WORLD TRADE ORGANIZATION

(17-3650)

Committee on Trade and Development
Aid for Trade

DIGITAL CONNECTIVITY AND E-COMMERCE

Joint OECD-WTO Aid-for-Trade Monitoring and Evaluation Exercise
for the Global Review 2017

Table of Contents

EXECUTIVE SUMMARY

1. This paper presents an analysis of responses to the digital connectivity and e-commerce questions contained in the 2017 Aid for Trade (AfT) Monitoring and Evaluation (M&E) exercise. Insights into the actions being taken by developing countries, often with the support of development partners, to promote digital connectivity and e-commerce are presented on the basis of the information harvested from a total of 111 self-assessment questionnaire responses and 160 case stories received.

2. The analysis begins by surveying the actions promoted by the International Telecommunication Union (ITU) to support digital connectivity through the World Summit on Information Society process that began in 2003. The paper then outlines the digital connectivity targets established in the 2030 Agenda for Sustainable Development. This analysis provides a useful context against which to consider the monitoring information collected about national and regional connectivity actions.

3. Discussion of global Information Communication Technology (ICT) development targets and strategies is followed by analysis of how developing countries are programming digital connectivity and e-commerce as a priority in their national and regional development planning. Then, discussion of the opportunities and challenges faced is followed by an analysis of the actions being taken by donors and South-South partners to increase digital connectivity and support e-commerce. Finally, private sector actions to bridge the digital divide and facilitate the development of e-commerce are profiled.

4. Key messages from the analysis include:

- Many developing countries, across all levels of development, are taking action to promote digital connectivity and e-commerce. Thirty of the 63 developing countries that responded to the 2017 M&E exercise stated that the development of ICT is a development priority and referenced national plans or related strategies. The top three issues covered in national e-strategies were payment issues, business to business (B2B) transactions and business to consumer transactions (B2C).

- However, 33 developing countries did not reference the digital connectivity and e-commerce promotion activities that their governments are taking. Even among those that did cite national plans, few of the national coordination mechanisms included officials from Ministries of Trade.

- Across regions and income-levels, respondents identified the high cost of broadband connectivity as the main obstacle to internet access. Other factors identified as affecting the use of internet services included slow internet connection speeds, data protection and e-signatures. Several case stories examined the impact of the digital divide on global development, highlighting the lost opportunities for economic growth.

- Top challenges faced by micro, small and medium-sized enterprises (MSMEs) in cross-border e-commerce transactions include high shipping costs, particularly for small parcel shipments, sanitary and phytosanitary certification and problems with online payments, notably accessing third party payment services. Controlling counterfeit goods, and the high volume of parcel trade rank highly among the problems faced by customs and other border management authorities in relation to e-commerce, as well as dealing with returned goods and banking restrictions on foreign exchange transfer.

- Twenty-three of the 37 donor respondents stated that e-commerce and digital issues featured among their development policy priorities. Both donors and recipients expect demand for support to grow. Fifty-seven of the 63 developing countries that replied to the self-assessment questionnaire anticipated the need for future financial and technical assistance to meet their e-commerce and digital objectives. Thirty-one donors anticipated growth in future demand for e-commerce support – both from partner countries and regional partners.

- The private sector emerges as an active player in efforts to support affordability of connection (including through infrastructure projects), to promote local adoption and use of the internet, and to upgrade ICT awareness and skills.

## 1 OVERVIEW OF THE MONITORING AND EVALUATION EXERCISE

5. This section provides an overview of the information collected on e-commerce through the 2017 AfT M&E exercise. It collates material from two sources: responses to self-assessment questionnaires and submissions of case stories. Self-assessment questionnaires were addressed to partner countries (developing and least developed Members), regional economic communities (RECs) and transport corridors (TCs), donors (bilateral and multilateral) and providers of South-South trade-related assistance. Figure 1 shows a breakdown of the replies received from 111 respondents. Figure 2 categorizes the submissions made to the call for case stories. Further information on respondents is provided in Annex 3.

Figure 1. Self-assessment questionnaires by respondents
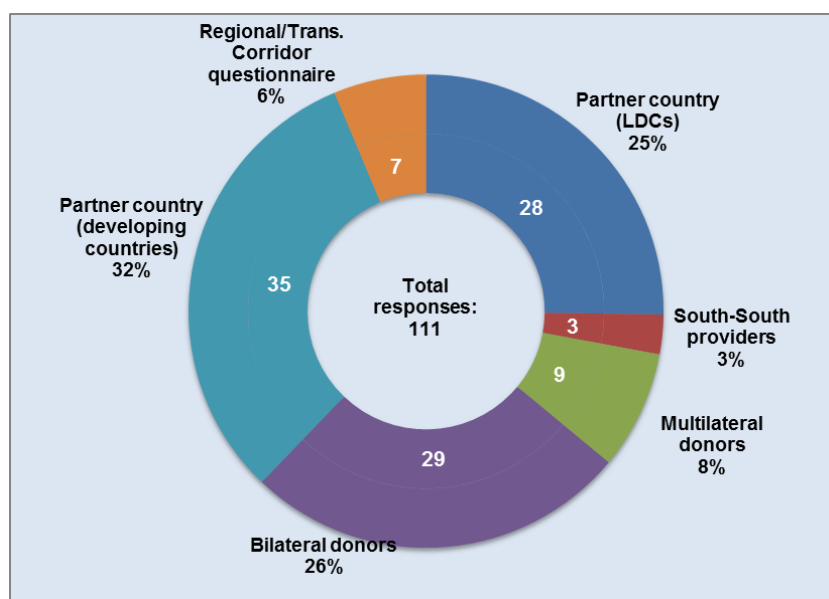
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

Figure 2. Case story (CS) by focus
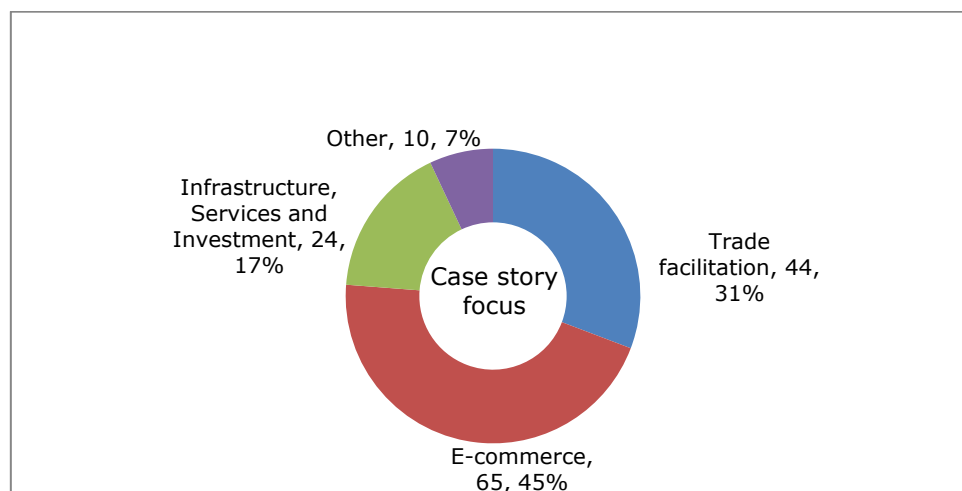
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

2 GLOBAL INFORMATION COMMUNICATION TECHNOLOGY CONNECTIVITY (ICT) STRATEGIES

6. This section provides an overview of steps that have been taken at the global level to promote the adoption and use of ICT. An important process was the World Summit on the Information Society (WSIS) that took place in 2003 in Geneva and in 2005 in Tunis resulting both in a declaration and an action plan. The rationale behind these global actions is to secure ICT access and create a framework for promoting its use in addressing development goals.

7. The Geneva Declaration of Principles and Plan of Action call for a connected and inclusive information society that enables sustainable development. They include actions towards the integration of national e-strategies both in national development plans and in poverty reduction strategies. They also call for the mainstreaming of ICT priorities into development assistance strategies. The Tunis Agenda for the Information Society focuses, *inter alia*, on giving momentum and direction to financial mechanisms to bridge the digital divide. In 2006, the process led to the establishment of the Internet Governance Forum – a multi-stakeholder dialogue to advise on ways to accelerate internet availability and affordability.

8. A series of regional summits complemented the WSIS process under the umbrella of the "Connect the World" programme of the International Telecommunication Union (ITU). The goal of these summits was to "mobilize human, financial, and technical resources for the implementation of the WSIS connectivity targets and of the regional initiatives." To date, five summits have been held:

- Connect Africa (Rwanda, 2007);
- Connect Commonwealth of Independent States (Minsk, 2009);
- Connect Arab Summit (Doha, 2012);
- Connect Americas (Panama, 2012); and
- Connect Asia Pacific (Bangkok, 2013).

9. More recently, the adoption of the United Nations 2030 Agenda for Sustainable Development and accompanying Sustainable Development Goals (SDG) put considerable focus on ICT development, with four out of 17 goals directly related to it:

- SDG 4: "Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all". Target 4.b focuses on promoting ICT skills. "By 2020, substantially expand globally the number of scholarships available to developing countries, in particular least developed countries, small island developing States and African countries, for enrolment in higher education, including vocational training and information and communications technology, technical engineering and scientific programmes, in developed countries and other developing countries."

- SDG 5: "Achieve gender equality and empower all women and girls." Target 5.b places a particular emphasis on the role of ICT in empowering women.

- SDG 9: "Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation." Target 9c aims to significantly increase access to ICT by providing LDCs universal and affordable access to the internet by 2020. Indicator 9.c.1 "proportion of population covered by a mobile network, by technology" measures progress towards its parent target. It also sets the benchmark for "minimum access to ICT" as the percentage of the population covered by a mobile cellular network.

- Goal 17: "Strengthen the means of implementation and revitalize the global partnership for sustainable development." Target 17.8 focusses on the operationalization of the technology bank and science, of technology and innovation capacity-building mechanisms for LDCs by 2017, and on enhancing and enabling the use of technology. Here, the indicator measures internet usage rates.[1]

---

[1] https://unstats.un.org/sdgs/files/metadata-compilation/Metadata-Goal-17.pdf

10. Another milestone was the State of Broadband Report issued in 2016 by the Broadband Commission for Sustainable Development. The commission was jointly established by the ITU and the United Nations Educational, Scientific and Cultural Organization (UNESCO) in 2010. The report documents and reinforces the potential of ICT and broadband-based technologies for sustainable development in the context of the SDGs and through five ICT-related advocacy targets:

- making broadband policy universal;
- making broadband affordable;
- connecting homes to broadband;
- getting people online; and
- achieving equality in access to broadband (Box 1).

Box 1. The State of Broadband Report 2016

" 'Business as Usual' will not produce the results needed to connect the remaining offline populations, who are now found in more remote, rural areas, and consisting disproportionately of poorer, minority, less educated, and often female, members of society."

Target 1 "Making broadband policy universal". By 2015 all countries should have a National Broadband Policy (NBP) or strategy or include broadband in their Universal Access/Service (UAS) Definition. The report counted 151 countries with a NBP and 38 without one.

Target 2 "Making broadband affordable". By 2015, entry-level broadband services in developing countries should be made affordable (amounting to less than 5% of average monthly income) through adequate regulation and market forces. Affordability refers to the price of services and to the cost of devices relative to the income.

Target 3 "Broadband homes". By 2015, 40% of households in developing countries should have Internet access, a target now achieved. In developing countries, 41% of households have access to the internet compared to 84% in developed countries. By 2016, 52% were expected to be connected worldwide.

Target 4 "Getting people online". By 2015, internet user penetration should reach 60% worldwide, 50% in developing countries and 15% in LDCs. By the end of 2016, Internet users per capita had reached 15%, global internet penetration 47% or about 3.5 billion people. In developing countries internet penetration has reached 40%.

Target 5 "Achieving gender equality in access to broadband by 2020". Regrettably, progress towards gender equality in access to broadband has slightly widened, growing from 11% in 2013 to 12% in 2016. User penetration is higher for men than women in every region of the world, with the smallest gaps noted in the Americas (<2%) and in the Commonwealth of Independent States (CIS) (5%).

Report recommendations

- Review and update regulatory frameworks for broadband. Improve policy frameworks for the Internet of Things.
- Encourage investment by both the public and private sector.
- Make full use of Universal Service Obligations. Consider infrastructure-sharing and open access approaches to infrastructure.
- Consider measures to make broadband more affordable. Reduce taxes and import duties on telecom/ICT equipment & services.
- Promote training and measures to stimulate demand.
- Encourage local content and the local hosting of content.
- Promote free flows of information.
- Promote advanced market commitments for rural broadband access.
- Benchmark and monitor ICT developments.

Source: "The State of Broadband: Broadband catalysing sustainable Development" (Broadband Commission for Sustainable Development, 2016) submitted to the OECD/WTO Aid-for-Trade M&E exercise (2017), CS 41.

11. Efforts to promote e-connectivity as a tool for development focus on access, affordability, awareness, adaptability, and availability. E-connectivity prompts deeper use and also drives content creation which broadens available online services. A case story (CS) submitted by the ITU (CS10) outlines the possible impacts of broadband on health, education and e-government. It emphasizes how connectivity increases productivity and competitiveness for MSMEs, empowering women and girls in all aspects of their lives, notably by giving them access to knowledge.

12. In spite of these clear benefits for development, the majority of the world population remains offline. The Broadband Commission describes the digital divide as a two-sided coin. On the demand side, issues arise regarding access, affordability, literacy, and content. On the supply side, issues relate to availability, network infrastructure, and coverage. Efforts have historically focused on the supply-side, but a shift in emphasis to also address demand-side constraints has now started (CS 39).

13. Advances in technology coupled with ever more prevalent online services, makes a safe and trusted cyberspace imperative. The Telecommunication Standardization Sector of the ITU provides recommendations on standardization. It defines how telecommunication networks inter-operate and has developed over 4,000 recommendations on fundamental ICT components that are now in force (CS 9).

3 DIGITAL CONNECTIVITY AND NATIONAL DEVELOPMENT PRIORITIES

14. Thirty of the 63 developing country governments that replied to the self-assessment questionnaire indicated that they have a national e-commerce or other digital strategy. In fact, all but one of these 30 respondents indicated that they have multiple strategies, including national ICT strategies, e-government, e-commerce, telecommunications and broadband strategies (See figure 3 below).

Figure 3. National e-commerce or digital related strategies
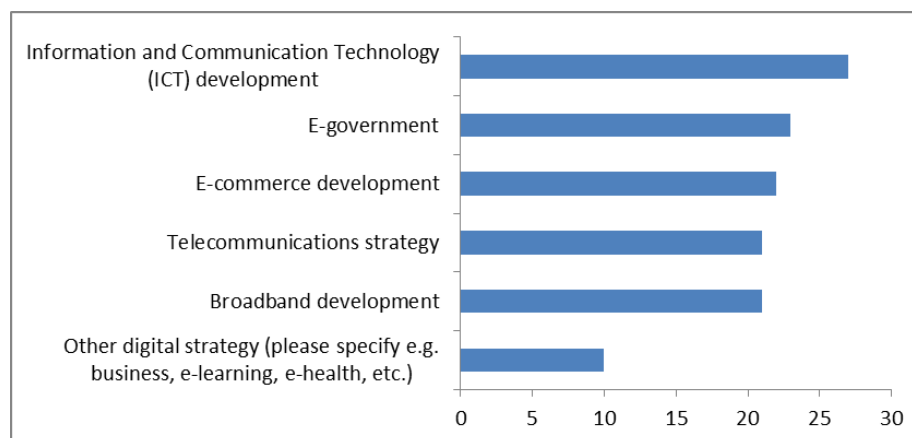
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

15. These national strategies cover a diverse range of national government policy areas: including e-health, e-learning, ICT for productive development, ICT and environment, legal frameworks on electronic signatures and documents, cyber-security, and a strategy for MSME entry into the digital economy.

16. The Democratic Republic of Congo (DRC) provided additional information in its self-assessment questionnaire as to how its national policy had evolved. In 2002, the DRC enacted legislation to separate regulatory and operational functions in the telecommunications sector so as to stimulate competition. The law entrusted regulation of the postal and telecommunications/ICT sector to the Post and Telecommunication Regulatory Authority. In October 2009, the DRC adopted a sectoral policy document known as "Development of the Telecommunications and ICT Sector Strategy in the DRC". This document guided the DRC's national ICT policies over the period 2010-2015. These policies are currently being updated, pending the adoption of a new eTrade law.

17. The M&E responses did not demonstrate any link between the development of national strategies and level of development. Among the respondents recalling a national e-commerce or other digital strategy, two are high-income countries, 15 middle-income countries, and 13 are LDCs. Box 2 below provides further information given by respondents about their national strategies. Twenty-one of the 30 respondents stated that their national e-commerce or digital-related strategy was also reflected in their national development strategy.

Box 2. Quotes on national e-commerce and other digital-related strategies[2]

Botswana would require assistance to develop the National Strategy for e-commerce as well as other related strategies.

Burkina Faso: [the] e-commerce sectoral cyber strategy [was] adopted in 2013 by the Government.

Dominica: There is a draft strategy for e-government which takes e-commerce into consideration.

The Gambia: The Ministry of Information and Communication Infrastructure has developed National Information and Communication Infrastructure Policy which factored ICTs in Trade (e-commerce). A concept note has already been developed for the formulation of the e-Commerce Strategy.

Guinea [outlined] law number L/2016/035/AN pertaining to electronic transactions in the Republic of Guinea.

Mali has adopted a national policy document and a strategic plan to develop ICTs in 2004. In 2010, a sector-wide development policy for e-commerce was created.

Mauritius: 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.

Pakistan has both a National Telecommunication and ICT infrastructure strategies (http://www.moitt.gov.pk/), and its National Strategy for E-commerce is being formulated.

Philippines Republic Act No. 8792, known as the "Electronic Commerce Act" http://www.gov.ph/2000/06/14/republic-act-no-8792-s-2000/

Rwanda [outlined the] SMART Rwanda Master Plan 2015-2020.

Senegal [communicated that its] strategy entitled "2025 Digital Senegal" was currently being drafted.

Saint Vincent and the Grenadines: the National ITC Strategy expired in 2015. We are currently in the process of developing a new strategy.

Tonga: There is little awareness about e-commerce.

Uganda [quoted the] National e-Government Master plan and [the] Roadmap.

Yemen does not have a national strategy for e-commerce but it issued law No. 40 of 2006 on "Payment Systems and Electronic Financial and Banking Law". This law sets the scene for E-commerce from the legal point of view.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

---

[2] Among the information offered were links to national strategies. These national strategies have been added in Annex 1.

18.   Data from the ITU indicates that 163 countries had national e-strategies in place in 2010.[3] The Broadband Commission also reports that 151 countries had National Broadband Plans in 2016.[4] Comparing the WSIS and Broadband Commission data with the monitoring replies suggests that in fact, all 63 respondents have a broadband strategy and 61 have an ICT strategy.[5] (See Annex 1 for further details.) One reason for the apparent contradiction may be the way the question was formulated in that it placed more emphasis on e-commerce than digital strategies. Alternatively, some respondents may have decided not to reference a strategy that had expired or was being updated. Eighteen respondents noted that they planned to develop or update their national development strategy to include e-commerce. In addition, 16 respondents said they were planning to develop a separate e-commerce or digital-related strategy.

19.   Another reason why respondents may not have cited their national e-commerce or digital strategies might be explained by national coordination failings. Among respondents that have national strategies, 21 respondents stated that coordination is ensured by the Ministry in charge of ICT. From the information collected, it appears that Ministries of Trade are not systematically represented in coordination mechanisms. Box 3 below highlights the additional information provided by respondents on their national mechanisms.

Box 3. Mechanism(s) used to coordinate national e-commerce (or other digital-related) strategy across their governments

Burkina Faso: The Ministry in charge of trade, given the importance of electronic commerce, has created a directorate in charge of [it] within the Directorate-General for Trade, which ensures the coordination.

Botswana: The coordinator at the Ministry of Transport and Communication is working with the Ministry of Investment, Trade, and Industry. UNCTAD is developing the strategy. There is a transformation team within the ministry with the permanent secretary as the champion.

Cote d'Ivoire: Coordination [is done] by the Ministry in charge of ICT with the private sector and the Telecommunications Regulatory Authority.

DRC: Framework law no. 013/2002 of 16 October 2002, governing telecommunications, and post in the DRC, entrusted the regulation of the post and telecommunications/ICT to the Regulatory authority of the Congo telecommunication and post. However, this law is now being revised.

Dominica: There is a National Steering Committee to coordinate national e-commerce across the government which is coordinated by the Ministry responsible for ICT.

El Salvador: The promotion of e-commerce is the responsibility of economy-related institutions. Such as the Ministry of the Economy (MINEC), the Salvadoran Chamber of Tourism (CASATUR), the Innovation and Quality Directorate (DICA), the National Science and Technology Council (CONACYT) of El Salvador and the Ministry of Tourism (MITUR). Some examples are the promotion of business and e-commerce models for the tourism sector innovation and quality with support from the Ibero American University Foundation (FUNIBER). The Small Business Development Centre (SBDC), Global network platform through the National Commission for Micro and Small Enterprises (CONAMYPE), with USAID support for e-commerce between El Salvador, the United States, and Mexico, among others.

Gabon: The ministry in charge of the Digital Economy, the Communications Regulations Agency of Regulations of Electronic Communications and Postal Services (ARCEP).

Malawi: There is an E-Government Department responsible for regulatory requirements for implementing e-transaction matters.

Mauritius: 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.

---

[3] See, (2011) ITU National e-Strategies for Development: Global Status and Perspectives 2010, page.4.
[4] See, (2016) State of Broadband 2016, page.88.
[5] Annex 1.

Pakistan: Considering the cross-cutting and multi-agencies nature of e-commerce, the Government of Pakistan has constituted the 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 all stakeholders including private sector. 3. E-commerce Policy Unit within Ministry of Commerce: it has representatives from all relevant agencies along with representation from leading private sector e-commerce enterprises.

Philippines: Various agencies [are] involved: 1. Department of Trade and Industry. 2. Department of Budget and Management. 3. Bangko Sentral ng Pilipinas. 4. Department of Transportation and Communications. 5. National Telecommunications Commission. 6. National Computer Centre. 7. National Information Technology Council. 8. Commission on Audit.

Rwanda: the ICT National ministerial committee is composed of 9 ministries.

Senegal: Primatoral Decree No. 560 / MCTEN / DTI of 29 January 2013 on the establishment, organization, and operation of the steering committee for the elaboration of the national strategy for development of the digital economy in Senegal.

Sri Lanka: Industry Consultation with Private Sector - Inter Ministerial Committee (https://www.icta.lk/inter-ministerial-committee/) - ICT Agency of Sri Lanka formed under the ICT Act No 27 of 2003 of Sri Lanka.

Saint Lucia: The Ministry with responsibility for Commerce is responsible for coordination of the National E- Commerce Strategy.

Uganda: The ICT Sector Working Group. This has representation from [the] private sector, [and] government and Development Partners. [The] Presidential Investors Round Table (PIRT) coordinates e-commerce activities.

Uruguay: There are specific mechanisms for coordination between the Ministry of the Economy and Finance and the Ministry of Industry, Energy and Mining, the Ministry of Foreign Affairs and the Communication Services Regulatory Unit.

Zambia: E-governance, Centre of Excellence and the Ministry of Finance

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

20. The remainder of this section looks in more detail at the national digital-related strategies cited by respondents. These strategies cover, but are not limited to ICT, broadband development, e-commerce, e-government, telecommunications, national ICT policies which include trade, broader national development strategies with ICT/e-commerce pillars, roadmaps, e-health strategies, strategies for MSMEs to enter the digital economy, e-learning policies and programmes, and legislative reform. The strategies are also at different stages of implementation, with some being reviewed, some expired and some recently adopted.

Box 4. Pakistan's digital economy: national perspectives on bridging the digital divide

The main barriers to broadband connectivity in Pakistan are poor infrastructure, low literacy rate, regulatory hurdles, geographic barriers and low rates of urbanization. Considering the cross-cutting and multi-agencies nature of e-commerce, the Government of Pakistan has constituted the following forums for policy formulation and coordination:

- 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.
- National Advisory Council on E-commerce: The Council comprises of all stakeholders including private sector.
- E-commerce Policy Unit within Ministry of Commerce: It has representatives from all relevant agencies along with representation from leading private sector e-commerce enterprises.

Pakistan sees the way forward in promoting e-commerce to include focus on its regulatory regime and updating its law to facilitate its growing digital economy.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017), public sector CS 87.

21. The top three issues covered in national strategies were payment issues, B2B transactions and B2C transactions. Other issues include access to online platforms, ICT infrastructure, customs automation and provisions to promote confidence in e-commerce. In addition, provisions to encourage investment in, and financing of, e-commerce, data protection, and consumer protection were cited in national strategies (See figure 4).

Figure 4. Issues covered in national e-commerce or other digital-related strategies
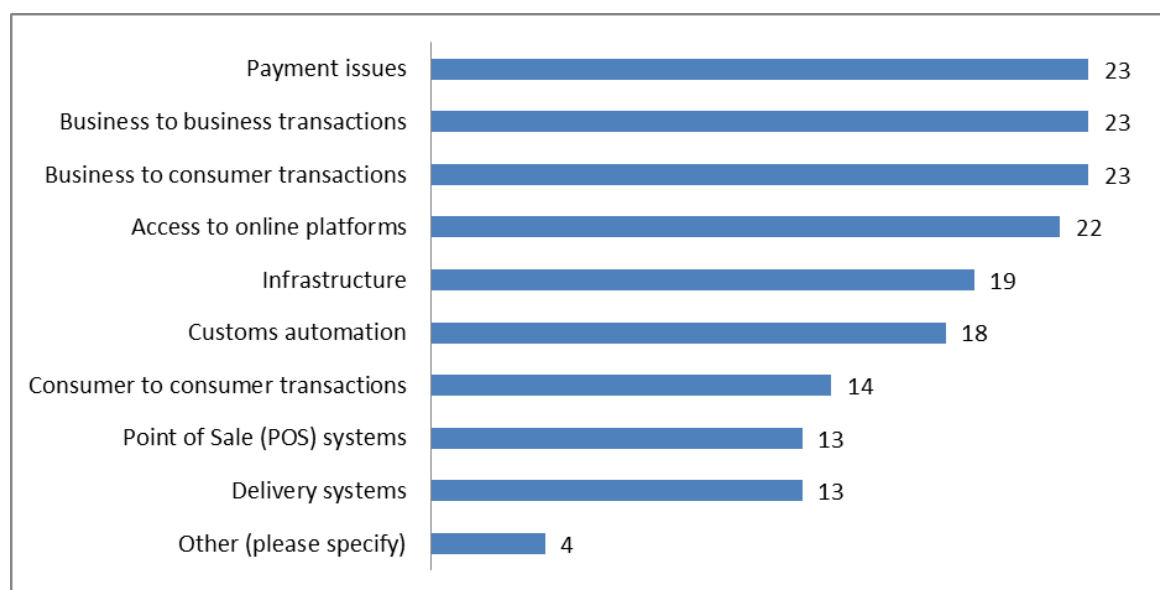
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

22. Box 5 provides further information on comments made by respondents about their national e-commerce or other digital-related strategies.

Box 5. Additional information provided by respondents on issues covered in national e-commerce (or other digital related) strategy.

Barbados: The strategy is in the formative stages and we are now looking to constitute the national team to look at e-commerce. Many of these issues will hopefully be incorporated when the planning is further advanced.

Cote d'Ivoire: National Trade Information Network, Online shopping sites, Single Window to Foreign Trade, Trade Barriers Alert Mechanism.

DRC: The operationalization of all this will be done with the adoption of the new law expected on eTrade in the DRC.

The Gambia: Even though, the Gambia is yet to have an e-commerce strategy, the Current National Information, Communication Policy (NICI) seeks to promote the development of the e-commerce.

Pakistan: Legal framework for data protection and consumer protection.

Senegal: A national digital strategy is being elaborated. The fore-mentioned issues have already been taken into account in the legislation on electronic transaction which has been in force since 2008.

Tanzania: Legal and regulatory framework, Local Content Development. For further information refer National ICT Policy which can be accessed from the website www.mst.go.tz

Uganda: Integration of national ICT systems and platforms is ongoing.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

23. In its self-assessment questionnaire response, El Salvador highlighted the Import and Export Processing Centre and the Integrated Foreign Trade System. Through these systems El Salvador has an electronic interconnection between its national authority and other Central American customs systems. These systems allow importers to obtain approvals and documentation through a single integrated procedure.

24. Strategic lines of action in Mexico's national strategy discussed in its self-assessment questionnaire include: to promote the use of the internet for online and phone purchases, to increase access to financial support and services, to expand online payment possibilities, to promote people's confidence in e-commerce, to generate a clear, flexible and inclusive regulatory framework for business people, retail distributors and banks, and to encourage investment in, and financing of, e-commerce.

25. Several of the case stories received highlighted the issues and priorities addressed in national strategies as well as the different steps governments are taking to integrate e-commerce/ICT into national development policies. These steps include regulatory reforms and investments in infrastructure, and public awareness initiatives on the benefits and opportunities of the digital economy. Also included were training and capacity-building programmes, and strategic actions to connect rural and hard-to-reach populations at affordable rates.

26. The Government of Côte d'Ivoire noted in its self-assessment questionnaire that it is working on developing an e-commerce ecosystem. Its national regulatory reforms aim to encourage electronic transactions, including laws to protect personal data and consumers, and fight cybercrime. The government has created a Ministry of Posts and the Digital Economy, and has opened an academic institution which focuses on new technologies. Online businesses are tapping into the growing consumer demand. Nevertheless, the growth of e-commerce is still constrained by limited logistics, insufficient payment services, and by high costs in electricity and broadband. Recognizing these challenges, the Government has launched an ICT development initiative targeting infrastructure, services accessibility, the development of national expertise and the implementation of a technological free zone. (CS 138)

27. The Nigerian Government has made ICT development a national development priority. In its 2012 ICT Policy, Nigeria places emphasis on internet development, aiming to increase broadband penetration from 6% to 30% by 2018. (CS 6)

28. Also integrating ICT development in its national development strategy, the Dominican Republic focusses on the need to make broadband access affordable. This increased focus led to the review and update of E-Dominica, the country's e-strategy. (CS 4).

29. Samoa highlighted how its Submarine Cable Company had laid a fibre-optic cable system linking Samoa to Fiji's international submarine cable network in a bid to provide affordable internet access to its citizens. Supported by the Asian Development Bank (AsDB), the World Bank Group (WBG) and the Government of Australia, the project's goal is to enhance low-cost broadband services, strengthen the ICT regulatory and legal environment, and facilitate e-health investments in Samoa. (CS 8).

30. Bangladesh launched the Access to Information programme (A2i) to secure universal internet services in its rural and urban centres (see Box 6).

Box 6. A2i and E-commerce - "Digital Bangladesh"

In Bangladesh, e-commerce hit the big wave of transformation in the early 2010s. With less than 15% of total population shopping online, and this mostly in urban areas, the market is saturated with big e-commerce players trying to get a share of the little pie.

In the unchartered rural areas of Bangladesh, mobile phone usage is seeing a new revolution. However, age-old cultural norms, language barriers, social practices, and resistance to change is making it difficult for a pure e-commerce model to succeed.

Hence, A2i has crafted an "Assisted E-commerce model" to bridge the gaps and create opportunities for the traditional e-commerce players who are facing tremendous difficulties.

For rural e-commerce, A2i will aim to facilitate a comprehensive e-commerce ecosystem, and take care of the crucial factors determining the functionality of the ecosystem, allowing any partner or player to take advantage of the backbone created by A2i for economic opportunities.

The ecosystem proposed by A2i will follow an "Assisted E-commerce model", and will include entrepreneurs or agents as the facilitating parties in the entire transaction cycle.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017), CS 141 and CS 142.

31. Fifty-seven of the 63 developing countries that replied to the self-assessment questionnaire anticipated the need for future financial and technical assistance to meet their e-commerce and digital objectives. Thirty respondents stated they would like to work with the private sector to meet their e-commerce objectives.

4 REGIONAL STRATEGIES

32. The Economic Community of West African States (ECOWAS), the Common Market for Eastern and Southern Africa (COMESA), the Central American Economic Integration Secretariat (SIECA), the Organisation of Eastern Caribbean States (OECS), the Caribbean Community (CARICOM) Secretariat and the Walvis Bay Corridor Group also replied to the self-assessment questionnaire.

33. OECS and the Walvis Bay Corridor Group indicated that they plan to develop or update their strategies to include e-commerce priorities. ECOWAS has a regional ICT strategy that includes broadband development, e-applications and e-services. ECOWAS adopted a Supplementary Act on Electronic Transactions in 2010.

34. Most respondents had a regional coordination mechanism housed in the ministry in charge of ICT. SIECA added that a coordination committee would be established once an e-commerce development agreement was ratified by its member parliaments.

35. Regarding the scope of e-commerce/digital strategies related to trade in services and/or goods through e-commerce, most respondents reported that B2C transactions, B2B transaction and consumer to consumer (C2C) transactions were highlighted, while less focus was directed at infrastructure and online platforms (Figure 5).

Figure 5. Trade-related issues reflected in regional/transport corridor respondent's strategy
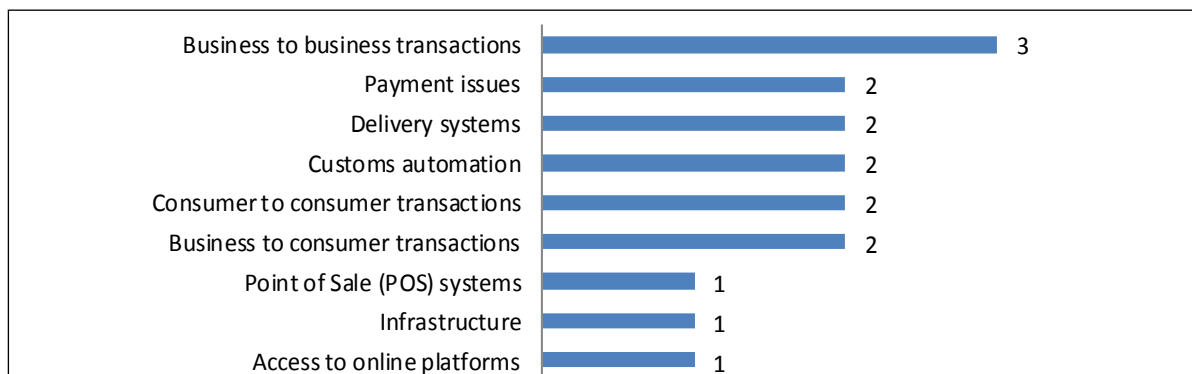
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

36. Other issues covered in regional frameworks on either e-commerce or digital-related strategies include plans to facilitate mutual recognition of digital signatures, intellectual property, personal data protection, consumer protection, alternative dispute resolution for electronic transactions, ICT training and education and ICT rural community development and developing infrastructure for postal services within the region. In a case story submission, ECOWAS outlined an UNCTAD-supported study and a series of workshops that it had undertaken towards harmonizing relevant e-commerce-related laws and policies. (Box 7)

Box 7. Review of e-commerce legislation harmonization in ECOWAS

The Economic Community of West African States (ECOWAS) Vision 2020, places as a priority on the harmonization of telecommunication policies in the region in order to further its economic and monetary integration goals and enable its citizens to benefit from the fast growing digital economy. The expectation is that a successful harmonization process will boost investments and increase e-commerce between member states. This process of harmonization, in addition to promoting a coherent legal-frame on e-commerce in the region, aims at enabling enterprises in member countries to key into and compete in the digital economy.

ECOWAS has the following Supplementary Act on e-transactions (Supplementary Act A/SA.2/01/10), Cybercrime (Directive 1/08/11) and personal data protection (Supplementary Act A/SA.1/01/10), but all member countries are yet to adopt and implement these regulations. Areas identified for further legislative harmonization include:

- Electronic transactions
- Data protection
- Computer crime
- Consumer protection
- Online content
- Domain names.

Full report of harmonization review here:
http://unctad.org/en/PublicationsLibrary/dtlstict2015d2_en.pdf

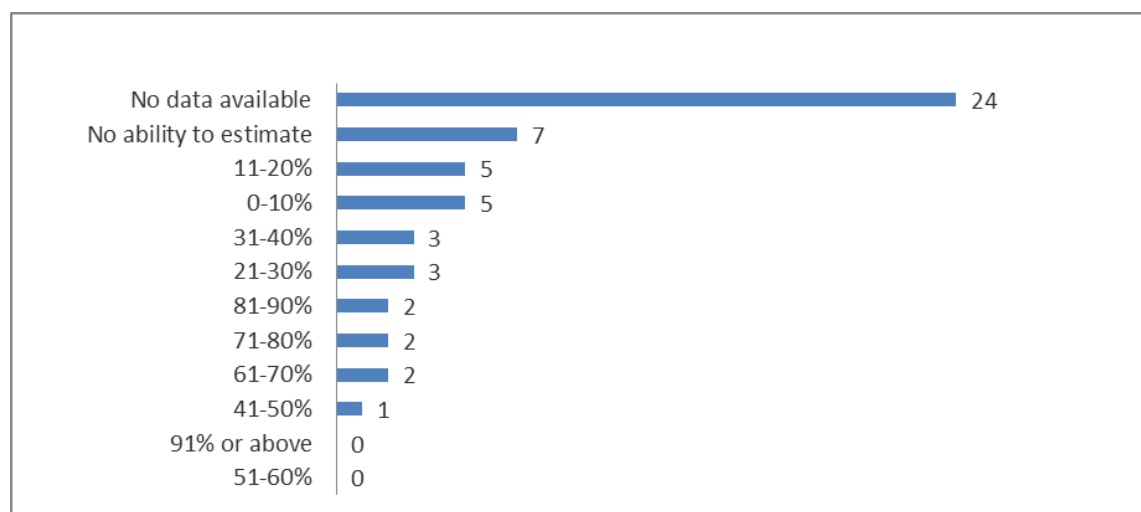Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

5 E-COMMERCE OPPORTUNITIES AND CHALLENGES

37. This section discusses the challenges and opportunities that e-commerce presents to developing country respondents. According to many submissions, there is limited data available on e-commerce transactions and insufficient capacity to capture the data on e-commerce. Because of this lack of data, a majority of respondents was unable to provide estimates for the share and the growth of goods or services traded through e-commerce. The same picture emerged with respect to data on how consumers and enterprises connect to the internet. Among the few responses received to this, five out of 63 countries indicated that over 90% of consumers access the internet via mobile phones.

5.1 Electronic payment solutions

38. This section examines the use of electronic payment services for online transactions. Respondents indicate that the most prevalent form of available e-payment solutions is e-banking, credit or debit card transactions, mobile money, and e-government transactions. Most respondents stated that there was no data to estimate the percentage of transactions paid for electronically due. (Figure 6).

Figure 6. Estimate of transactions paid for electronically

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

39. Twenty-one respondents noted that consumers in their country use mobile phones for both domestic and international remittances. Twenty-five respondents indicated that consumers use mobile phones for only domestic remittances and fund transfers, and 19 respondents noted that mobile phones were not used for domestic and international remittances or fund transfers. The African Development Bank (AfDB) highlights the development impacts of mobile banking in developing countries (see Box 8 below).

Box 8. AfDB – Impact on mobile payments and banking on the unbanked in African Countries

Mobile payments technology is becoming increasingly important, especially in the context of developing economies, where many low-income households and microenterprises do not have ready access to financial services. Mobile payment facilitates financial inclusion, and offers potential for financial integration.

Taking bank accounts as an indicator, access to formal finance in Kenya, although improving over the past five years, is still limited (with bank account penetration rate reaching 21% in 2010). If mobile money accounts had been used, access to financial services in Kenya would have been more spectacular with an increase from an estimated 19% in 2007 to over 40% in 2011. According to a survey, "usage of non-bank financial institutions more than doubled, going from 7.5% in 2006 to 17.9% in 2009. This, could be mostly attributed to the new M-PESA service provided by Safaricom."

Mobile banking and mobile money services, which have already had a major impact on the Kenyan economy, are also starting to make serious inroads into West Africa, where mobile phones are ubiquitous (50%) and bank accounts scarce (18%). New MSPs are springing up from Ghana to Nigeria and other Western African countries offering customers, in one of the poorest corners of the world, the chance to send and receive money via text messages and for a relatively small fees.

Rapid growth in the mobile money industry has given the less privileged and the disadvantaged increased access to affordable financial services, including also across borders.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017), CS 15.

40. In its self-assessment questionnaire response, Nepal noted that e-banking, mobile money and e-government transactions were held back by the cost of broadband subscription, insufficient access to digital information, insufficient private data protection, and problems with e-signatures. Similarly, Suriname added that e-payment services were held back because of the lack of a legal framework.

Box 9. How mobile phones can be used for remittances and fund transfer

Botswana: Consumers may use e-wallet and other funds transfers such as MyZaka and Orange Money.

Costa Rica: The payment system operates through the SINPE Mobile service, aimed at the retail payment segment (minor amounts), so that users of the National Financial System can make electronic money transfers to accounts linked to mobile phone numbers through any electronic banking channel (SMS banking, mobile web banking, app banking, online banking or ATM network).

DRC: At this stage, fund transfers by mobile phone users are restricted to domestic operations.

Malawi: Mobile phone operators are able to transfer funds across borders upon satisfying regulatory arrangements and conditions.

Samoa: Digicel group (private company) used to provide these services, but no longer does.

Sri Lanka: In terms of domestic payments, people use mobile money service provided by two largest mobile service providers in Sri Lanka and most commercial banks provide mobile payment services or mobile banking services. Sri Lankans use mobile phones to make payments using cards for services on international e-commerce sites.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

5.2 Challenges in accessing and using internet services

41. The cost of broadband subscription was highlighted by 37 respondents as their main issue, closely followed by slow internet connection speeds, data protection and e-signatures. (See figure 7 below).

Figure 7. Main issues faced in accessing and using the internet

Issue	Value
Cost of broadband subscription	37
Slow internet connection speeds	35
E-signatures	33
Data protection	33
On-line fraud	28
Credit card payments	26
Cost of mobile phone subscription	25
Cybercrime laws	24
Private data protection (including safe harbouring of data)	21
Access to labour with necessary technical skills	18
Registering as vendors on online e-commerce platforms	17
Access to international payment gateways	14
Access to digital information	14
IP registration and policies addressing IP infringement	13
Consumer rights	11
Other regulatory issues (please specify)	10
Business outsourcing services	10
Postal systems	6
Tax regimes	5

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

42. A similar picture emerges from the monitoring exercise responses submitted by LDCs. Seventeen of them identified slow internet connection speeds as a main issue for enterprises and consumers alike, followed by e-signatures (16) and the cost of broadband subscription (14). Other issues they ranked highly included private data protection (12), problems registering as vendors on online e-platforms (11), cybercrime laws (11), and credit card payments (11) (Figure 8).

Figure 8. Main issues LDCs face in accessing and using the internet

Issue	Value
Slow internet connection speeds	17
E-signatures	16
Cost of broadband subscription	14
Data protection	13
Private data protection (including safe harbouring of data)	12
Problems registering as vendors on online e-commerce platforms	11
Cybercrime laws	11
Credit card payments	11
On-line fraud	9
Access to labour with necessary technical skills	8
Cost of mobile phone subscription	7
Access to digital information	6
Other regulatory issues (please specify)	4
Consumer rights	4
Business outsourcing services	4
Access to international payment gateways	4
Intellectual property registration and policies addressing IP infringement	3
Tax regimes	2
Postal systems	2

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

43. The Alliance for Affordable Internet (A4AI) makes recommendations on what governments can do to address restrictions related to cost (see Box 15 below). Furthermore, the report discusses the A4AI - Affordability Drivers Index (ADI) which examines policies, incentives, and infrastructure investments across 51 developing and emerging countries, as well as corresponding levels of implementation. In 2015-2016, Colombia and Costa Rica topped the rankings with scores reflecting improved performance in infrastructure indicators. Following the successful opening of its telecommunication market to new operators (2013) and the recent introduction of broadband services (2014), Myanmar made the largest jump, moving up 9 places to number 27 in the ADI indicator.

Box 10. Everyone should have access to the internet

On our current trajectory, by 2020 only 16% of people in the world's poorest countries and 53% of the world as a whole will be connected. This connectivity lag will undermine global development across the board, contributing to lost opportunities for economic growth and denying hundreds of millions access to online education, health services, political voice, and much, much more.

As stark as the affordability picture appears for those living in poverty and at the bottom of the income pyramid, the cost to connect is even higher for women in these groups. The gender wage gap diminishes the ability of women – and female-headed households in particular – to afford Internet access. Recent research by the Web Foundation shows that poor urban women are 50% less likely to be connected to the Internet than men in the same age group with similar levels of education and household income. However, on the whole, scores on the ADI are low, meaning much hard work lies ahead for countries to create the right environment to drive prices down and connection rates up.

Recommendations:
1. Develop and work toward a more ambitious affordability target.
2. Reduce the cost of mobile phones and ICT devices.
3. Increase investment in and availability of public, subsidised access.
4. Create specific, time-bound targets to close the gender digital divide.
5. Integrated approach to policy-making.

Source: Alliance for Affordable Internet and OECD/WTO Aid-for-Trade M&E exercise (2017), CS 2.

44. When asked to provide information on other possible regulatory obstacles, respondents ranked first the absence of an e-commerce strategy. Also highlighted was the lack of access to information technology outside of major cities. El Salvador flagged the non-implementation of its approved electronic signature law as an issue for enterprises and consumers.

45. Papua New Guinea emphasized the high cost of internet. Honduras mentioned the absence of a national strategy on e-commerce. Colombia linked this issue with the difficulty for companies to access information. Guinea-Bissau emphasized the issue of absence of, or slow, connection. Peru highlighted the lack of access to technology information outside major cities. Yemen added that slow internet connections hampered work on the internet (e-commerce) and increased the possibility of on-line fraud.

46. Also insightful on this issue are the donor responses that identify problems with credit card payments, lack of experience of e-commerce support programmes, slow internet, lack of access to international payment gateways and lack of access to labour with the necessary technical skills (see Box 11).

Box 11. Main issues your partner countries face in accessing and using internet services

Canada: General lack of regulatory framework.

European Bank for Reconstruction and Development's (EBRD) clients are frequently constrained by lack of human capital with the necessary skills, but also management skills specific to fast-moving business sectors. Further challenges include trade/ICT infrastructure along the entire delivery/trade chain, and the sometimes difficult access to finance for services enterprises.

UNECA: E-commerce development is still at its early stages in the continent and is not currently a continental policy priority.

Finland: Gaps and lack of clarity in overall e-commerce legislation.

Germany: Every issue mentioned should be addressed in order to support e-commerce in developing countries.

International Trade Centre (ITC): Understanding and ability to meet fiscal and legal requirements of target markets.

Spain: High costs, customs duties and returning goods.

Switzerland: Cooperation activities in this area focus on the public sector.

United Kingdom: Barriers are context-specific

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

47. Case stories submitted not only throw light on some of the issues highlighted by respondents, but also raise issues not covered in the self-assessment questionnaire. For instance, GSMA emphasizes the language constraints consumers and enterprises face in accessing and using the internet. In Myanmar, the search-engine Bindez is addressing this issue. The start-up has developed an information search-engine and a discovery platform in local language. Previously, many users struggled to source understandable and relevant content (CS 25).

48. The Internet Society notes that growth of internet adoption in Sub-Saharan Africa is not keeping in pace with availability. "Adoption levels are well below saturation levels, and this is in part caused by a lack of locally relevant and available content." (CS 20) In the region, barriers to local content hosting include: legal restrictions of content hosting, access to power, access to fibre cables within the country and lack of content in local languages.

49. The AsDB highlights how the socioeconomic and demographical characteristics of Central Asian countries (Afghanistan, Armenia, Georgia, Kazakhstan, Kyrgyz Republic, Pakistan, Tajikistan, Turkmenistan, and Uzbekistan) are acting as a barrier to internet penetration. Vast sparsely

populated rural areas, complicate the deployment on the internet. In addition, a majority of these countries are landlocked and unable to connect directly to submarine cables. This, added to difficult configuration of the terrain, can make these hard-to-reach rural areas "uneconomic". Such factors pose a direct challenge to internet access (CS108).

5.3 Challenges faced by micro, small and medium-sized enterprise (MSMEs)

50. The top five export challenges faced by MSMEs identified by respondents to the self-assessment questionnaire are high shipping costs, high cost of small parcel shipment, issuance, and acceptance of sanitary and phytosanitary (SPS) certificates, problems with online payments, and absence of or difficulties in using the electronic single windows (see figure 9).

Figure 9. Export challenges faced by MSMEs in relation to cross-border e-commerce
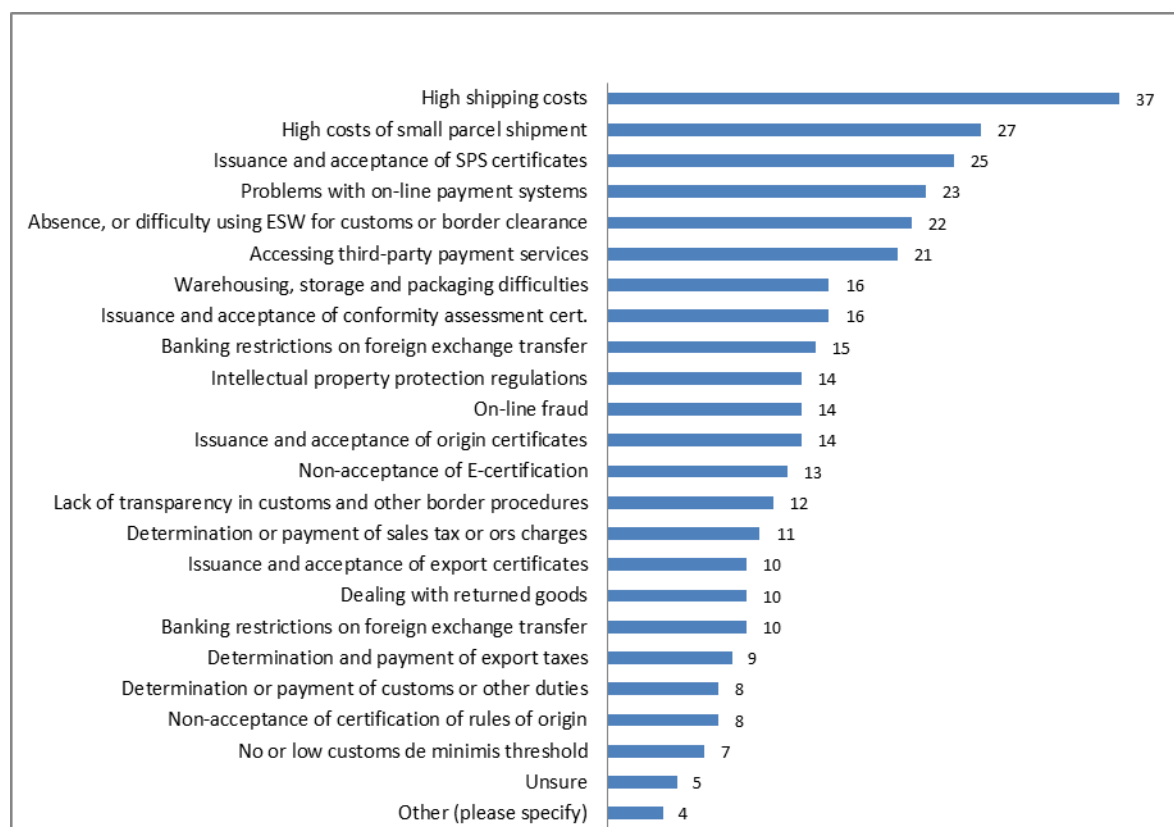
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

51. In its self-assessment questionnaire, Antigua and Barbuda stated that, even though they offered online services, its MSMEs focused on the local market. Yemen noted that the application of regulations on exports depended on the size of the consignment. For example, a kilo of honey or coffee exported from Yemen is waived from requirements as such small transaction is considered non-commercial. (E-commerce usually involves small quantities transported via air shipment, using DHL, Yemen Express Mail, FedEx.)

52. Tonga stated that its major product commodities were agricultural and fisheries targeting New Zealand, US, Japan, South Korea and Australian markets. SPS issues were therefore key to the agriculture and fisheries sectors. There are also limited facilities for packaging and storage. Furthermore, due to its geographical location and low volume of exports, the shipping/freight costs were exceptionally high. The country does not have a bureau of standards. The two commercial banks were regional and often encountered challenges with SWIFT transfers (to and from certain countries). Money transfer charges were higher than in other places in the world. Box 12 provides additional information from respondents on the challenges e-commerce presents to MSMEs.

Box 12. Additional information on the export challenges faced by MSMEs

Cameroon: The e-commerce system is not very developed in the country. However a law has already been voted by the parliament and application texts are being drafted.

Colombia: Most companies in electronic commerce and in the economy in general use a simplified regime that does not allow exporting.

DRC: At this stage, we cannot point out trade-related difficulties for MSMEs with regards to electronic trade as it is not well developed in the country and since the law on electronic commerce is not yet created.

Gambia: In the case of The Gambia, there is limited ICT infrastructure at the border posts to facilitate e-commerce in cross border trade.

Philippines: Integration with global and/or regional value chains.

Pakistan: Our SMEs are basically hindered by [the lack of] accessibility to a global e-commerce platform to sell their goods.

Guinea-Bissau: Difficulties with payment of customs fees.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

53. With imports, the top five challenges identified by partner countries and that MSMEs face in relation to cross-border e-commerce transaction are: cost of delivery of small parcel trade, problems with online payment systems dealing with returned goods), warehousing, storage and packaging difficulties and difficulties accessing third party payment services (Figure 10).

Figure 10. Import challenges MSMEs face in cross-border e-commerce
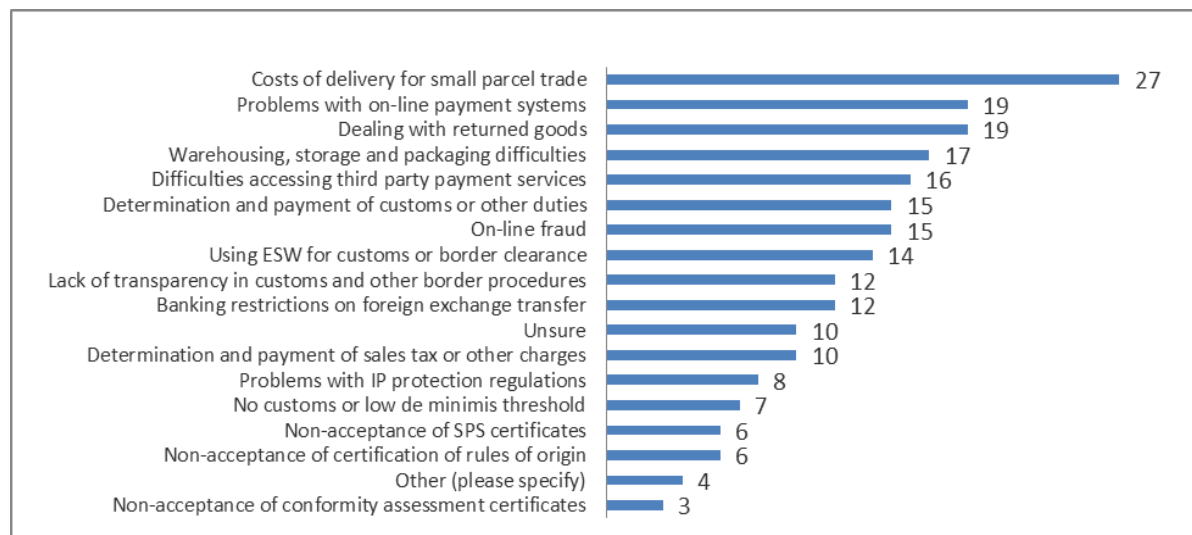
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

54. Box 13 provides additional information on import challenges MSMEs identified in partner country questionnaires.

Box 13. Import challenges faced by MSMEs in cross border e-commerce transactions

DRC: At this stage, we cannot point out to trade-related difficulties for MSMEs with regards to electronic trade as it is not well developed in the country and since the law on electronic commerce is not yet created.

The Gambia: Limited ICT infrastructure at the border posts to facilitate e-commerce in cross border trade.

Honduras: There is no national strategy for Electronic commerce.

Philippines: Integration with global and/or regional value chains.

Yemen: Small parcel trade is costly especially if a competent system is not operating. Dealing with returned goods is an issue because the costs of returned goods are too high. However, it is possible to negotiate with the exporter to find an amicable settlement such as a discount on the next transaction in order to avoid bad publicity on the part of the exporter. Occasional online payment failure.

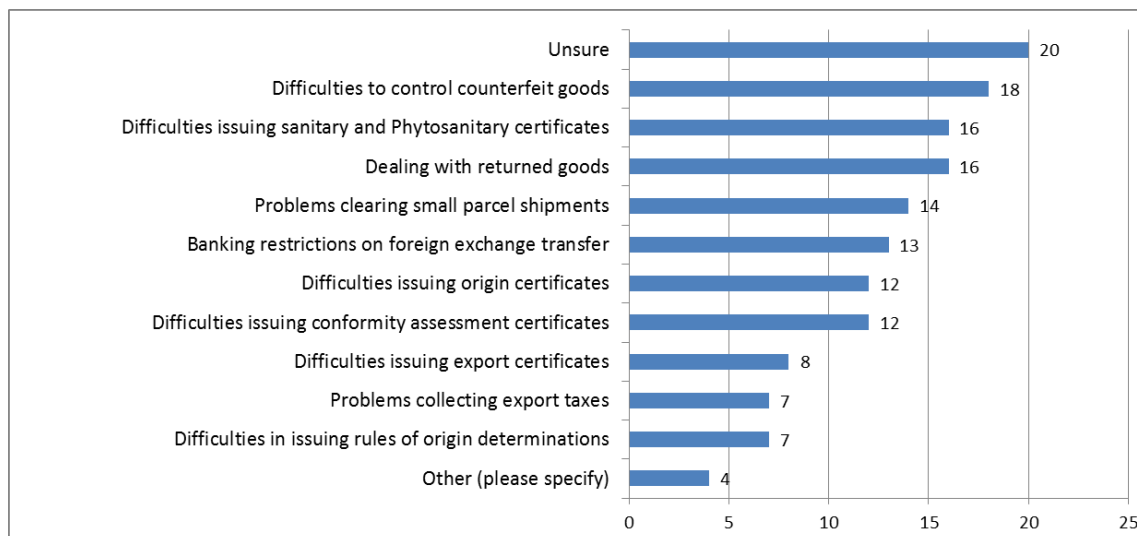Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

55. The ITC first identified challenges relating to the lack of awareness and understanding of potential opportunities for increased online trade. The ITC also highlighted insufficient access, affordability and skills to use technologies, inadequate availability of international and local payment solutions, lack of access to cost-effective logistics (outbound and in target markets), significant cultural, linguistic and business practices that need adapting to the customer service expectations of international customers, lack of visibility, and reputation and trust in the target markets (CS 32).

56. Other challenges for MSMEs include non-conformity with legal and fiscal requirements, and government laws/policies that do not support online trade. A study of Central Asia by the AsDB highlights challenges particular to the region. It notes the underperformance of business usage, in spite of broadband availability, due to low consumer trust – hence holding back growth in e-commerce (CS 124).

5.4 Challenges faced by customs and other border management authorities

57. Most respondents were unsure of the issues faced by MSMEs. Among those respondents that did reply, the top challenges customs and other border management authorities face in relation to the online purchase of goods are difficulties in controlling counterfeit goods, problems in issuing SPS certificates, problems dealing with returned goods, problems clearing small parcel shipments, and banking restrictions on foreign exchange transfer. Respondents also cited challenges in adapting current custom procedures and existing electronic single window operations to cater for online purchase of merchandise goods, particularly by natural persons. Box 14 provides further information on specific partner countries.

Figure 11. Challenges customs and other border authorities face with the online purchase of goods present

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

Box 14. Challenges to customs and other border management authorities of line purchase of merchandise goods

DRC: At this stage, e-commerce in the DRC is still at an embryonic stage, so much that it is difficult to identify difficulties both at the level of customs and at borders. With the deployment of the Foreign Trade Window across the national territory, we will soon be able to give more details on this issue.

Dominica: With regards to the application of customs *de minimis* threshold, this poses a challenge due to the under invoicing of merchandise goods. The threshold established in Dominica is EC$150.00. With regards to the Electronic Single Window, this is work in progress in Dominica. There is still a few Stakeholders to get on board with the operations.

Pakistan: Current Customs business process are not designed for e-commerce.

Peru: Access to information and technology.

Uruguay: Electronic single window issues: Progress is being made to incorporate certificates for natural persons.

- Application of border measures: If the representative does not file a report, Customs has to release the goods.
- Certain bodies do not issue certificates to natural persons.
- Implementation of risk management techniques: The National Customs Directorate (DNA) is refining the rules because it did not have any information before.
- Difficulties in dealing with returned goods: We do not have a procedure for returned goods.
- Postal service shipments: the holding agent is the post office which delivers every day and courier goods held must be cleared and customs duty paid by the addressee or his representative.

Uzbekistan: Using paper systems, custom officials in have difficulties coping with the increasing volume of small parcels

Yemen: Transaction intermediary PayPal plays a very useful role in insuring the securing the rights of both sellers and buyers. In case of damaged goods, after PayPal releases the payment, the cost of returning the goods becomes too expensive. But because of the keenness of the

exporter to maintain a good reputation and to avoid negative publicity, it is common to resolve matters amicably, for example by awarding a discount on the next shipment.

Zambia: Determining the actual value of the product.

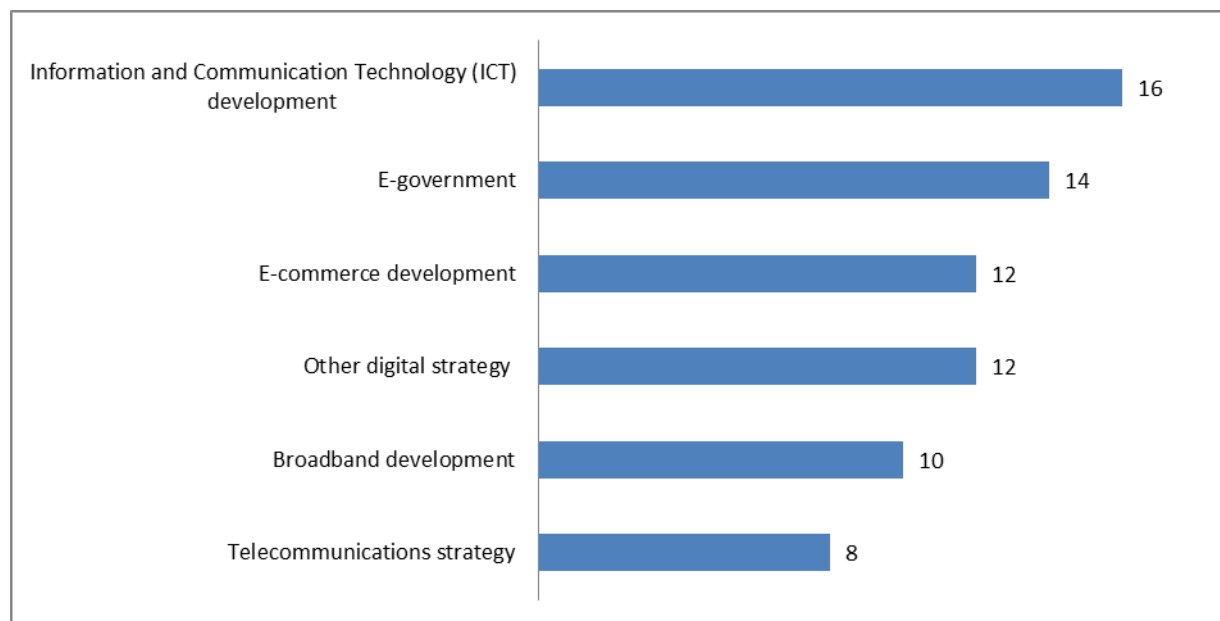Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

58. ECOWAS and the Walvis Bay Corridor Group indicated that banking restrictions were a challenge to custom and other border management authorities in their dealing with merchandise goods purchased online. ECOWAS also noted difficulties in issuing rules of origin determinations, difficulties to control counterfeit goods, and difficulties issuing export certificates. On the side of imports, the Walvis Bay Corridor Group indicated difficulties in the acceptance of e-certificates and electronic single window issues. CARICOM identified difficulties dealing with returned goods, difficulties applying SPS measures and difficulties in applying customs risk management techniques as challenges. ECOWAS indicated difficulties applying intellectual property protections, difficulties in applying customs risk management techniques, rules of origin determination questions and issues relating to electronic single windows.

6 E-COMMERCE AS A DONOR PRIORITY

6.1 E-commerce and bilateral and multilateral donors

59. E-commerce (or another digital-related strategy) featured as a priority in the national development policy of 23 out of the 38 donors that participated in the monitoring exercise. High on the list of their priorities figure ICT development, e-government and e-commerce development, together with other digital strategies.

Figure 12. E-commerce as a priority in donors' national development policy

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

60. In the area of e-government, Latvia provided details of its 2016 e-services development programme in its self-assessment questionnaire response. Its aim is to generate an exchange of experiences (and information) between the Latvian Government agencies and Uzbekistan. On the Uzbek side officials dealing with e-services development issues are involved, and the project focuses on issues related to the online public services delivery. This exchange aims at gaining insight of the different Latvian models in the field of e-services delivery systems, and the activities

of the agencies providing these services.[6] Australia cited its "Strategy for Australia's Investments in Economic Infrastructure" released in July 2015, covering transport, energy, large-scale water and sanitation, and ICT infrastructure.[7]

Box 15. E-commerce (or other digital strategy) in donor strategy

Denmark: Support for e-commerce, for trade facilitation and for infrastructure development will increasingly be aligned with the EU Aid for Trade Strategy over the coming years.

EBRD: has launched the Knowledge Economy Initiative, working with countries on innovation-related issues and providing funding to the private sector, to stimulate competition, attract investors and encourage entrepreneurs to commercialise their ideas.

Germany: E-health and E-learning are part of the portfolio E-commerce is becoming increasingly relevant.

United States: Adoption of digital payments/mobile money is an important foundation for e-commerce and e-government.

ITC: SME Trade Academy provides e-learning opportunities in support of trade and SME activities.

UNECE: is actively involved helping countries to implement UN/CEFACT Recommendations on Single Window and data harmonization.

New Zealand: Additional strategic areas for ICT development include education and health sectors.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

61. Japan sees the internet of things and artificial intelligence as high priorities in its development strategy. Japan has established a framework to promote businesses providing research services and investments aimed at exploiting the benefits of the internet of things. Japan has also contributed to international communications infrastructure development in various regions. A Biometrics authentication system was adopted by over 70 countries, protecting people's safety and security. Furthermore, Japan is supporting ICT for disaster management in many countries based on its extensive knowledge with natural disasters. In Botswana, Japan aimed to develop businesses that make use of data broadcasting and transferTV programme creation technology. Japan's ICT is also contributing to the optimization and increased lifespan of existing public infrastructure. In the case of Viet Nam's Can Tho Bridge construction, Japan has introduced a system for real-time measurement of strain and oscillations. By detecting abnormalities quickly, serious damages and deformation can be prevented. As a part of Myanmar's postal service, Japan is working to digitize money transfer services. Japan is able to offer multifaceted support precisely because it possesses such comprehensive capacity for ICT development.

62. E-commerce is part of the emerging research issues conducted by UNECA in the area of trade. Its focus is to assist African countries in the development of common positions and strategies. Moreover, the respondent noted that UNECA works with organizations such as the African Alliance for Electronic Commerce to boost capacity in this area.

63. Canada noted that e-commerce is not treated in its current national development policy. However, its ICT approach places emphasis on building ICT infrastructure, on enhancing technology skills and know-how, and on building confidence and democratic expression (to protect and empower users and consumers in cyber space). It focuses on stimulating sustainable economic growth by building ICT infrastructure (i.e. internet, broadband and telecommunications infrastructure, public-private partnerships, and the enabling environment). In addition to enhancing efficiency, effectiveness and impact towards development goals, it ensures that people

---

[6] http://www.uz.undp.org/content/uzbekistan/en/home/presscenter/pressreleases/2016/10/21/uzbek-delegation-visited-latvia-to-study-its-e-services.html
[7] The Strategy is available at http://dfat.gov.au/about-us/publications/Pages/strategy-for-australias-investments-in-economic-infrastructure.aspx

and businesses have the skills and know-how to take advantage of technology-driven sources of innovation, of enablers of political, economic, social, and cultural activities through open data. Canada also supports multilateral financial institutions in, among other areas, addressing infrastructure gaps in developing countries, accessing ICT infrastructure, developing the private sector, increasing the supply of skilled workers and accessing technology.

64. While the Belgian Development Cooperation strategy does not focus on e-commerce *per se*, it adopted the 2016 'Digital for Development' (D4D) – a strategic policy note which focuses on three priorities: better use of big data; digital for inclusive societies; and digital for inclusive and sustainable economic growth.

Box 16. Special policy initiatives that cover the area of e-commerce (or other digital strategy)

The EU: The European Commission submitted a proposal for a new European Consensus on Development in November 2016, which includes a "Digital for Development" statement. The EU and its Member states will continue to develop their support for promoting information and communication technologies in developing countries as powerful enablers of growth. This is a policy stream currently under development.

WBG: The 2016 World Development report details a number of aspects of the WBG work on the digital economy more widely, and a specific e-trade program published at www.worldbank.org/trade

EBRD: has launched the Knowledge Economy Initiative, working with countries on innovation-related issues such as improving telecoms regulation and developing ecosystems that allow venture capital and private equity firms to grow. The EBRD also provides funding to the private sector, including for projects related to the development or expansion of e-commerce. These efforts take into account the different levels of development across the region while seeking to stimulate competition, attract investors and encourage entrepreneurs to commercialise their ideas.

Finland: is planning to support the new UNCTAD's e-Trade for All Initiative.

Germany: There are currently a few isolated initiatives in the area of e-commerce and a more coherent strategy is currently being developed.

ITC: For ITC, digital is core to several of their strategic programmes - most clearly the "E-Solutions Programme" which structures offering for how to improve access and successful digital trade by SMEs from developing and least developed countries.

UNDP: In the context of the Aid for Trade Initiative for Arab States, UNDP's support on trade facilitation promotes broader governance reforms inclusive of e-Government approaches for enhancing transparency and accountability and access to information by economic operators, including trade-related provisions and regulations, promoting better compliance.

United Kingdom: DFID is actively engaged in e-commerce policy and supports initiatives by other organisations.

New Zealand: Specific policy initiatives focus on the development of connectivity solutions and cyber safety initiatives.

Source: OECD/WTO Aid for Trade Monitoring and Evaluation exercise (2017).

65. In-country dialogue with partner countries and regional partners features e-commerce issues according to 25 donors (Figure 13).

Figure 13. E-commerce issues addressed in donor - partner country dialogues
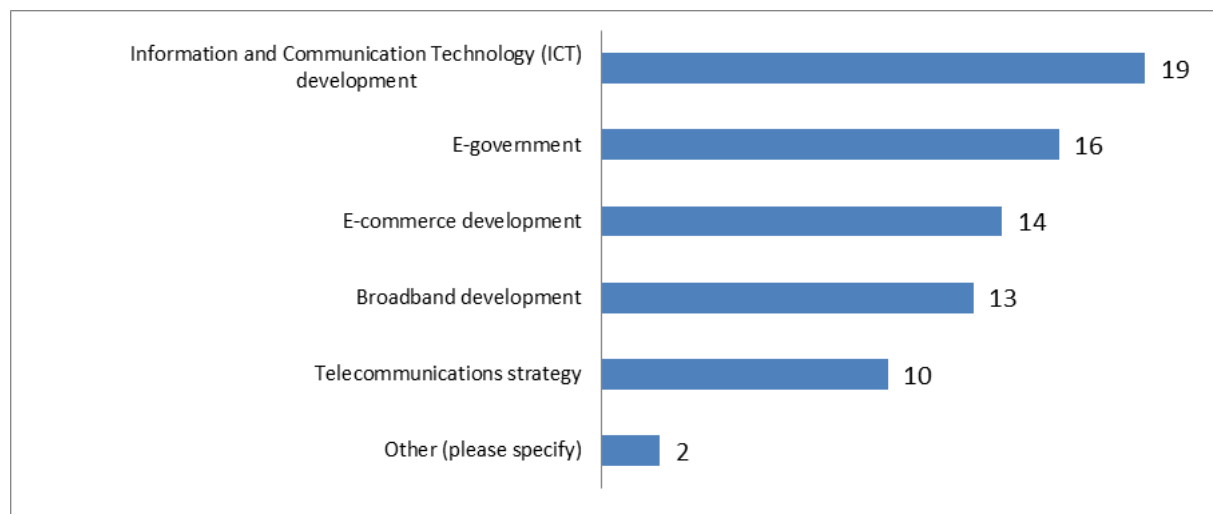
Source: OECD/WTO Aid- for-Trade M&E exercise (2017).

66. The EBRD engages in policy dialogues related to project finance, supporting improved telecoms regulation, and the development of e-procurement databases. In its dialogue, the ITC focuses on e-commerce and trade facilitation, raising awareness on the barriers to participate in e-commerce and on practical solutions available to help SMEs overcome them. In Canada's case, although not a systematic element, a number of initiatives related to ICTs form part of partner countries programming, either at the national or at the regional level.

67. In its dialogue with country partners, and particularly with Pacific partners, Australia noted that attention was increasingly placed on reducing the cost, and on increasing the access to, broadband infrastructure to enable businesses and governments to participate in the global economy, hence capturing the benefits of greater e-commerce. Australia has supported internet connectivity in Tonga and Fiji, improved telecommunications in Vanuatu and of mobile coverage in Kiribati and the Solomon Islands. Australia's focus is on ICT policy and regulatory reform to support competitive market structures, increase equitable access to services and enable private sector-led investment in ICT infrastructure and services.

Box 17. Telecommunication reform

A good example of soft infrastructure investment is Australia's support for telecommunications reform. The World Bank estimates that a 10% increase in access to broadband and mobile communications in lower middle income countries results in an additional 0.8-1.4% increase in GDP.[8] In Indonesia, specialist advice was provided on the most transparent and economic way to award radio spectrum for 3G mobile telephony and internet services. This resulted in an auction from which the government secured over A$700 million in revenue and one of the fastest roll-outs of 3G services in the world. Similarly in Vanuatu, Australia helped to introduce private sector competition and independent regulation that expanded mobile coverage from 20% to 85% of the population from 2007 to 2009. The prices of handsets dropped from A$100 to A$25 and monthly internet access from A$200 to A$60.

Source: Commonwealth of Australia, DFAT, Strategy for Australia's aid investments in economic infrastructure, June 2015

---

[8] Kim, Kelly, & Raja, World Bank, 'Building broadband: Strategies and policies for the developing world', 2010.

6.2 Donor support for digital connectivity and e-commerce

68. This section focusses on donor support to developing countries and RECs/TCs for digital connectivity and e-commerce development. Of the 40 respondents to the donor self-assessment questionnaire, 29 donors stated that they provide support in this area. Figure 14 provides additional information about the areas in which this support is provided, ranked by the number of respondents.

Figure 14. Donor's digital connectivity and e-commerce development support
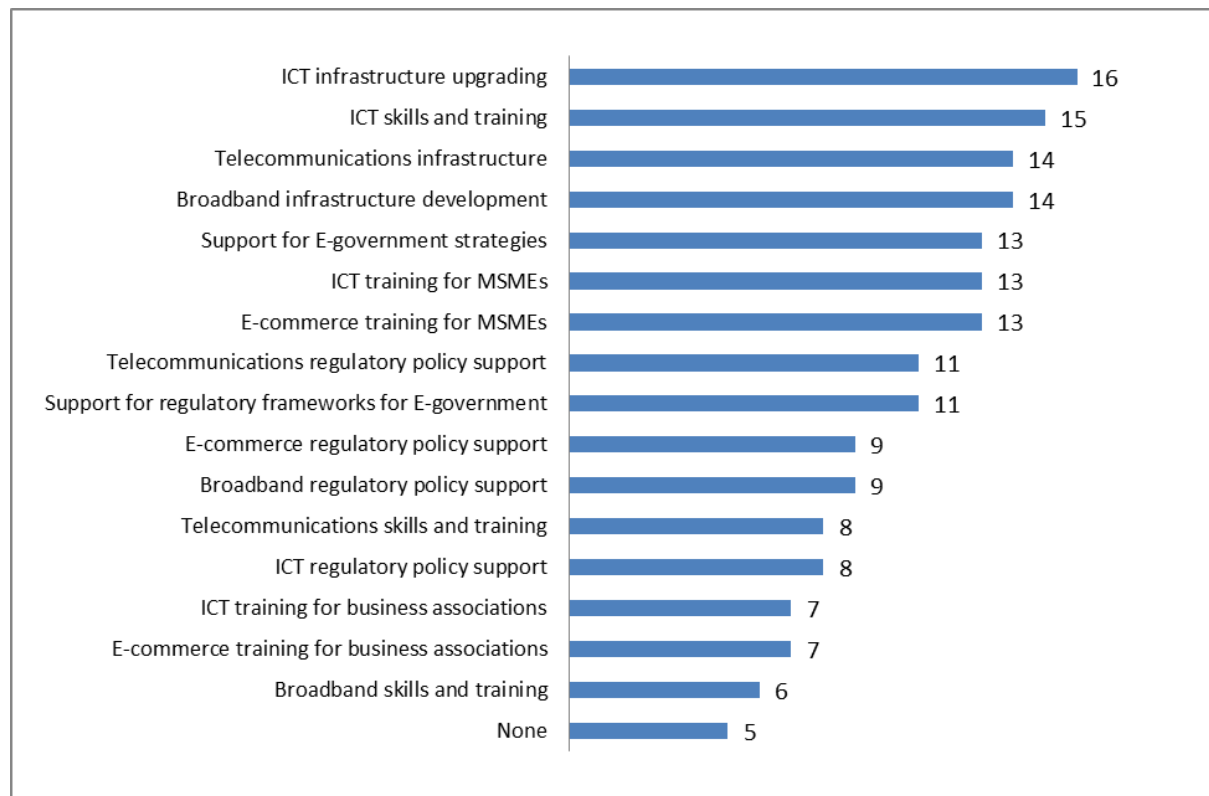
Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

69. In the area of support to ICT infrastructure, Luxemburg reported its support to satellite communication. Luxemburg also highlighted advisory services and the provision of collectively-owned solutions to shared access to technology, international payments, logistics and promotion. UNECA noted that it is currently working on exploring the implications of the introduction of e-commerce on African countries. The AfDB highlighted its support to African countries in the area of broadband infrastructural development with an aim to provide affordable internet connection (CS16). The Connect Africa Initiative, a global partnership launched in October 2007, aims to mobilize the human, financial and technical resources needed to bridge major gaps in ICT infrastructure across Africa, with a total of US$55 billion pledged to date (See Box 18).

Box 18. Connect Africa Initiative (CS 16)

The Connect Africa Initiative actions are under four major programmes: International fibre connectivity, national backbone initiatives, policy regulation, and e-applications.

Key ICT investments include the East African Submarine Cable System along the east and south coasts of Africa, connecting 21 African countries to each other and the rest of the world. One submarine fiber-optic cable running from Portugal to South Africa, with many landings along the route. The project will lay 7,000 kilometers of submarine fiber optic cable between Seixal (a suburb of Lisbon) in Portugal, Accra in Ghana, and Lagos in Nigeria. These investments will provide Africa with increased bandwidth and help meet the growing demands of governments, traders, businesses and private users for more efficient and less costly data services.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

70. A number of case stories highlight donor support for ICT development. The G-Soko market system (CS 70) – a DFID-funded electronic trading platform[9]- links smallholder farmers to grain buyers across East Africa. Partners report benefits in accessing new markets, a reduction of post-harvest losses and an increase in return on farmer produce. The ITC She Trades Initiative (CS 127) is another example of support for the use and adoption of ICT. The initiative provides market access opportunities for MSMEs with a particular emphasis on women-owned businesses.

71. USAID is supporting Myanmar in the digitalization of trade and custom procedures (CS 149) and in enabling access to these systems through multiple ICT platforms (websites and mobile phones). Support to digital trade also extends to government procurement (CS 110). The AsDB provided support to Nepal by developing an e-Government Procurement system (e-GP). The new e-GP system is set to enhance transparency, compliance, efficiency and the effectiveness of Nepal's procurement process.

72. Other forms of support exist in the area of capacity-building to improve ICT knowledge and skills. To bridge the digital divide, the AsDB makes the case for developing countries to implement enlightened and decisive policies. These should help improve the enabling environment, develop a highly skilled human resource base, and ICT applications and content (CS 116). The AsDB also provided expert capacity-building advice by analysing Pacific websites' readiness to support the increasing tourism demand. (Pacific tourist arrivals grew by 8.2% in 2016 alone). Analysing the online presence of 300 Samoan firms concluded that it was necessary to:

- Invest in Search Engine Optimization to gain a competitive advantage
- Keep Social media be fresh and interesting
- Consider investing in "paid search", a low-cost and high-reward digital strategy
- Use existing design platforms to develop high-quality websites that drive both traffic and revenue. (CS 123)

73. In 2013, Germany and Norway supported stakeholders of the Kosovar ICT industry to develop a collaborative strategy to promoting the ICT industry. The strategy aimed to transform domestic market structures, improve international competitiveness, and foster exports and Foreign Direct Investment (FDI). In 2016, after two years of implementation, the strategy had been integrated in national policy documents. It has so far led to positive economic spill over effects in terms of growth and job creation (CS 63).

---

[9] Food Trade East & Southern Africa Programme.

Box 19. ShopSoko connects Local Artisans to Global Markets (CS 90)

Shop Soko is an e-commerce site that sells jewellery made by African artisans for the global market. The start-up received support and training through Nailab (funded by a World Bank Group project) and participated in infodev's Start-up Camp in 2013. Today, Shop Soko is considered one of Kenya's success stories and has become an "Etsy" for African jewellery. Their site has sold over 100k products, generating over $800k in income to the over 1,300 artisans with whom they partner.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

74. In their case stories, donors indicated the impact of their e-commerce and ICT development support programmes. The AsDB found that the laying of an undersea fibre-optic cable that linked Tonga to Fiji through the Southern Cross Cable (the main link between Australia and the United States) (CS 97), had led to "faster internet speed and higher bandwidth at cheaper and more affordable prices". It resulted in improved internet connectivity, led to a 60% drop in the cost of international connectivity and to an increase in international trade, particularly in the tourism sector and business process outsourcing. In the area of support towards policy and regulation, Germany gives an overview of its joint support to Kosovo in boosting its IT-industry through the export of services and software (CS 63). The project led to the reduction of custom tariffs and VAT for IT equipment in order to reduce the cost of business for IT companies, supporting the Kosovo Association of ICT (STIKK) educational programmes and facilitated business-to-business export promotion services among others.

75. Furthermore, 20 donors indicated that e-commerce featured in their dialogue with regional partners, particularly the area of ICT, e-commerce development and broadband development. Australia further stated that it directly supports the efforts of ASEAN to improve regional connectivity. This has included the development of an ASEAN Master Plan for Connectivity which covers the physical connectivity underpinning e-commerce, such as international undersea telecommunications cables and domestic broadband coverage. In the Indo-Pacific region, Australia also delivers support through the WBG covering ICT infrastructure development such as international undersea cable connections, and policy and regulatory technical assistance to improve access to ICT infrastructure assets and services. In addition, the ITC added that e-commerce has been linked with the Trade Facilitation Agreement (TFA) implementation in its dialogue on regional implementation approaches with CARICOM.

76. Donors also noted growth in demand for e-commerce support in the past five years. In this regard, 11 donors said that the growth had been significant, 11 that there has been some growth, while two donors responded that e-commerce had been the fastest growing area of demand at the thematic level. For regional partners, 15 donors responded that there had been significant to some growth in demand for e-commerce support, three noted no growth in the past five years. Thirty-one donors anticipated growth in future demand for e-commerce support, from both partner countries and regional partners.

6.3 E-commerce support from South-South partners

77. Chile stated that e-commerce featured among the priorities of its development policy cooperation. Chile's South-South development corporation policy focuses on ICT, telecommunications strategy and other digital-related strategies. Chile also indicated that e-commerce features in its in-country dialogues with partner countries, particularly in the area of broadband development, e-commerce development, e-government and ICT development. Chile also indicated that there has been some growth in demand for support in e-commerce in the past five years from partner countries, but none from South-South regional partners.

78. Brazil and Chile, stated that e-commerce featured in their dialogue with regional partners, particularly in broadband development, e-commerce, and ICT. Chile and Brazil also noted significant growth in demand for support for e-commerce, while Indonesia was not sure. In the case of dialogues with partner countries, Brazil indicated that e-commerce did not feature in its dialogue with partner countries, Chile indicated that it did and Indonesia indicated "unsure". On country partner dialogues, focus is noted to be in the area of broadband development,

e-commerce development, e-government, and ICT. South-South partners noted some growth in demand for support in e-commerce.

79. Expanding on its dialogue with regional partners on e-commerce, Brazil noted its engagement with regional partners in the recently established Working Group on Regional Digital Market in the context of the Plan of Action for the Information Society in Latin America and the Caribbean. The purpose of the working group is to assess opportunities, challenges and strengths and to promote an integrated regional digital market. This consists of support to telecommunications infrastructure, to ICT industries (software, hardware and ICT services), and to the network of economic and social activities facilitated by the internet – the ultimate goals being the promotion of innovation, productivity, growth and social inclusion for equality.

80. Indonesia stated that its AfT support in the area of e-commerce consists in regulatory policy support and training for MSMEs. Based on its experience of e-commerce support programmes, the South-South partner indicated that the main issues firms and consumers face in accessing and using the internet is lack of access to digital information and consumer rights. Furthermore, for Indonesia, the most common trade issues encountered in South-South e-commerce support programmes are difficulties in warehousing, storage, and packaging.

7 PRIVATE AND PUBLIC-PRIVATE ENGAGEMENT

81. Case stories submitted for the M&E exercise highlight the multifaceted engagement of the private sector in e-commerce and ICT development more broadly. Case stories submitted by partner countries and donors indicate significant collaboration between the public and private sectors in addressing the issues faced in internet access and e-commerce development.

82. Fifty-four percent of the donors who responded to the M&E exercise stated that they work with the private sector to support growth in e-commerce in partner countries and regions. This work covers the development of ultra-fast 5G networks public-private dialogue, direct investments, support to the development of ICT investment frameworks, and to data on e-commerce flows. Furthermore, donors indicate that the private sector participates in dialogues which go on to form the basis of cooperation strategies and implementation. An example of this kind of collaboration can be seen in implementation of "Digital Bangladesh". This initiative seeks to create a digital ecosystem that addresses the gap in access to ICT facilities.

83. Public and private cooperation are also supporting e-commerce development by financing infrastructure support projects which aim to provide affordable broadband connection. Under the Pacific Regional Connectivity Program, the AsDB, the Government of Tonga, Tonga Cable and the World Bank partnered to get Tongans online. The US$25 million project resulted in an 827 kilometre submarine fibre-optic cable system linking Tonga to Fiji.

84. In total, 24 case stories were submitted by the private sector on projects to support e-commerce and ICT development. The projects follow three broad themes: promoting local adoption and use; promoting ICT awareness and skills; and ICT infrastructure projects to support affordable internet.

7.1 Promoting local adoption and use

85. Various case stories discuss projects on promoting and adopting the use of ICT, highlighting the wide reach and potential socio-economic impacts of ICT and e-commerce. Easypasia, a mobile-phone banking service in Pakistan is being used to provide educational stipends under the Sindh Education Reform Programme (SNDH) in cooperation with Telenor Pakistan and Temeeer Bank (CS 33). The stipend is offered to over 400,000 girls.

86. Ebay entered into a partnership with the ITC to connect SMEs in developing countries to its global market place (CS 27). Under the agreement, the eBay marketplace provides export-ready companies supported by ITC's e-Solutions program the opportunity to connect with over 162 million buyers worldwide. Participating businesses can open 'anchor stores' on eBay which provides them with greater online visibility, and the opportunity to reach more clients. Participating SMEs can also benefit from more cost-effective logistics solutions by accessing the eBay network of fulfilment centres. They also benefit from eBay's latest e-commerce research and

better position their offerings in selected target markets. Finally, eBay provides courses that complement those offered by ITC. These cover product listings optimization, online promotion, analytics and inventory management.

87. Another eBay case story discusses an electronic platform called Crece Con eBay (CS 28) that supports SMEs in Mexico who make up 72% of jobs, but only one in ten have access to a web platform to sell their products or services. Crece Con eBay focus is to support international growth of SMEs. It aims to provide information to its users on the export process through eBay, a step-by-step user guide, and support and advice to all SMEs.

88. A case story from Alibaba explains how entrepreneurs in China are also using e-commerce as a tool to connect farmers in rural China to markets. The "Rural Taobao" Initiative is a two-way system that links rural and urban markets. It works closely with local governments, to establish and operate services centres, providing the necessary hardware, e-commerce training, technical support, and information about promotional offers on its online marketplaces. By February 2016, more than 14 000 village-level service centres had been opened in some 300 counties across more than 20 provinces (CS 23).

7.2 Promoting awareness and skills on ICT

89. The private sector is active in projects to address the need for digital skills and capacity to fully benefit from fast-changing new technologies. IBM Digital-Nation Africa is one such programme. The IBM Digital Nation Africa is designed to train 25 million young people in Africa between the ages of 15 and 24, providing training ranging from basic IT literacy to specific skills in digital privacy or cyber protection.[10]

90. Other training initiatives seek to target specific demographic groups. The initiative "She will Connect" is taking steps to reduce and eliminate the gender gap in use and accessing the internet (CS 19). The case story finds that the key barriers to access include affordability, lack of awareness of the benefits of being connected, lack of familiarity and comfort with technology and cultural norms and gender based barriers. "She will Connect" provides women with the skill and know-how needed to use technology and connect to new opportunities.

91. Telenor is running digital skills training in order to accelerate mobile adoption and usage (CS 44). Project Prayaas provides workshop modules to raise awareness on the socioeconomic benefits of being online (CS 45). Project Sampark in India, is also working to bridge the gender divide in mobile use and ownership (CS 46).

Box 20. How a small rural business in a developing country was empowered to effectively expand internationally through e-commerce with Amazon

Lanna Clothes Design, started as a family business of 5 employees, with the only available market 15 kilometres away from Chiang Mai, and sales influenced heavily by tourist seasons. After expanding its business to include online sales and joining Fulfilment by Amazon, Lanna Clothes business grew by 70%, the workforce has expanded to 20, the majority of which are women. Fulfilment By Amazon reduced the costs borne by MSMEs associated with managing a large global and virtual customer base.

Source: OECD/WTO Aid-for-Trade M&E exercise (2017), CS 88.

7.3 Infrastructure and Affordability

92. The 2017 Affordability report of the A4AI explains that a lot more needs to be done to connect the unconnected. The report states that connectivity costs remain one of the biggest obstacles to achieving universal access. In 2015, the average price of a 1GB broadband plan as a percentage of GNI per capita was 17.44% in Africa, 4.25% in Asia-Pacific, 0.90% in Europe, 3.71% in Latin America and the Caribbean and 0.84% in North America.[11] Solutions to connect large rural

---

[10] See http://www-03.ibm.com/press/us/en/pressrelease/51550.wss
[11] Alliance for Affordable Internet (2017) Affordability Report http://a4ai.org/affordability-report/report/2017/#affordability_in_2017:_slow_progress_means_billions_are_still_excluded (http://a4ai.org/affordability-report/report/2017/)

populations at minimal cost and effective strategies for narrowing usage gaps across regions that can be scaled are recommended by the report.[12]

93. In terms of private sector initiatives, the ICT sector is designing largescale projects to address connectivity concerns, particularly for hard-to-reach rural or landlocked countries that lack direct access to submarine fibre cables. Google's Project Loon, (Box 24) and Nokia's FastMile are examples of technologies that provide an alternative to fixed broadband.

Box 21. Google's Project Loon and internet connectivity in Indonesia

Following 17 million kilometers of test flights across jungles, mountains and plains, Project Loon has signed agreements with three mobile network operators - Indosat, Telkomsel and XL Axiata - to begin testing balloon-powered Internet over Indonesia in 2016. Currently, only about one in three of Indonesia's 250 million residents is connected to the Internet. Stringing fiber networks or installing and maintaining mobile phone towers across the more than 17 000 islands that make up Indonesia is a significant challenge. Through balloon-to-balloon communication, Project Loon has the capability to transmit signal from areas that *are* connected to an Internet groundstation and bounce that signal across a constellation of balloons and back down to even the most remote islands. In flight testing, the Loon team has already been able to wirelessly transfer data between individual balloons floating over 100 kilometers apart in the stratosphere, enabling local network operators to extend their Internet service into areas that are too difficult to reach with current technology. The Indonesian tests will form part of the foundation for our longer-term goal of providing a continuous ring of connectivity in partnership with mobile network operators around the globe.

Source: Google Project Loon viewed at https://plus.google.com/+ProjectLoon

94. The Telecom Infra Project is a collaboration between private sector companies that are working together to scale up traditional telecom infrastructure to meet the needs of the unconnected (CS 154).

8 CONCLUSIONS

95. One of the themes analysed by the 2017 M&E exercise explores efforts to promote digital connectivity and e-commerce. This joint paper analyses the information collected on this theme through self-assessment questionnaire and case story responses submitted by developing countries and their development partners.

96. Many developing countries, regardless of their level of development, are including digital connectivity and e-commerce in their national development plans, and pursuing e-strategies or other digital-related strategies. Many respondents however did not reference the activities being undertaken to promote digital connectivity and e-commerce. Few references were made to the participation of Ministries of Trade in national ICT or digital coordination mechanisms.

97. The information collected highlights a range of ways that developing countries and their development partners are seeking to support the adoption and use digital connectivity and increase their participation in e-commerce. Noticeable is the prominent role that the private sector is playing in many of these activities, and the role that the private sector is itself playing in efforts to improve skills and training, bridge the digital divide and promote local use and content.

_____

[12] Connecting the Unconnected (2017), Affordability report 2017

Table 1. National e-Commerce and digital strategies

	National ICT strategy	National Broadband Plan*	OECD/WTO Aid-for-Trade M&E Response
NATIONAL			
ANTIGUA & BARBUDA	Information and Communication Technologies (ICTs) Draft Policy	Yes (2012) GATE 2012	No
BANGLADESH	National ICT Policy	Broadband National Policy Act 2009	No
BARBADOS	Mobile Barbados: Building the Networked Nation. Draft Report of the Barbados'National ICT Strategic Plan	National Information and Communication Technologies Strategic Plan of Barbados 2010-2015	No
BELIZE	The National ICT Policy	ICT National Strategy (2011)	No
BENIN	The Communication and Information Infrastructure Development Plan of Benin: 2000-2004	Projet de Développement des Infrastructures et des TIC(2014)	No
BOTSWANA	The National ICT Policy	Botswana's National Broadband Strategy (2014)	No
BURKINA FASO	An Information and Communication Infrastructure Development Plan of BurkinaFaso: 2000-2004	Le Backbone National en Fibre Optique (2013)	Yes-e-commerce sectoral cyberstrategy adopted in 2013 by the Government
BURUNDI	Stratégie Nationale de Développement des TIC (SNDTIC)	Burundi/ ICT: National Projects for Broadband Connectivity Burundi Community Telecentre (2011)(Network (BCTN)	No
CAMEROON	The draft NICI plan	No	No
CENTRAL AFRICAN REPUBLIC	National ICT Strategy, Policy	Politique, Stratégies et plan d'actions de l'édification de la Société de l'Information en République Centrafricaine (2006)	No
CHAD	Plan de Développement des Technologies de l'Information et de la Communication au Tchad - PLAN NICI	Plan de développement des technologies de l'Information et de la Communication au Tchad or (PLAN NICI) (2007)	No
COLOMBIA	Connectivity Agenda; Agenda de Conectividad Conpes 3072	Live Digital - Vive Digitale (2010)	Live Digital - Vive Digitale (2010)
COMOROS	Lettre de Politique de développement des Nouvelles Technologies de l'Information et de la Communication 2004-2008	Loi N°14-031/AU du 17 Mars 2014, relative aux communications électroniques et Décret N°08-019/PR (2014)	No
CONGO	Stratégie Nationale pour le Développement des Technologies de l'Information et de la Communication en République du Congo	Projet de Couverture Nationale (PCN), Projet West Africa Cable System (WACS), Projet back bone national en fibre optique (2011)	Yes

	National ICT strategy	National Broadband Plan*	OECD/WTO Aid-for-Trade M&E Response
CONGO DR	Democratic Republic of the Congo (2002). Framework Law No. 013/2002 of 16 October 2002 on telecommunications in the Democratic Republic of the Congo	No	On 16 October 2002, the Government had adopted framework law no. 013/2002 which voted the separation of regulation, regulatory and operation functions. It introduced the telecommunications and postal services to an environment which better stimulated competitiveness. The framework law had entrusted regulation of the postal and Telecommunication/ICT sector to the Post and Telecommunication Regulatory Authority of Congo. In October 2009, the DRC adopted a sectoral policy document known as "Development of the Telecommunications and ICT Sector Strategy in the DRC". This document was the reference framework for government action in the period 2010-2015, with the overall objective of allowing the DRC to fully integrate the global information society. Today, all these laws are being revised in accordance with the new socio-economic environment of the country pending the adoption of the new law on eTrade in the DRC.
COSTA RICA	National Science and Technology Plan 2002-2006; Agenda Digital	Estrategia Nacional de Banda Acha (2012)	No
COTE D'IVOIRE	Plan de Développement de l'Infrastructure Nationale de l'Information et de la Communication 2000 - 2005	Objectifs Strategiques du Government de Côte dÍvore en Matiere de Telecommunications et de TIC (2010)	Yes
DOMINICA	Estrategia Nacional para la Sociedad de la Información (in progress)	Planning	There is a Draft strategy for e-government which takes into consideration e-commerce
DOMINICAN REPUBLIC	National Strategy for the Information Society: Strategic Plan 2007-2010; Estrategia Nacional para la Sociedad de la Información Dominicana: e-Dominicana	Plan Bienal de Proyectos 2014-2015 INDOTEL and US/A Policy (2014)	http://www.oas.org/juridico/spanish/cyb_ecu_ley_comelectronico.pdf http://www.oas.org/juridico/PDFs/repdom_ley5307.pdf
EL SALVADOR	E-Country Programme 2007-2021; Política Nacional de Informática	No	Yes
GABON	In progress	Digital Gabon - Gabon Industriel, Gabon vert et Gabon des Services (2011)	No
GAMBIA, THE	The Gambian ICT4D-2012 Plan; Developing The Gambian Information Economy and Society and Accelerating the Process of Transforming The Gambia into the Silicon Valley of Africa	The Gambian ICT4D-2012 Plan (2008)	The Gambia's National Information and Communication Infrastructure Policy (NICI) which factored ICTs in Trade (E-commerce). A concept note has already been developed for the formulation of the E-Commerce Strategy.

	National ICT strategy	National Broadband Plan*	OECD/WTO Aid-for-Trade M&E Response
GRENADA	ICT Strategy and Action Plan 2001-2005; ICT Strategy and Action Plan 2006-2010	Information and Communication Technology (ICT) 2006-2010 / A Strategy And Action Plan for Grenada (2016)	No
GUATEMALA	National Agenda for the Information and Knowledge Society 2007-2015	No	No
GUINEA	Plan de Développement de l'Infrastructure Nationale d'Ínformation et de Communication de la République de Guinée 2001-2004	Plan National de fréquences/ Plan de développement de l'infrastructure nationale d'information et de communication de la République de Guinée 2001 - 2004 (2009)	Law number L/2016/035/AN pertaining to electronic transactions in the Republic of Guinea
GUINEA BISSAU	Yes-M&E	No	Guinea-Bissau's National Development Strategy 2025 and its operational plan (TERRA RANKA)
HONDURAS	WSIS Declaration and Plan of Action within the "Marco Law"	Resolución NROOS/IO (2010)	No
INDONESIA	Five Year Action Plan for the Development and Implementation of Information and Communication Technologies (ICT); E-Indonesia Action Plan; ICT Policy Framework	Indonesia Broadband Plan 2014-2019 (2014)	Yes
LAO DPR	Yes (find)	No	No
LESOTHO	ICT Policy for Lesotho; Lesotho ICT Implementation Plan	National Broadband Policy 2014-2018 (2014)	Yes
MADAGASCAR	Lettre de Politique Nationale du Secteur des Télécommunications et TIC pour la période 2007-2012; Stratégie Nationale des TIC pour le Développement	Loi n° 2005-023 du 17 octobre 2005 (2014)	Yes
MALAWI	An Integrated Socio-Economic and ICT Policy and Plan Development Framework for Malawi	National ICT Policy (2013)	National ICT Policy (2013)
MALI	Politique Nationale et Plan Stratégique National des Technologies de l'Information et de la Communication (2005-2006-2007); NICI Policy and Plan Documents	No	Yes
MAURITIUS	National IT Strategy Plan (NITSP); National Telecommunications Policy (NTP -2004); National ICT Strategic Plan 2007-2011	No	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
MEXICO	Sistema Nacional e-México; National Development Plan 2001-2006; National Development Plan 2007-2012	Red Publica Compartida de Telecomunicaciones (2013)	National Digital Strategy
MYANMAR	ICT Master Plan of Myanmar	No	e-government strategy telecommunication strategy

	National ICT strategy	National Broadband Plan*	OECD/WTO Aid-for-Trade M&E Response
NAMIBIA		Telecommunications Policy for the Republic of Namibia (2009)	No
NEPAL	Information Technology Policy, 2057; Nepal's Information Technology Policy	Telecommunication Policy, 2060 (2004)	Yes
NIGER	Le Plan de Développement des Technologies de l'Information et de la Communication au Niger - Plan NICI du Niger pour la période 2005-2010	Plan de Développement des Technologies de l'Information et de la Communication au Niger / Plan NICI du Niger (2005)	No
PAKISTAN	Draft National IT Policy, 2016	National Broadband Programme 2007 (2007)	Pakistan has National Telecommunication and ICT infrastructure strategies.National Strategy for E-commerce is being formulated.
PAPUA NEW GUINEA	National Policy on Information and Communication	National ICT Policy and PNG LNG Fibre cable project (2011)	No
PARAGUAY	National Development Plan of the Information Society 2002-2005	Paraguay 2013 Conectado y Plan Nacional de Telecomunicaciones - PNT (2011)	No
PERU	Lineamientos de Políticas Generales Para Promover la Masificación de Internet en el Perú; e-Perú: Propuestas para un Plan de Acción para el Acceso Democrático a la Sociedad de la Información y el Conocimiento; Peruvian Digital Agenda 2005-2014	Plan Nacional para el Desarrollo de la Banda Ancha en el Péru (2011)	Yes
PHILIPPINES	National Information Technology Plan 2000;IT21; E-Philippines: ITECC Strategic Roadmap; IT 21 Philippines Asia's Knowledge Center. IT Action Agenda for the 21st Century; Philippines ICT Roadmap (2006-2010)	The Philippine Digital Strategy, Transformation 2.0: Digitally Empowered Nation (2011)	Republic Act No. 8792, known as the "Electronic Commerce Act"
RWANDA	National ICT Strategy and Plan NICI-2015	Regional Connectivity Infrastructure Program (RCIP) (2008)	SMART Rwanda Master Plan 2015-2020 www.myict.gov.rw
SAMOA	ICT Policy and Strategic Plan; National e-Strategy; National ICT Policy; Digital Strategy (for the Countries in Pacific)	Broadband Spectrum Plan (2010)	No
SENEGAL	Senegal National Strategy	No	No - A strategy entitled "2025 Digital Senegal" is currently being drafted.
SIERRA LEONE	A national policy on ICT	No data	No
SRI LANKA	E-Sri Lanka	e- Sri Lanka 82012)	Digital Sri Lanka Program
ST. KITTS & NEVIS	National Information and Communications Technology (ICT) Strategic Plan	National Information and Communications Technology (ICT) Strategic Plan (2010)	
ST. LUCIA	Pan Caribbean SME ICT Competitiveness; Development Programme 2005-06; ICT Development Strategy	Planning	
ST. VINCENT & THE GRENADINES	ICT Strategy and Action Plan 2002 to 2006	National ICT Strategy and Action Plan 2010-2015 (2010)	No- National ITC Strategy expired in 2015. We are currently in the process of developing a new strategy.

	National ICT strategy	National Broadband Plan*	OECD/WTO Aid-for-Trade M&E Response
SUDAN	National Strategy for Building the Information Industry in Sudan; The Sudan National Strategy for ICT Industry	Sudan's National Strategic Development Plan 2012-2016 (2012)	No
SURINAME	Road Map to ICT Policy of Suriname	No	No
TANZANIA	National Information and Communications Technologies Policy	National Information Communication and Technology Broadband Backbone (NICTBB) (2004)	No
TOGO	Plan NICI	Planning	No
TONGA		Tonga-Fiji Connectivity Project: Pacific Regional Connectivity Program (PRCP) (2011)	No
UGANDA	National ICT Policy	Uganda Broadband Infrastructure Strategy National Position Paper (2009)	National e-Government Master plan and Roadmap
URUGUAY	Agenda Uruguay Digital	Agenda Digital 2011-2015 / Ceibal Plan (2007) (2011)	Uruguay has the Digital Agenda for Uruguay 2011 2015, which is a roadmap containing a specific chapter on the subject, centred on Goal 11: Development of e commerce and initiatives that promote financial inclusion.
VIET NAM	Master Plan for Information Technology use and development in Viet Nam by 2005; Strategy for Development of Viet Nam's Information and Communication Technology toward 2010 and orientations toward 2020	Master Plan of Viet Nam, from 2010 to 2015; Prime Minister's Decree 1755 on the approval of a National Strategy on Transforming Viet Nam into an advanced ICT country (2010)	National e-commerce development program 2014 - 2020
YEMEN	Information Technology Master Plan for Yemen (in progress)	No	No- Yemen does not have a national strategy for E-commerce but it issued law No. 40 of 2006 on "Payment Systems and Electronic Financial and banking Law." This law sets the scene for E-commerce from the legal point of view.
ZAMBIA	Zambia's First Draft National Information and Communication Technology Policy; ICT Policy, Fifth National Development Plan2006-2010 - a third and final draft	National Information and Communication Technology Policy (2006)	Yes
ZIMBABWE	National ICT Strategy Document; The Zimbabwe ICT Strategic Plan (2010-2014)	National ICT Policy (2005)	No

ANNEX 2

Table 2. - ICT and Internet development indices

Partner Country	Internet Development Index (Global avg. 4.94)**	ICT Readiness Sub-Index-Affordability Pillar-(Highest value 6.9)***
	2016	2016
ANTIGUA & BARBUDA	5.38	-
BANGLADESH	2.35	6.4
BARBADOS	7.18	-
BELIZE	3.66	-
BENIN	1.92	2.9
BOTSWANA	4.17	2.9
BURKINA FASO	1.80	-
BURUNDI	1.42	2.9
CAMEROON	2.16	2.8
CENTRAL AFRICAN REPUBLIC	-	-
CHAD	1.09	1.9
COLOMBIA	5.16	5.6
COMOROS	-	-
CONGO	-	-
CONGO DR	1.50	-
COSTA RICA	6.30	6.3
COTE D'IVOIRE	2.86	2.9
DOMINICA	5.71	-
DOMINICAN REPUBLIC	4.30	4.2
EL SALVADOR	3.73	5.2
GABON	3.12	3.6
GAMBIA, THE	2.46	3.0
GRENADA	5.43	-
GUATEMALA	3.20	4.0
GUINEA	1.72	6.6
GUINEA BISSAU	1.38	-
HONDURAS	3.09	4.9
INDONESIA	3.86	5.9
LAO DPR	2.45	5.0
LESOTHO	2.76	5.0
MADAGASCAR	1.69	1.0
MALAWI	1.62	2.0
MALI	2.14	2.3
MAURITIUS	5.55	5.5
MEXICO	4.87	5.7
MYANMAR	2.54	3.0
NAMIBIA	3.64	3.2

Partner Country	Internet Development Index (Global avg. 4.94)**	ICT Readiness Sub-Index-Affordability Pillar-(Highest value 6.9)***
NEPAL	2.50	6.1
NIGER	1.07	-
PAKISTAN	2.35	6.9
PAPUA NEW GUINEA	-	-
PARAGUAY	4.08	5.1
PERU	4.42	4.6
PHILIPPINES	4.28	4.1
RWANDA	2.13	3.6
SAMOA	2.95	-
SENEGAL	2.53	2.5
SIERRA LEONE	-	-
SRI LANKA	3.77	6.0
ST. KITTS & NEVIS	7.21	-
ST. LUCIA	4.85	-
ST. VINCENT & THE GRENADINES	5.32	-
SUDAN	2.60	-
SURINAME	5.09	-
TANZANIA	1.65	2.3
TOGO	1.86	-
TONGA	3.93	-
UGANDA	1.94	3.3
URUGUAY	6.79	4.8
VIET NAM	4.29	6.8
YEMEN	2.02	-
ZAMBIA	2.22	2.5
ZIMBABWE	2.78	3.8

Source: Internet Development Index- ITU Measuring the Information Society Report (2016); Affordability Index, World Economic Forum Network Readiness Index 2016- Readiness Sub-index

** Methodology note: IDI- 11 Indicators grouped as access, use, and skills. IDI values range from a low of 1.07 in Niger to a high of 8.84 in the Republic of Korea (within a possible range from 0 to 10). The average IDI value among the 175 economies included in IDI 2016 was 4.94.

*** The affordability pillar captured from the ICT readiness sub-index of the World Economic Forum Network Readiness Index. Affordability here refers to the cost of accessing ICT. This is measured using three indicators: prepaid mobile cellular tariffs, fixed broadband internet tariffs, and Internet and telephony sectors competition index. Pakistan tops this index with a value of 6.9.

ANNEX 3

Table 3. Respondents to the Self-Assessment Questionnaire

Partner Country Respondents (63)	
Africa	Benin; Botswana; Burkina Faso; Burundi; Cameroon; Central African Republic; Chad; Congo; Comoros; Côte d'Ivoire; Democratic Republic of the Congo; Gabon; The Gambia; Guinea; Guinee-Bissau; Lesotho; Madagascar; Malawi; Mali; Mauritius; Namibia; Niger; Rwanda; Senegal; Sierra Leone; Sudan; Tanzania; Togo; Uganda; Zambia; Zimbabwe
Arab and Middle East	Yemen
Asia and Pacific	Bangladesh; Indonesia; Lao PDR; Myanmar; Nepal; Pakistan; Papua New Guinea; Philippines; Samoa; Sri Lanka; Tonga; Viet Nam
Latin America and the Caribbean	Antigua and Barbuda; Barbados; Belize; Colombia; Costa Rica; Dominica; Dominican Republic; El Salvador; Grenada; Guatemala; Honduras; Mexico; Paraguay; Peru; Saint Lucia; Saint Kitts and Nevis; Saint Vincent and the Grenadines; Suriname; Uruguay
Regional Economic Community/Transport Corridor respondents (7)	
REC/TCs	CARICOM; COMESA; ECOWAS; OECS; SIECA; TradeMark East Africa; Walvis Bay Corridor Group
Donor respondents (38)	
Bilateral donor	Australia; Austria; Belgium; Canada; Czech Republic; Denmark; European Union; Finland; France; Germany; Iceland; Ireland; Japan; Korea, Republic of; Kuwait, the State of; Latvia; Lithuania; Luxembourg; Netherlands; New Zealand; Norway; Portugal; Slovak Republic; Spain; Sweden; Switzerland; Chinese Taipei; United Kingdom; United States
IGOs	AfDB; EBRD; IaDB; IsDB; ITC; UNDP; UNECA; UNECE; World Bank Group
South-South Partner respondents (3)	
South-South	Brazil; Chile; Indonesia

Source*:* OECD/WTO Aid-for-Trade M&E exercise (2017).

ANNEX 4

Table 4. Respondents Submitting Case Stories

#	SUBMITTED BY	CASE STORY TITLE
1	International Trade Centre	Moroccan businesses boost exports of processed food, seafood and leather goods
2	Alliance for Affordable Internet (A4AI)	Affordability Report 2015/16
3	Alliance for Affordable Internet (A4AI)	Affordable internet in Ghana: the status quo and the path ahead
4	Alliance for Affordable Internet (A4AI)	Affordable Internet in the Dominican Republic
5	Alliance for Affordable Internet (A4AI)	Delivering affordable internet in Myanmar
6	Alliance for Affordable Internet (A4AI)	Nigeria: how Africa's largest economy is prioritising affordable internet
7	Mace Promotions, Ltd.	Sustainability and Empowerment Initiative
8	Samoa	Samoa Submarine Cable Project
9	ITU	Standardization enabling trust in cyberspace
10	ITU	ICTs for Sustainable Development
11	Broadband Commission for Sustainable Development / ITU	Where does the UN Broadband Commission for Sustainable Development believe broadband can drive significant progress in sustainable development?
12	Chinese Taipei	Repair and Upgrade of Bonriki International Airport (Kiribati)
13	Chinese Taipei	Belize City House of Culture and Downtown Rejuvenation Project (Belize)
14	Chinese Taipei	Project for strengthening farmers' organizations and improving fruit and vegetable production technology in Saint Vincent and the Grenadines
15	African Development Bank	Impact of mobile payments and banking on the unbanked in African countries
16	African Development Bank	Connect Africa Initiative
17	1Point Commerce	Global commerce made easy, simple, and almost local for buyers to buy better and sellers to sell more; enable businesses to expand into new markets at minimal costs and risk
18	Intel Corporation	Intel® She Will Connect
19	Intel Corporation	Connection equals opportunity
20	The Internet Society	Promoting Content in Africa
21	Alibaba Group	About the "Rural Taobao" Initiative
22	Alibaba Group	The life of Taobao couriers
23	Alibaba Group	E-commerce in rural China
24	Indonesia	Capacity Building Programme on Quarantine Inspection and Agricultural Trade-Related Supply Side Capacity
25	GSMA	1. Telenor's mobile internet training projects in India: raising awareness of the benefits of getting online 2. Unlocking Rural Coverage: Enablers for Commercially Sustainable Mobile Network Expansion 3. GSMA Case Study: Bindez - Connecting the people of Myanmar with information and content in their own language
26	CUTS International	Promoting Regional Connectivity through BBIN MVA: Role of TIR Convention
27	eBay with ITC	E-commerce development and efforts to bridge the "digital divide".
28	eBay	Crece Con eBay
29	International Trade Centre	T4SD: Sustainability Map: Helping businesses chart a path to more sustainable trade
30	International Trade Centre	NTM: Increase Transparency, Identify Challenges and Reduce Trade Costs
31	International Trade Centre	EuroMed TIFM: Facilitating trade and investment across the Mediterranean region

#	SUBMITTED BY	CASE STORY TITLE
32	International Trade Centre	Made in Morocco: case study on linking SMEs to the world of e-commerce
33	Telenor Group	Disbursing girl stipends via Mobile Money in Pakistan
34	360 Degrees International	Accelerating Women & Youth Economic Empowerment through Digital Marketing Skills for Entrepreneurs
35	Global Affairs Canada	Integrated Border Management to Reduce Trade Costs in East Africa
36	Yemen	Yemen fish exports access European market
37	TFO Canada	Design Africa Programme: Market Access, Export Competitiveness and Digital Bridge for Made in Africa Artisans Products to Canadian and International Buyers
38	Myanmar	Ministry of Commerce, the Republic of the Union of Myanmar, handed over the Ratification for the Trade Facilitation Agreement (TFA)
39	Broadband Commission for Sustainable Development / ITU	More than half the world is still offline, what is the main reason...?
40	Broadband Commission for Sustainable Development / ITU	If we want to connect the next 1.5 billion people, where should we be focusing?
41	Broadband Commission for Sustainable Development / ITU	The State of Broadband Report 2016 - recommendations for policy makers & world leaders. Which are the most urgent?
42	CCTV-News China	E-commerce boosts China's rural economy
43	Alibaba Group	Alizila News: E-commerce in Rural China
44	Telenor Group	Telenor's mobile internet training project in India: raising awareness of the benefits from getting online
45	Telenor Group	Project Prayaas
46	Telenor Group	Project Sampark
47	GSMA	Unlocking Rural Coverage: Enablers for Commercially Sustainable Mobile Network Expansion
48	GSMA	GSMA Case Study: Bindez - Connecting the people of Myanmar with information and content in their own language
49	Sally Walkerman	CDS: Water and electricity in Mauritania
50	Sally Walkerman	ACEP Cameroun - Microfinance
51	Qualcomm	"Taroworks Provides Social Enterprises with New Services for Success"
52	Malawi	Malawi Trade Portal
53	Centre for Empowerment and Development, Nepal	Coffee Cooperatives Value Chain Model for Production, Income and Employment (PIE): A reflection from Nepal
54	TradeMark East Africa	Trade Certificates at a Press of a Button: Automation of the Application and Issuance of Certificates of Origin in Kenya by the Kenya National Chamber of Commerce and Industry (KNCCI)
55	Egypt	Trade Facilitation between the Arab Republic of Egypt and Sudan
56	International Trade Centre	Leveraging the WTO Trade Facilitation Agreement to boost intra-regional trade in West Africa
57	Philippines	Philippines Customs Modernization: The Way for Trade Facilitation
58	Czech Republic	Improvement of the Situation and Regulatory Framework in Road Transport in Mongolia
59	ECOWAS	Review of E-commerce Legislation Harmonization in the Economic Community of West African States
60	NTP/MIP Internship, WTO	Instituting a National Committee on Trade Facilitation in Bhutan
61	NTP/MIP Internship, WTO	Charbahar Port - A new trade gateway for Afghanistan
62	NTP/MIP Internship, WTO	Overcoming the challenges of implementing the Trade Facilitation Agreement in Nigeria
63	Germany	IT strategy in Kosovo Supporting the export of IT services and software

#	SUBMITTED BY	CASE STORY TITLE
64	Germany	Advising Ukraine on Agricultural Trade Issues
65	Germany	Trade Facilitation Development Cooperation - Trade Facilitation along the Dakar-Bamako Corridor
66	Germany	Trade Facilitation in German Development Cooperation
67	Earth Divas	Empowering Women Through E-commerce
68	STDF	Safe Trade Solutions (2015) A film produced by the Standards and Trade Development Facility (STDF)
69	Bangladesh	South Asia Subregional Economic Cooperation (SASEC) initiative to establish a sustainable trade and transport facilitation monitoring mechanisms (TTFMM) in Bangladesh, Bhutan and Nepal
70	United Kingdom	G-Soko market system - Linking small holder farmers to grain buyers across East Africa.
71	TradeMark East Africa	Busia One Stop Border Post (OSBP)
72	TradeMark East Africa	Elimination of non-tariff barriers to trade in East Africa
73	TradeMark East Africa	Trade Certificates at the Press of a Button
74	Jumia	Changing traders' lives via eCommerce in Africa: Case of Cameroon
75	Japan	Achieving Quality Infrastructure through the ICT of Japan
76	EBRD	Rehabilitating railway infrastructure in Bosnia and Herzegovina with EBRD's support
77	EBRD	EBRD and EU prepare businesses for free trade area in Georgia, Moldova and Ukraine
78	TradeMark East Africa	Contribution of standards harmonisation and certification towards reduction in the conformity assessment clearance time and cost of testing-the case of the EAC
79	TradeMark East Africa	Uganda Revenue Authority customs business systems enhancement programme
80	TradeMark East Africa	Mombasa Port Infrastructure and Facilities Improvement Project: Gate18/20 and Yard 5 projects.
81	Sweden	Services Trade, Industrial Development and the African Continental Free Trade Area
82	Spinna Circle Ltd	Changing lives through the adoption of e-commerce and mobile technology as a platform for global connectivity and market access for women entrepreneurs and small businesses in fashion and textiles.
83	Brazil	Technical assistance provided to African countries on trade facilitation.
84	STDF	Electronic Sanitary and Phytosanitary certification for faster and safer trade
85	Trini Trolley	e-commerce in the Caribbean
86	UNESCAP	Framework Agreement on Facilitation of Cross-border Paperless Trade in Asia and the Pacific: A New Tool for Enhancing Digital Connectivity
87	Pakistan	Pakistan's digital economy: national perspectives on bridging the digital divide
88	Amazon	How a small rural business in a developing country was empowered to effectively expand internationally through e-commerce with Amazon
89	Copenhagen Consensus	Bangladesh Priorities Prioritizing Smart Solutions through Benefit-Cost Research
90	World Bank Group	ShopSoko connects local Artisans to Global Markets
91	World Bank Group	Kopo Kopo empowers small businesses to shift from cash to digital payments
92	World Bank Group	Maxcom Africa makes paying utility bills fast and convenient
93	World Bank Group	Farmia connects local Farmers to Regional Markets
94	Asian Development Bank	Microfinance in Indonesia: Bringing Banks into the Community
95	Sidley Austin	Pro Bono Legal Advice for Trade Facilitation
96	Asian Development Bank	Instituting e-Government Procurement in Nepal
97	Asian Development Bank	Tonga's high speed revolution
98	UPS	The U.S.-ASEAN Business Alliance for Competitive SMEs

#	SUBMITTED BY	CASE STORY TITLE
99	World Bank Group	Economic Opportunities for Jordanians and Syrian Refugees Programme for Results
100	World Bank Group	Myanmar Investment Policy Project
101	World Bank Group	Using automated data exchange to improve sanitary registration and boost regional trade in Central America
102	World Bank Group	Kurdistan Region of Iraq: Regional Connectivity for shared prosperity
103	World Bank Group	Gender in Agri-Value Chains, Kosovo, Moldova, Armenia
104	World Bank Group	Senegal - Warehouse Receipts Financing Reform Initiative
105	Asian Development Bank	CAREC Transport and Trade Facilitation: Partnerships for Prosperity
106	Asian Development Bank	SASEC Trade Facilitation Programme
107	Asian Development Bank	CAREC Transport and Trade Facilitation Strategy 2020
108	Asian Development Bank	Digital Economy Study in Central and West Asia
109	UNIDO	Breathing New Life into Armenia's Garment Industry
110	Asian Development Bank	Instituting e-Government Procurement in Nepal
111	Asian Development Bank	Integrated Information Communication Technology Strategies for Competitive Higher Education in Asia and the Pacific
112	UNIDO	Building confidence, compliance, and international recognition for a world-class cosmetic sector in Colombia – Safe+
113	Asian Development Bank	Developing Myanmar's Information and Communication Technology Sector Towards Inclusive Growth
114	The Internet Society	Zero-Rating
115	Asian Development Bank	The Development Dimension of e-Commerce in Asia: Opportunities and Challenges
116	Asian Development Bank	Towards e-Development in Asia and the Pacific
117	Asian Development Bank	Papua New Guinea Expansion of Microfinance Project
118	Asian Development Bank	Banking on Business in Afghanistan
119	Asian Development Bank	Indonesia: Improving Access to Finance in Aceh and North Sumatra
120	Asian Development Bank	Trade Facilitation in South Asia
121	Asian Development Bank	The Greater Mekong Sub Region Transport and Trade Facilitation Action Programme
122	UNESCAP	Enhancing Connectivity Through Implementation of National Trade and Transport Facilitation Monitoring Mechanisms (TTFMMs) in South Asian Least Developed Countries
123	Asian Development Bank	Going Digital with the Pacific: Lessons from Samoa's Online Firms
124	Asian Development Bank	A snapshot of e-commerce in Central Asia
125	Asian Development Bank	Strengthening Trade Facilitation in the Greater Mekong Sub Region through Partnerships with the Private Sector
126	CBI	Exporting to Europe through ecommerce the case of CBI's support to tropical flower SMEs in Colombia
127	International Trade Centre	SheTrades Initiative
128	Ghana (West Blue consulting)	Ghana National Single Window Programme
129	HUB & SPOKES II OIF/MCEC	Case study on the facilitation of trade between Congo and its neighbours
130	NTP/MIP Internship, WTO	Rapport non-officiel sur la facilitation des échanges du Burundi (F02)
131	NTP/MIP Internship, WTO	Rapport non-officiel sur la facilitation des échanges aux Comores (F09)
132	NTP/MIP Internship, WTO	Facilitation des échanges en Guinée (F04)
133	NTP/MIP Internship, WTO	Togo - Facilitation Des échanges: premier poste de guichet unique (F05)
134	Enhanced Integrated Framework, RDC	Projet de renforcement des capacités productives et commerciales de la filière palmier à huile dans le bassin elaecole du Mayombe dans la province du Kongo centrale (F06)

#	SUBMITTED BY	CASE STORY TITLE
135	Senegal	Le Guichet unique "ORBUS" (F07)
136	NTP/MIP Internship, WTO	Rapport non-officiel sur la facilitation des échanges de la République Démocratique du Togo (F08)
137	NTP/MIP Internship, WTO	Rapport non-officiel sur la facilitation des échanges de la République Démocratique du Congo
138	NTP/MIP Internship, WTO	L'état de préparation de la Côte d'Ivoire au commerce électronique (F10)
139	SIECA	Integración Energética: La experiencia de Centroamérica en el diseño e implementación del Mercado Eléctrico Regional
140	SIECA	El Tránsito Internacional de Mercancías (TIM): logros y resultados en El Salvador
141	Bangladesh	A2i and e-commerce
142	Bangladesh	Access to information programme
143	UNIDO	Strengthening the National Quality Infrastructure (NQI) in Nigeria to increase the competitiveness of Nigeria's goods and services on the domestic, regional and global markets
144	UNIDO	The promotion of agrofood quality labels in Tunisia
145	UNIDO	Promoting Connectivity: Easing the woes of clearance
146	USAID	The US-ASEAN Connectivity through Trade and Investment (US-ACTI) project launches live implementation of the ASEAN Single Window (ASW)
147	USAID	Food Security- Mobile Money Accelerator Programme (MMAP)
148	USAID	Women in Informal Cross Border Trade in Southern Africa
149	USAID	A Trade Portal Improves Transparency for Imports and Exports in Myanmar
150	USAID	Peru's progression to higher value technologies with Standards Alliance support
151	USAID	Removing Certificate of Origin Requirements to Facilitate Trade in Agricultural Products in West Africa
152	Digital Divide	Digital Divide Data and Impact Sourcing
153	Facebook	She means business: when women succeed, we all win!
154	Facebook	Telecom Infra Project (TIP)
155	Australia	Road Infrastructure Rehabilitation in Cambodia
156	Australia	International Labour Organization Better Work Programme - Stage 3
157	Australia	Australia -World Intellectual Property Organization Funds in Trust (FiT) Programme
158	Facebook	Facebook Express Wifi Empowering Entrepreneurs in Nigeria
159	UNIDO	Inclusive and Sustainable Industrial Development for Shared Prosperity: Programmes for Country Partnership (received after closing of the exercise)
160	Inter-American Development Bank	How to Reduce Trade Costs with Modest Investments - The Foreign Trade Single Window in Latin America and the Caribbean (received after closing of the exercise)

Source: OECD/WTO Aid-for-Trade M&E exercise (2017).

_____