



PAGE 5: ABOUT YOU

Q1: Respondent LESOTHO

Q2: About you

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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

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 facilitation	4
Network infrastructure (power, water, telecommunications)	3
Transport infrastructure (airport, roads, rail, port)	2
Export diversification	1
Services development	5

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

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

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)**

Respondent skipped this question

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

Respondent skipped this question

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

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:**

1. No poverty , 2. Zero hunger ,
3. Good health and well-being ,
8. Decent work and economic growth ,
10. Reduce inequalities

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

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)

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,
Regional trade agreement(s)

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") 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 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)

Respondent skipped this question

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, World Bank Group

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)?

Yes

PAGE 26: SECTION 3 : E-COMMERCE

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

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

Yes

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?

Respondent skipped this question

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

Respondent skipped this question

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 ?

Coordination ensured by ministry responsible for Information and Communication Technologies

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?

No

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)

High shipping costs,
Problems with intellectual property protection regulations

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)

Respondent skipped this question

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	0-10%
Percentage of services exported through e-commerce	0-10%
Percentage of goods traded as expedited shipments	0-10%
Growth of imports through e-commerce channels in the past 3 years	11-20%
Growth of export through e-commerce channels in the past 3 years	0-10%
Growth of expedited shipments	0-10%

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)

Unsure

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)

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.

Fixed broadband	41-50%
Wifi	21-30%
Mobile phone	71-80%
Dial up modem	11-20%

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, Cybercrime laws,
 Data protection, On-line fraud,
 Private data protection (including safe harbouring of data)
 ,
 Slow internet connection speeds

PAGE 36: SECTION 3 : E-COMMERCE

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

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

PAGE 37: SECTION 3 : E-COMMERCE

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

11-20%

PAGE 38: SECTION 3 : E-COMMERCE

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

PAGE 39: SECTION 3 : E-COMMERCE

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

PAGE 40: SECTION 3 : E-COMMERCE

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

PAGE 41: SECTION 3 : E-COMMERCE

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

Yes

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

No

PAGE 42: SECTION 3 : E-COMMERCE

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

Yes

PAGE 43: SECTION 3 : E-COMMERCE

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, Private sector

PAGE 44: SECTION 3 : E-COMMERCE

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

Yes

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

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

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

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,
Road transport infrastructure ,
COMMUNICATION INFRASTRUCTURE,
Telecommunications infrastructure ,
Network cable infrastructure ,
ENERGY-RELATED INFRASTRUCTURE,
Energy distribution infrastructure

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

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)

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

,

Technical testing and analysis services ,

Services incidental to manufacturing services ,

Services incidental to energy distribution ,

Telecommunication services,

CONSTRUCTION AND RELATED ENGINEERING SERVICES

,

EDUCATIONAL SERVICES,

ENVIRONMENTAL SERVICES,

FINANCIAL SERVICES,

HEALTH RELATED AND SOCIAL SERVICES ,

TOURISM AND TRAVEL RELATED SERVICES ,

TRANSPORT SERVICES (passenger and freight transportation)

,

Road transport services

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

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 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)

Courier and express delivery services ,

TRANSPORT SERVICES (passenger and freight transportation)

,

Air transport services, Road transport services ,

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

PAGE 52: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT

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

Respondent skipped this question

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

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

Costs of services offered,
 Limited access to export markets,
 Low levels of domestic investment,
 Low levels of foreign direct investment,
 Poor information and communication technology network infrastructure

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

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

Costs of services offered,
 Limited access to export markets,
 Low levels of domestic investment,
 Poor information and communication technology network infrastructure
 ,
 Poor transport infrastructure (maritime, inland waterway, air, rail, road)

PAGE 55: SECTION 4: INFRASTRUCTURE, SERVICES, AND 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)

PROFESSIONAL SERVICES,
 COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)
 ,
 COMMUNICATION SERVICES,
 FINANCIAL SERVICES,
 TRANSPORT SERVICES (passenger and freight transportation)

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

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

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

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

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

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.

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

Q61: What actions have you taken to improve the investment climate in the past 5 years ? (You may tick more than 1 box) Facilitating entry and operations of foreign investors ,
Training officials

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

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

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

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 ,
Air transport services

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

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

Yes

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

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)
 ,
 RESEARCH AND DEVELOPMENT SERVICES,
 OTHER BUSINESS SERVICES,
 COMMUNICATION SERVICES,
 CONSTRUCTION AND RELATED ENGINEERING SERVICES
 ,
 DISTRIBUTION SERVICES (including wholesale and retail trade services)
 ,
 EDUCATIONAL 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)

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

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

Yes

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

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 ,
 8. Decent work and economic growth ,
 9. Industry, innovation and infrastructure ,
 10. Reduce inequalities
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PAGE 66: END OF SURVEY

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

Ministry of Development Planning, Ministry of Communications, Science and Technology
