



Republic of Zambia

Rapid eTrade Readiness Assessment





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NOTE

Within the UNCTAD Division on Technology and Logistics, the ICT Policy Section carries out policy-oriented analytical work on the development implications of information and communication technologies (ICTs) and e-commerce. It is responsible for the preparation of the Information Economy Report (IER) as well as thematic studies on ICT for Development.

The ICT Policy Section promotes international dialogue on issues related to ICTs for development and contributes to building developing countries' capacities to measure the information economy and to design and implement relevant policies and legal frameworks. It also monitors the global state of e-commerce legislation (unctad.org/cyberlawtracker). Since 2016, the section has coordinated a multi-stakeholders' initiative entitled eTrade for all (etradeforall.org), which aims to improve the ability of developing countries, particularly least developed countries (LDCs), to use and benefit from e-commerce.

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The following symbols have been used in the tables:

Two dots (..) indicate that data are not available or are not separately reported. Rows in tables have been omitted in those cases where no data are available for any of the elements in the row;

A dash (-) indicates that the item is equal to zero or its value is negligible;

Reference to “dollars” (US\$) means United States of America dollars, unless otherwise indicated;

Details and percentages in tables do not necessarily add up to the totals because of rounding.

For the purpose of this report: US\$1 = ZMV 10 and ZMV 1 = US\$ 0.1



PREFACE

The eTrade for all Initiative, launched at the fourteenth Ministerial Conference of UNCTAD in July 2016, is a practical example of how to harness the digital economy in support of the 2030 Agenda for Sustainable Development, notably Sustainable Development Goals (SDGs) 5, 8, 9, and 17. The initiative seeks to raise awareness, enhance synergies, and increase the scale of existing and new efforts by the development community to strengthen the ability of developing countries to engage in and benefit from e-commerce by addressing seven relevant policy areas:

- E-commerce readiness assessment and strategy formulation
- ICT infrastructure and services
- Trade logistics and trade facilitation
- Payment solutions
- Legal and regulatory frameworks
- E-commerce skills development
- Access to financing

As part of the initiative, demand-driven assessments are envisaged to provide a basic analysis of the current e-commerce situation in the countries concerned, and to identify opportunities and barriers. The resulting reports will serve as a valuable input to these countries' involvement in various discussions related to e-commerce and digital trade, such as in the context of the UNCTAD Intergovernmental Group of Experts on E-commerce and the Digital Economy. It may furthermore help LDCs to identify areas in which they could benefit from assistance by partners of eTrade for all.

The Zambia Rapid eTrade Readiness Assessment is the fourteenth such assessment conducted by UNCTAD and the second in Eastern and Southern Africa. This report is expected to contribute to the efforts of the Government of Zambia to build a robust, safe and business-friendly e-commerce and digital economy environment.

With the eTrade for all partners, UNCTAD is committed to supporting Zambia in its resolve to make e-commerce work for the country's development.

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ABBREVIATIONS

7NDP	7th National Development Plan
ASYCUDA	Automated System for Customs Data
ATM	Automated Teller Machine
BDS	Business Development Services
BoZ	Bank of Zambia
BRRA	Business Regulatory Review Agency
CAG	Cluster Advisory Group
CBU	Copperbelt University
CCPC	Competition and Consumer Protection Commission
CFTA	Continental Free Trade Area
COMESA	Common Market for Eastern and Southern Africa
CSO	Central Statistical Office
CUTS	Consumer Unity Trust Society
DFS	Digital Financial Services
DP	Development Partner
DTIS	Diagnostic Trade Integration Study
ECTS	Electronic Cargo Tracking System
EDI	Electronic Data Interchange
EFT	Electronic Funds Transfer
EIF	Enhanced Integrated Framework
FDI	Foreign Direct Investment
FGD	Focus Group Discussion
FSDZ	Financial Sector Deepening Zambia
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
GPA	Government Procurement Agreement
GRZ	Government of the Republic of Zambia
HANA	Huawei Authorised Network Academy
HG	Hackers Guild
ICT	Information and Communications Technology
ICTSZ	Information and Communications Technology Society of Zambia
ISP	Internet Service Provider
ITA	Information Technology Agreement

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