
- COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)
- Services incidental to fishing,
- Services incidental to mining,
- Services incidental to manufacturing services,
- Services incidental to energy distribution,
- COMMUNICATION SERVICES,
- CONSTRUCTION AND RELATED ENGINEERING SERVICES,
- DISTRIBUTION SERVICES (including wholesale and retail trade services),
- EDUCATIONAL SERVICES,
- ENVIRONMENTAL SERVICES,
- FINANCIAL SERVICES,
- HEALTH RELATED AND SOCIAL SERVICES,
- TOURISM AND TRAVEL RELATED SERVICES,
- TRANSPORT SERVICES (passenger and freight transportation)

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)

PROFESSIONAL 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,
Services incidental to mining,
Services incidental to manufacturing services,
Services incidental to energy distribution,
COMMUNICATION SERVICES,
CONSTRUCTION AND RELATED ENGINEERING SERVICES,
DISTRIBUTION SERVICES (including wholesale and retail trade services),
EDUCATIONAL SERVICES,
ENVIRONMENTAL SERVICES,
FINANCIAL SERVICES,
HEALTH RELATED AND SOCIAL SERVICES,
TOURISM AND TRAVEL RELATED SERVICES,
RECREATIONAL, CULTURAL AND SPORTING SERVICES (other than audio visual services),
TRANSPORT SERVICES (passenger and freight transportation)
Q54: Which services sectors are growing fastest in your country? (You may tick more than 1 box)

Legal services,
Accounting, auditing and bookkeeping 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,
Services incidental to agriculture, hunting and forestry,
Services incidental to mining,
Services incidental to energy distribution,
Convention services,
COMMUNICATION SERVICES,
CONSTRUCTION AND RELATED ENGINEERING SERVICES,
DISTRIBUTION SERVICES (including wholesale and retail trade services),
EDUCATIONAL SERVICES,
ENVIRONMENTAL SERVICES,
FINANCIAL SERVICES,
HEALTH RELATED AND SOCIAL SERVICES,
TOURISM AND TRAVEL RELATED SERVICES,
TRANSPORT SERVICES (passenger and freight transportation),
Additional information about which services sectors are growing fastest in your country.
Services contribute 56-58% in Pakistan's GDP.
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
- Access to finance
- Competition from suppliers in informal sector
- Education and vocational training
- Funding constraints of national professional bodies
- Lack of recognition internationally of professional or vocational qualifications
- Limited access to export markets
- Low levels of domestic investment
- Low levels of foreign direct investment
- Poor transport infrastructure (maritime, inland waterway, air, rail, road)
- Qualification requirements
- Quality of services offered
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,
Domestic sourcing requirements for foreign investors,
Education and vocational training,
Lack of recognition internationally of professional or vocational qualifications,
Licensing requirements,
Limitations on natural persons,
Limited access to export markets,
Low levels of foreign direct investment,
National monopolies,
Poor information and communication technology network infrastructure,
Poor transport infrastructure (maritime, inland waterway, air, rail, road),
Qualification requirements,
Quality of services offered, 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)

- 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),
- COMMUNICATION SERVICES,
- CONSTRUCTION AND RELATED ENGINEERING SERVICES,
- DISTRIBUTION SERVICES (including wholesale and retail trade services),
- FINANCIAL SERVICES,
- TRANSPORT SERVICES (passenger and freight transportation),
- Maritime transport 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.)

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 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
- Focusing on public governance and institutions
- Reforming an existing investment authority, investment promotion agency (IPA) and/or investment development agency
- Reviewing tax policy
- 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?

Respondent skipped this question
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

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, COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services), OTHER BUSINESS SERVICES, COMMUNICATION SERVICES, CONSTRUCTION AND RELATED ENGINEERING SERVICES, DISTRIBUTION SERVICES (including wholesale and retail trade services), EDUCATIONAL SERVICES, ENVIRONMENTAL SERVICES, FINANCIAL SERVICES, HEALTH RELATED AND SOCIAL SERVICES, TOURISM AND TRAVEL RELATED SERVICES, RECREATIONAL, CULTURAL AND SPORTING SERVICES (other than audio visual services), TRANSPORT SERVICES (passenger and freight transportation)

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, 6. Clean water and sanitation,
7. Affordable and clean energy,
8. Decent work and economic growth,
9. Industry, innovation and infrastructure,
10. Reduce inequalities,
11. Sustainable cities and communities,
16. Peace, justice and strong institutions

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

Board of Investment, Ministry of IT&Telecom, Ministry of Industries, Planning & Development Division, SECP