



Open Government Partnership

Open Government Action Plan 2014 for the Republic of Moldova

Approved by Government Decision Nr. 1096 on 31.12.2013



INTRODUCTION

The Government of Moldova joined the Open Government Partnership in April 2012 after developing, widely consulting and approving the Action Plan and presenting it at the OGP Annual Conference in Brazil. During 2012 and 2013 the Government was actively implementing actions related to the three main grand challenges addressed: increasing public integrity, improving the delivery of public services and improving the management of public resources.

In 2013, the Government of Moldova took a different approach for developing the open government Action Plan. The current Action Plan is part of the Governance e-Transformation Action Plan for 2014 (Government Resolution No.1096 dated Dec. 31, 2013 on approving the Action Plan 2014 for the implementation of the Strategic Programme for Technological Modernization of Governance (e-Transformation)), which covers January-December 2014 and lays out actions related to implementing technological solutions for improving governance. Promoting the principles of open government is one of the pillars of the Moldovan governance e-transformation agenda and actions for the year 2014 related to open government are integrated within the e-government action plan. Other actions in the plan also contribute to an open and responsive government through the use of modern information technologies, but those actions are not reflected in the current Action Plan. The Government of Moldova is striving to achieve a more open, transparent and responsive government through the use of technology and at the same time recognizes that actions not involving sophisticated technology should also be taken into account to promote an open government and understanding of its principles at the national level.

The Government launched the public consultations for the new Action Plan in July 2013. The Government and the civil society presented 2 reports on the 2012-2013 action plan implementation progress and launched the discussions on the development of the new Action Plan. Several meetings were held with the participation of civil society, public servants and private sector for the development of the plan. An online survey has been organized among citizens to identify the fields and public institutions from which data is most needed; the types of data or information citizens searched for most in the preceding 12 months; the sectorial policies for which elaboration they would like to be consulted more thoroughly; ways to stimulate their participation, including e-participation, in the policies elaboration and decision-making processes, etc. The draft action plan was published on the online participatory portal www.particip.gov.md for public consultations as well as consulted with all the central public administration authorities and approved thereafter. For the first time the proposals, feedback, and suggestions on the draft Action Plan from the involved NGOs have been included in the official “table of divergences” or report on how stakeholders’ feedback was taken into account and suggestions have been inserted in the final version of the Action Plan. Additionally, the Government has been closely collaborating with the civil society on advancing the open government agenda. A new organization – Open Government Institute was created as a platform for dialogue and action in opening the Government of the Republic of Moldova.

The Government of Moldova remains committed to the increase of public integrity and delivery of improved public services through the better management of resources and use of modern technology. The current action plan is mostly focused on Increasing Public Integrity and Open Data. Nevertheless, the Action Plan on governance e-transformation, which the present open government Action Plan is part of, contains specific actions on improving public service delivery and public resources management (http://www.egov.md/images/pdf/ActionPlan%202014_StrategicProgram%20eTransformation_ENGL.pdf).



EFFORTS UP TO DATE

During 2012 and 2013 the Government has achieved visible results in the implementation of the open government agenda and in addressing the three challenges: increasing public integrity, improving the management of public resources and improving the delivery of public services. 70% of the actions have been either fully implemented or were still in the process of implementation by the end of the 2 year time frame. Several actions were not implemented for reasons related to financial or human resources constraints. Most of these actions have been postponed for later timeframes to allow for legal and regulatory framework adjustments as well as to build implementation capacity.

Tangible results have been achieved in increasing public integrity and adjustments of legal framework for access to information. The Parliament adopted a new Law on public sector information reuse and the Government approved a decision on the implementation of that law. This decision provides conditions for access and reuse of public sector information (Open Data license) and allows citizens to request public sector information for reuse. The objective of this initiative was to offer more information in machine readable formats in order to unlock the economic potential of public information, offer great access to information for citizens and drive innovation as part of the open data initiative commitments. In addition, the government published most of the datasets listed in the action plan and continued to publish and update public data and encouraged users to get involved and suggest datasets for publication on the open data portal. The government also collaborated with international development partners in organizing Data Journalism trainings to raise awareness about the open data efforts and to equip journalists with the necessary analytical skills that would help them get the most out of open data. An intensive campaign of communication on and promotion of Open Governance values, platforms, importance and benefits is ongoing through various channels.

Capacity building initiatives are implemented throughout the central and local public administration layers, within the Knowledge Management Platform managed by the e-Government Center and State Chancellery, including compulsory courses on Governance e-Transformation for all public servants held at the Public Administration Academy. These intensive trainings are meant to raise the levels of public servants' knowledge, understanding, acceptance and support of the Open Governance and e-Transformation Agenda, as well as to enable to effectively freely work e-Services, Open Data, e-Participation, Interoperability, Normative Documents online Platforms, e-Registries, fully automated Documents and Records Management Systems.

The Government launched the reform of public service delivery by optimizing internal processes and digitizing services. In this context, a one-stop shop Government Services Portal was launched to host all the information on public service delivery on its informative interface, and providing for the possibility to apply/access and pay online for the electronic services on its interactive interface. Among other important projects are the Mobile Signature, Online Authentication Services, Digital Signature Service, e-Registry of Personal Data Operators, Registry of Public Procurements, Government online payment platform, E-Reporting to the National Chamber for Medical Insurance, E-Reporting to the National Company for Social Insurance. E-Normative Documents Database in the field of Constructions, Local Normative Acts Platform, Enterprise Content Management Platform. The Government is offering electronic services to citizens as well as the private sector in order to save time and costs



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and cut bureaucracy and corruption. Public institutions have started development of sectorial strategies for technological modernization of public service delivery in the field of Health, Agriculture, Justice, Education and several others. Citizens are very receptive and welcoming of digital services as the uptake for new digital services is very high.

Additionally, central public administration authorities are increasing their presence on social media platforms. All the ministries have accounts on Facebook and more are using online tools such as e-mail and Skype in communication with the public. A guide on the use of social media in the government was developed for public institutions in order to embrace the use of social media networks in their daily activities. The communication and awareness raising activity about open government and open data has also increased on social media networks.

The Government of Moldova remains committed to the principles of open government and will continue to collaborate with all the stakeholders and take necessary actions in order to ensure greater transparency, accountability, citizen engagement and delivery of improved public services.

COMMITMENTS

1. Promote the principles of open data by default

- **Improving the government open data portal.** A new version (V3.0) of government open data portal www.date.gov.md will be designed and deployed with the functionality to publish data through the API interface.
 - *State Chancellery // January 2014*
- **Promoting principles of open data.** The Government will draft and adopt the Concept Paper on adoption and promotion of open data principles.
 - *State Chancellery in cooperation with the Ministry of Information Technology and Communications, National Center for Personal Data Protection // February 2014*
- **Setting up an action plan for open data.** The Government Decision on the approval of the biannual Action Plan (2014-2015) on the application and promotion of open data principles in the central public administration authorities will be drafted.
 - *State Chancellery, Ministry of Information Technology and Communications // March 2014*
- **Setting up guidelines for publishing open data.** The Government Decision on approval of the guidelines for the operation of the www.date.gov.md portal and publishing of government data will be drafted.
 - *State Chancellery // April 2014*
- **Raising awareness among civil servants.** Trainings for at least 50 civil servants will be delivered in order to raise awareness about open government and open data.
 - *State Chancellery, National Center for Personal Data Protection // Throughout the year*

2. Ensure transparency in the work of the public administration authorities and access to public information



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- **Encouraging the use of government e-mail system by the central public administration authorities.** An audit report on the utilization of the government email system by the central public administration authorities will be drafted and shared with all the central public administration authorities in order to increase the use of government e-mail addresses for public service.
 - *State Chancellery II February 2014*
- **Auditing public websites.** The websites of the central public administration authorities will be audited on a yearly basis in terms of their compliance with the Government Decision no 188 of April 3, 2012 on the official webpages of the public administration authorities.
 - *Ministry of Information Technology and Communications, State Chancellery, central public administration authorities II December 2014*
- **Evaluating requirements for implementing e-petitions.** The Government will evaluate the regulatory, institutional and technical frameworks in order to implement the online claim (petition) system.
 - *State Chancellery, Ministry of Justice II December 2014*

3. Ensure transparency of the governance at the local level

- **Fostering transparency at the local level.** The Local Acts Registry www.actelocale.md will be technologically improved in order to facilitate its use by citizens and increase the amount of local documents available online to the public.
 - *State Chancellery II March 2014*
- **Improving communication at the local level.** The regulation on the use of the single access portal www.actelocale.md in the communication and interaction among the State Chancellery's units and the involvement of the local public administration authorities will be drafted and improves.
 - *State Chancellery II September 2014*

4. Encourage participatory decision making through electronic communication platforms.

- **Adopting new public consultations principles.** The Government in collaboration with civil society will draft the guiding rules of public consultation in line with the OECD principles for the public administration authorities.
 - *State Chancellery, National Center for Personal Data Protection, National Participatory Council II June 2014*
- **Training civil servants for improved communication.** Training on the use of online tools of communication with citizens in the decision-making process will be offered to at least 50 civil servants in order to improve online communication between government and citizens.
 - *State Chancellery II December 2014*
- **Improving online participation platform.** Expand the public participation online platform www.particip.gov.md, by developing and implementing the Single passport of draft document evolution, including the first draft, related documents, summary of recommendations, updated versions of the document, the approved final document, link to the approved document published on the online State Register of Legal Acts www.lex.justice.md.
 - *State Chancellery II December 2014*