



PAGE 5: ABOUT YOU

Q1: Respondent

EL SALVADOR

Q2: About you

Name	Edwin Alexander ZELADA UCEDA (*translated)
Position	Negociator
Ministry	Ministry of Economy
Email Address	ezelada@minec.gob.sv

PAGE 7: SECTION 1 : AID-FOR-TRADE PRIORITIES - YOUR GOVERNMENT'S AID-FOR-TRADE PRIORITIES

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

Yes

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

Q4: If yes, please indicate your Aid-for-Trade priorities :Below are listed the most common priority areas grouped according to broad Aid-for-Trade categories. Please rank the top 5 priority areas among the ones listed below.(1 being the most important)

Trade policy analysis, negotiations and implementation	3
Trade facilitation	1
Transport infrastructure (airport, roads, rail, port)	5
Export diversification	2
Regional integration	4

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

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

Yes

PAGE 10: SECTION 1 : AID-FOR-TRADE PRIORITIES

Q6: If yes, please rank the top 3 drivers of these changes :(Please choose no more than 3 options)

2030 Sustainable Development Goals	3
Trade Facilitation Agreement implementation	1
Economic diversification	2

Additional information on the top 3 drivers of changes in your Aid-for-Trade priorities since 2014.

El Salvador has ratified and implemented various instruments such as the Trade Facilitation Agreement, the Regional Trade Facilitation and Competitiveness Strategy, and the Policy to Promote, Diversify and Transform Patterns of Production; this provides the framework for implementing its national development strategy.--

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

Yes,

Additional information on how these changes have been reflected in your dialogue with development partners.

El Salvador has set up the Inter Association Commission on Trade Facilitation, composed of private sector professional associations and government institutions, the objective being to combine efforts to modernize public administration with a view to facilitating customs procedures. Consultations on measures relating to policies such as the transformation of patterns of production, trade policy and intellectual property, among others, are also held on an ongoing basis.

PAGE 11: SECTION 1 : AID-FOR-TRADE PRIORITIES

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

Yes

PAGE 12: SECTION 1 : AID-FOR-TRADE PRIORITIES

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

- 8. Decent work and economic growth ,
- 9. Industry, innovation and infrastructure ,
- 12. Responsible consumption and production ,

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

El Salvador sees a relation with the goals relating to cooperation in order to facilitate access to research and technology pertaining to renewable sources and expand energy infrastructure, as well as diversification, technology and innovation in high value added and labour intensive sectors and the targets concerning promotion of sustainable tourism which creates jobs and promotes local culture and products.

PAGE 13: SECTION 1 : AID-FOR-TRADE PRIORITIES

Q10: In your view, can Aid for Trade make a contribution to women's economic empowerment?

Yes,

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

Aid for Trade can make a contribution through programmes aimed at the elimination of all forms of violence against women and young girls and at ensuring full and effective access to job opportunities, two areas in which El Salvador is making headway.

Q11: Have you participated in any evaluation process that has been undertaken on the Aid-for-Trade support you receive?

No

PAGE 15: SECTION 2 : TRADE FACILITATION AGREEMENT

Q12: Is trade facilitation reflected as a priority in your national or regional development policy? (You may tick more than 1 box)

Yes, National Development Strategy with a broader conception of trade facilitation (e.g. trade and transport facilitation)

,

Additional information on whether trade facilitation is reflected as a priority in your national or regional development policy.

Trade facilitation is reflected as a priority in: 1. The current Government's Five Year Development Plan 2014 2019. 2. The Central American Trade Facilitation Strategy with Emphasis on Coordinated Border Management (in effect since October 2015). 3. Work that is under way at national level to draw up a national trade facilitation policy and a mobility and logistics policy. 4. El Salvador's Production Promotion Law, in which trade facilitation is one of the priority pillars.

PAGE 16: SECTION 2 : TRADE FACILITATION AGREEMENT

Q13: If yes, in which policy document(s) can trade facilitation be found as a priority? (You may tick more than 1 box)

National development strategy,

National trade strategy,

Regional trade agreement(s),

National infrastructure development strategy,

National sectoral strategy(ies)

PAGE 17: SECTION 2 : TRADE FACILITATION AGREEMENT

Q14: If no, does your government plan to include trade facilitation as a priority in future planning document(s)? (You may tick more than one box)

Respondent skipped this question

PAGE 18: SECTION 2 : TRADE FACILITATION AGREEMENT

Q15: Please outline the current status of work related to the implementation of the Trade Facilitation Agreement(You may tick more than 1 box)

Acceptance of Amendment Protocol ("Trade Facilitation Agreement ratification") deposited

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

Yes

PAGE 19: SECTION 2 : TRADE FACILITATION AGREEMENT

Q17: If yes, please specify:(You may tick more than 1 box)

Category A commitments deposited ,
Category B commitments under preparation ,
Category C commitments under preparation

PAGE 20: SECTION 2 : TRADE FACILITATION AGREEMENT

Q18: Which disciplines of the Trade Facilitation Agreement are you seeking Aid-for-Trade support to implement?(You may tick more than 1 box)

Art 1: Publication and Availability of Information ,
 Art 3: Advance Rulings ,
 Art 4: Procedures for Appeal or Review ,
 Art 6: Disciplines on Fees and Charges Imposed on or in Connection with Importation and Exportation and Penalties
 ,
 Art 7: Release and Clearance of Goods ,
 Art 8: Border Agency Cooperation ,
 Art 12: Customs Cooperation ,
 Art 11: Freedom of Transit ,
 Art 10: Formalities Connected with Importation, Exportation and Transit
 ,
 Art 9: Movement of Goods Intended for Import under Customs Control
 ,

Additional information on the disciplines of the TFA you are seeking Aid for Trade support to implement particularly with respect to specific measures within articles (e.g. single window, authorized operator, etc.).

- Information available through the Internet
- Single window
- Authorized economic operator system
- Risk management system
- Acceptance of copies
- Pre arrival processing
- Electronic payment
- Post clearance audit
- Expedited shipments
- Formalities and documentation requirements (simplification)
- Insurance and bonding

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

Yes

PAGE 21: SECTION 2 : TRADE FACILITATION AGREEMENT

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

United States,
 Inter American Development Bank ,
 World Bank Group ,

Additional information on the development partners with which you are discussing TFA implementation. USAID Mexico (which supports building human resources and capacity).

PAGE 22: SECTION 2 : TRADE FACILITATION AGREEMENT

Q21: If no, what difficulties, if any, are you facing in securing Aid-for-Trade support to help implement the Trade Facilitation Agreement?(You may tick more than 1 box)

Respondent skipped this question

PAGE 23: SECTION 2 : TRADE FACILITATION AGREEMENT

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

No

PAGE 25: SECTION 3 : E-COMMERCE

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

Yes

PAGE 26: SECTION 3 : E-COMMERCE

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

Information and Communication Technology (ICT) development

,

E-commerce development, E-government,

Other digital strategy (please specify e.g. business, e-learning, e-health, etc.)

5 year development plan: Adoption of international standards for e-commerce in respect of fiscal policy.

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

Yes

PAGE 27: SECTION 3 : E-COMMERCE

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

Respondent skipped this question

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

Respondent skipped this question

PAGE 28: SECTION 3 : E-COMMERCE

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

Coordination ensured by ministry responsible for Information and Communication Technologies

,

Additional information on mechanism(s) used to coordinate your national e-commerce (or other digital strategy) across government.

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), and the Small Business Development Center (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.

Q29: Does your existing or planned national strategy for e-commerce (or other digital-related) strategy cover issues related to trade in services and/or goods through e-commerce?

Yes

Q30: If yes, please indicate which issues are covered in your national e-commerce (or other digital related) strategy:(You may tick more than 1 box)

Access to online platforms ,

Business to consumer transactions ,

Business to business transactions , Infrastructure ,

Point of Sale (POS) systems , Customs automation ,

Other (please specify) ,

Additional information on issues covered in your national e-commerce (or other digital related) strategy:

The Import and Export Processing Centre (CIEX) of El Salvador and the Integrated Foreign Trade System (SICEX) include payment of services on behalf of third parties, electronic payment through banks forming part of El Salvador's financial system, and electronic interconnection between national and Central American customs systems through the Secretariat of the Central American Economic Integration System (SICA). Conditions have been met for electronic interconnection via the SICEX with any customs system or single window operated by our trading partners throughout the world. These solutions also comprise the CIEX's Import Section, which, through its Import System (SIMP), brings together, incorporates and automates the policies laid down or modified by the various State institutions within their respective spheres of competence; this enables importers to obtain the requisite authorizations and documents through a single, integrated procedure via their operations centres or from any country in the world, and interested parties to be supplied with goods, raw materials and intermediate inputs easily and without delay from any country in the world. There is also the ePago service operated by El Salvador's Directorate General of Customs (DGA), PAGOES, and others. For further information please visit the website of the Central Reserve Bank of El Salvador (BCR).

Q31: For EXPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)

Absence of, or difficulties in, using electronic single window for customs or border clearance ,

Difficulties in determination or payment of sales tax or other charges ,

High costs of small parcel shipment ,

High shipping costs ,

Issuance and acceptance of origin certificates ,

Issuance and acceptance of sanitary and phytosanitary certificates ,

Non-acceptance of certification of rules of origin ,

Non-acceptance of E-certification ,

Warehousing, storage and packaging difficulties

PAGE 31: SECTION 3 : E-COMMERCE

Q32: For IMPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)

Costs of delivery for small parcel trade ,

Difficulties accessing third party payment services ,

Lack of transparency in customs and other border procedures ,

Warehousing, storage and packaging difficulties ,

Non-acceptance of sanitary and phytosanitary certificates

PAGE 32: SECTION 3 : E-COMMERCE

Q33: Please estimate the percentage of goods and services that your country exports and imports internationally through e-commerce / digital channels and the growth of imports and exports through e-commerce / digital channels over the past 3 years.

Percentage of goods exported through e-commerce	No data available
Percentage of services exported through e-commerce	No data available
Percentage of goods traded as expedited shipments	No data available
Growth of imports through e-commerce channels in the past 3 years	No data available
Growth of export through e-commerce channels in the past 3 years	No data available
Growth of expedited shipments	No data available

PAGE 33: SECTION 3 : E-COMMERCE

Q34: For EXPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)

Unsure

PAGE 34: SECTION 3 : E-COMMERCE

Q35: For IMPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)

Unsure

PAGE 35: SECTION 3 : E-COMMERCE

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

Fixed broadband	No data available
Wifi	No data available
Mobile phone	No data available
Dial up modem	No data available
Other (please specify)	21-30%

Please provide a reference or weblink to the document(s) on which your answer is based.

At the moment, only 20% of Salvadorians have internet access, or 1 in 5. Source: Registration and Maintenance of .sv domain names in El Salvador.

Q37: Please indicate the main issues that enterprises and consumers in your countries have in accessing and using internet services.(You may tick more than 1 box)

Business outsourcing services,
 Cost of broadband subscription,
 Cost of mobile phone subscription, Cybercrime laws,
 Data protection, E-signatures, On-line fraud,
 Slow internet connection speeds,
 Other regulatory issues (please specify)
 The electronic signature law was recently approved but not yet implemented.

PAGE 36: SECTION 3 : E-COMMERCE

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

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

PAGE 37: SECTION 3 : E-COMMERCE

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

No data available

PAGE 38: SECTION 3 : E-COMMERCE

Q40: If no, please outline what is holding back e-banking, mobile money and e-government transactions. (You may tick more than 1 box)

Respondent skipped this question

PAGE 39: SECTION 3 : E-COMMERCE

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

Yes, only domestic remittances and fund transfer

PAGE 40: SECTION 3 : E-COMMERCE

Q42: Please indicate which e-government services your country provides:(You may tick more than 1 box)

E-government forms and application downloads ,
 On-line submission of forms and applications ,
 Electronic payments,
 Other (please specify)
 Electronic payments, such as online payment of income tax refunds, refunds of judicial deposits, and refunds of undue or overpaid value added tax, among other tax related refunds.

PAGE 41: SECTION 3 : E-COMMERCE

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

Yes,
 Additional information on whether ICT support programmes are available for students, workers and MSMEs.
 El Salvador has a specialized ITC unit for micro and small enterprises in the country. Moreover, on 22 November the National Commission for Micro and Small Enterprises (CONAMYPE) launched the National Quality, Innovation and Technology Strategy for MSEs focusing on productivity and competitiveness. Other institutions dealing with students and workers also have clear strategies for moving forward with ICT; a recent example was the launching of the El Salvador Section of the International Society of Automation (ISA), which organized the 11th Central American Congress on Process Automation and Industrial Maintenance ("Automation Week"), targeted at young people, and there are many other such strategies.

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

Unsure,
 If yes, please provide further details and a link to the project or programme website.
 At the moment we do not have such information.

PAGE 42: SECTION 3 : E-COMMERCE

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

Yes

PAGE 43: SECTION 3 : E-COMMERCE

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

Multilateral and regional donors , Private sector,
Additional information on who you would like to work with to provide future assistance to meet your e-commerce strategic objectives.
Support from academic circles in giving the subject even greater prominence in their curricula as a strategic development component in the business professions, not only at theoretical but also at more practical level. Cooperation in the form of financial support to consolidate e commerce in the various sectors in which inroads are to be made.

PAGE 44: SECTION 3 : E-COMMERCE

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

Yes,

Additional information on how growth in e-commerce can make a contribution to women's economic empowerment.
"Female Entrepreneurship" in the region forms part of the efforts being made to empower women economically. One obvious obstacle to doing business is the disadvantage faced by women compared to men of looking after the family and bearing greater responsibility to care for relatives. Women are therefore less mobile and have fewer opportunities to travel. Technology is clearly a strategy that enables them to do business and mobilize resources without having to leave the home. This is evidenced by the fact that women make greater use of social networks for business purposes.

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

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

Yes

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

Q49: If yes, please indicate which trade-related infrastructure sectors feature as priority sectors in your national development strategy.(You may tick more than 1 box)

Air transport infrastructure,
Infrastructure related to all modes of transport: cargo handling, storage and/or warehousing
,
ENERGY-RELATED INFRASTRUCTURE,
Additional information on trade-related infrastructure sectors that feature as priority sectors in your national development strategy.
Improve, expand & modernize irrigation infrastructure.

PAGE 48: SECTION 3 : INFRASTRUCTURE, SERVICES, AND INVESTMENT

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

Yes

PAGE 49: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT

Q51: If yes, please indicate which services trade sectors feature as priority sectors in your national development strategy. (You may tick more than 1 box)

Medical and dental services ,
 Other (please specify), Air transport services ,
 TOURISM AND TRAVEL RELATED SERVICES ,
 Tele medicine, FINANCIAL SERVICES,
 COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)
 ,
 Additional information about service sectors that feature as priority sectors in your national development strategy.
 Distance business services (call centers), logistics, creative services.

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

Q52: Does your national development strategy (or other national economic policy documents) link growth in services capacity and trade to growth in industrial capacity and manufacturing exports?

Unsure

PAGE 51: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT

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

Respondent skipped this question

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

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

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

,

Advertising services,

Telecommunication services,

DISTRIBUTION SERVICES (including wholesale and retail trade services)

,

FINANCIAL SERVICES,

Hotels and restaurants (including catering),

Other (please specify),

Additional information about which services sectors are growing fastest in your country.

Distance business services (Call center)

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

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

Access to finance,

Low levels of domestic investment

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

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

Access to finance

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

Q57: Which services sectors do you expect will support implementation of the Trade Facilitation Agreement and will help realize associated economic benefits? (You may tick more than 1 box)

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

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

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

Unsure

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

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

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

Q60: If yes, please specify how: (You may tick more than 1 box) Additional information about actions to improve the investment climate foreseen in your national development strategy.
Updating policy, regulation and/or investment strategy.

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

Q61: What actions have you taken to improve the investment climate in the past 5 years ? (You may tick more than 1 box) Additional information on actions taken to improve the investment climate in the past 5 years.
Updating policy, regulation and/or investment strategy.

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

Q62: Are development partners supporting investment climate reforms ? Unsure

Q63: If yes, is there a project or programme that you wish to highlight as an example of best practice? *Respondent skipped this question*

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

Q64: Does your national development strategy seek to attract investment in particular services sectors? If so, please identify which ones. (You may tick more than 1 box) Other (please specify),
Additional information on how your national development strategy seeks to attract investment in particular services sector.
Long distance call services (call centres), repair and maintenance of aircraft and maritime vessels, business process outsourcing (BPO), repair of technological equipment, care centres for the elderly and the convalescent, telemedicine, cinematography, and medical and hospital services.

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

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

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

Q66: If yes, please specify which services sectors in your country may have particular impact on women's economic empowerment? Services sectors: (You may tick more than 1 box)

Respondent skipped this question

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

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

Yes

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

Q68: If yes, please specify which Sustainable Development Goals (SDGs) you think that growth in services trade may help. Sustainable Development Goals: (You may tick more than 1 box)

3. Good health and well-being , 4. Quality education,
6. Clean water and sanitation ,
7. Affordable and clean energy ,
8. Decent work and economic growth ,
9. Industry, innovation and infrastructure

PAGE 66: END OF SURVEY

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

Executive coordination for productivity at the Ministry of Economy, El Salvador Export and Investment Promotion Organisation, General-Directorate of Customs, General Directorate of Electronic Government, General Directorate for State Transformation, Technical Secretariate for Planning of the Presidency of the Salvadoran Republic, MINEC, CONACYT, SVNET publications.