**Republic of Moldova**

**National Action Plan for an open government for years 2019-2020**

**1. INTRODUCTION**

Open government is a priority for the Government of the Republic of Moldova because it increases citizens’ trust in the act of governance and contributes to the elimination of all barriers between the public and private sector.

Since the accession to the Open Government Partnership, three action plans for an open government have been developed by the Government of the Republic of Moldova. Throughout 2018, a lot of efforts have been made to develop the new action plan for an open government for 2019-2020. The new action plan for an open government reaffirms the government's commitment to promoting transparency, access to information, dialogue with civil society and development of new technologies to eradicate corruption.

In addition, the new action plan provides a framework for achieving the goals set out in Strategy for public administration reform for 2016-2020, approved by the Government Decision no. 911 of 25.07.2016. At the same time, the commitments of the new action plan are complementary to the objectives and actions mentioned in other policy documents, namely the Strategy for integrity and anti-corruption for 2017-2020 (Parliament Decision no 56 of 30.03.2017), Action plan on human rights for 2018-2022 (Parliament Decision no 89 of 24.05.2018), Strategy for the development of civil society for 2018-2020 (Law no. 51 of 23.03.2018).

**2. OPEN GOVERNMENT EFFORTS TO DATE**

Throughout 2018, the Government has undertaken a series of actions to implement some of the key commitments of the Action plan for an open government for 2016-2018. In this context, it is important to mention the establishment of the Permanent Dialogue Mechanism on Open Government, called “Coordination Committee” which serves as a mechanism to oversee the implementation of the open government agenda in the Republic of Moldova. The Coordination Committee was established on April 13, 2018 through the Order of General Secretary of the Government[[1]](#footnote-1) and consists of 8 members (4 public sector representatives and 4 civil society representatives), selected as result of an open call, launched by the State Chancellery[[2]](#footnote-2).

The key functions of the Coordination Committee for an Open Government are:

a) developing proposals and recommendations concerning the implementation of the open government agenda;

b) coordinating the elaboration of the Action plan for an open government and ensuring the organization of a transparent and participative co-creation process based on the methodological recommendations of the Open Government Partnership;

c) monitoring the implementation of the Action Plan for an Open Government, identifying problematic issues and drafting proposals to overcome them;

d) undertaking measures to increase public awareness of the agenda for an Open Government;

e) ensuring the visibility of the Committee's efforts, as well as the results achieved in this field, both at national and international level through articles, publications, participation in regional and global meetings of the Open Government Partnership;

f) coordinating efforts with the Open Government Partnership, ensuring good cooperation with the independent evaluator during external evaluation of the Action plan.

The Coordination Committee is co-chaired by the representatives of State Chancellery and the Open Government Institute.

The Government organized some awareness-raising activities about open government through the E-Governance Agency[[3]](#footnote-3), mainly on Open Data initiative[[4]](#footnote-4), Open Government Partnership[[5]](#footnote-5), and other open government products[[6]](#footnote-6) (e-integrity system, state register of controls, etc.). At the same time, in order to ensure the visibility of the efforts of the open government, the State Chancellery created a module on the website dedicated to open government[[7]](#footnote-7).

**3. NATIONAL ACTION PLAN DEVELOPMENT PROCESS**

The co-creation of the new action plan for open government was launched during the Open Government Week (May 7-11 2018). In this context, two co-creating workshops have been organized: one on the new action plan for an open government and another one on the open data component. About 40 representatives from central public administration authorities along with representatives of civil society took part in these events.

On 4 June 2018, the first meeting of the Coordination Committee took place, where discussions were held on the objectives, purposes and issues to be addressed in new action plan for an open government. Two approaches have been proposed regarding the ways to structure the possible commitments. First proposal was related to focusing on sectorial approach, by selecting some sectors or use the cross-cutting approach by planning activities based on Open Government Declaration’s commitments: i) increase the availability of information; ii) support civic participation; iii) accountability of public administration; iv) modernization of public services.

Following the meeting of the Coordination Committee of July 27, 2018, a letter was sent to the ministries and other public administration authorities (20 authorities) to submit proposals for the new action plan and issued an online questionnaire for collection of proposals from the community-at-large until August 19, 2018. The questionnaire was filled in by 41 representatives from across the public sector, CSOs, academia, who submitted about 80 proposals for the new action plan.

On September 6, 2018, the first draft of the NAP was presented during the meeting of the State Secretaries[[8]](#footnote-8), and subsequently sent for examination to the authorities involved. It was also published online for public consultations on the governmental portal www.particip.gov.md[[9]](#footnote-9).

On October 20, the document was repeatedly submitted for examination and placed on www.particip.gov.md, according to the new consultation procedure set out in the Government Regulation (Government Decision No. 610 of 03.07.2018). The plan was reviewed about 235 times by stakeholders on www.particip.gov.md.

As a result of public consultation and examination by public authorities more than 70 proposals and recommendations were submitted.

The action plan for an open government was approved by Government Decision no. 1172 of 28.11.2018. It contains 6 commitments: a) ensuring access to information and promoting the use of open data by citizens; b) increasing budgetary transparency and of public procurement; c) strengthening platforms and mechanisms of collaboration with civil society; d) involving diaspora in the decision-making process; e) strengthening the mechanism of accountability of public authorities; f) development of citizen-centered public services by optimizing and streamlining public service delivery processes.

The action plan puts emphasis on activities that aim to increase access to information, improve dialogue with civil society, modernize public services, and improve accountability of public administration, through:

* capacity building activities for civil servants from central and local public administration authorities on open government practices;
* ensuring the timely publication of open data in accordance with needs of the citizens and encouraging the use of open data by civil society;
* ensuring budgetary transparency and of public procurement;
* strengthening cooperation with civil society, and involving diaspora in decision-making;
* ensuring transparency of the decision-making at the local level;
* developing citizen-centered public services by optimizing and streamlining public service delivery processes.

**4. COMMITMENTS**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Ensuring access to information and promoting the use of open data by citizens** | | | | | | | | | | | | | | | |
| Lead implementing  agency/actor | | Ministries, other central administrative authorities,  public institutions, State Chancellery, E-Governance Agency | | | | | | | | | | | | | |
| **Commitment description** | | | | | | | | | | | | | | | |
| What is the public problem that the commitment will address? | | The commitment will address the issues related to publication of information and open data in a timely manner and publication of information about government progress across sectors. Additionally, some authorities will work on improving ways of presenting the information to the public in an interactive manner. | | | | | | | | | | | | | |
| What is the commitment? | | Commitment refers to ensuring access to information and promoting the use of open data by citizens and thus, improving availability of information about Governments’ activity. | | | | | | | | | | | | | |
| How will the commitment contribute to solve the public problem? | | Access to information contributes to improving public services and creates a more transparent and accountable governance. Access to open data allows individuals and organizations to develop and generate new ideas and services with social and economic impact. The commitment consists of activities aiming at improving availability and re-use of open data, access to information in some priority fields, interactive visualization of data as well as creating information systems in order to facilitate access to information to personal profile. | | | | | | | | | | | | | |
| Why is this commitment relevant to OGP values? | | Access to information | | | | | | | | | | | | | |
| **Milestone Activity with a verifiable deliverable** | | | **Responsible authority** | | | | | | **Deadline** | | | **Progress indicators** | | | |
| Assessing citizens’ needs when it comes to open government data | | | Ministries, other central administrative authorities,  public institutions, State Chancellery, E-Governance Agency | | | | | | Annual | | | Number of needs-assessment surveys implemented | | | |
| Publishing open data on governmental portal www.date.gov.md, following the open data standards | | | Ministries, other central administrative authorities,  public institutions, State Chancellery, E-Governance Agency | | | | | | Annual | | | Number of updated / published datasets | | | |
| Conducting communication sessions and capability building events for open data user community on data ranging from public procurement, health, transport, social system, environment, other sectors, followed by the development of web based applications | | | State Chancellery, Ministries, other central administrative authorities, E-Governance Agency | | | | | | Annual | | | Number of events organized,  number of participants/ trainees | | | |
| Performing activities in order to ensure access to information on citizens' social rights, especially for marginalized/vulnerable groups | | | Ministry of Health, Labor and Social Protection,  Medicines and Medical Devices Agency | | | | | | Annual | | | Information campaigns organized,  number of advertisements performed,  Space set up for  Documentation in the institution | | | |
| Updating citizens on fulfilled commitments under the Association Agreement Republic of Moldova - European Union | | | Ministry of Foreign Affairs and European Integration | | | | | | Semester | | | Published reports,  number of roundtables organized | | | |
| Enhancing the transparency of the state-owned economic entities by publishing information on the results of the annual financial monitoring of the economic and financial activity of the state owned entities | | | Ministry of Finance,  Public Property Agency | | | | | | Annual | | | Information made available on the economic and financial activity of the state-owned economic entities | | | |
| Developing the Management Information System in Education by creating the possibility of interactive data visualization and completing it with data from preschool and primary schools along with data from VET sector | | | Ministry of Education, Culture and Research | | | | | | Quarter IV, 2020 | | | Functional Web interface,  number of new institutions connected to the system | | | |
| Developing the interface/official page of the Agency for Interventions and Payments in Agriculture in order to ensure interactive and easy access to data on grants applicants | | | Ministry of Agriculture, Regional Development and Environment,  Agency for Intervention and Payments for Agriculture | | | | | | Quarter IV, 2019 | | | Official website developed and updated | | | |
| Establishing an information desk for detainees in order to facilitate access to information in their personal files | | | Ministry of Justice, National Penitentiary Administration | | | | | | Quarter IV, 2020 | | | Specifications developed,  software developed / purchased,  number of purchased equipment,  functional desk | | | |
| Developing the Information System for data exchange in the field of protection of intellectual property rights (e-IPR system) | | | State Agency for Intellectual Property, Ministry of Internal Affairs, Customs Service, Agency for Court Administration, Agency for Consumer Protection and Market Surveillance | | | | | | Quarter II, 2019 | | | Functional system | | | |
|  | | | | | | | | | | | | | | | |
| **2. Increase budgetary transparency and of public procurement** | | | | | | | | | | | | | | | |
| Lead implementing  agency/actor | Ministry of Finance, Public Property Agency | | | | | | | | | | | | | | |
| **Commitment description** | | | | | | | | | | | | | | | |
| What is the public problem that the commitment will address? | Budgetary transparency and transparency of public procurement are high importance topics and are often discussed by the community –at-large. Public procurement is a system where public needs meet private offers, and is a sphere with huge corruption risks. Good regulation and transparent procedures are necessary to minimize these risks, along with creating a market of tenders that makes government procurements effective and fosters competition at the same time. The citizen should be informed about use of public financial resources, understand the main budgetary documents and have access to data online. | | | | | | | | | | | | | | |
| What is the commitment? | Commitment refers to improve budgetary transparency and transparency of public procurement. The commitment includes activities aiming at facilitating the understanding of the main budgetary documents, ensuring availability of data online, including via BOOST database and publication of reports about public procurement contracts monitoring. | | | | | | | | | | | | | | |
| How will the commitment contribute to solve the public problem? | The implementation of the commitment will contribute to an increased level of understanding of budgetary process and the ways public money is spent. | | | | | | | | | | | | | | |
| Why is this commitment relevant to OGP values? | * Access to information; * Civic participation | | | | | | | | | | | | | | |
| **Milestone Activity with a verifiable deliverable** | | | **Responsible authority** | | | | | **Deadline** | | | | **Progress indicators** | | | |
| Drafting and publishing on the official website of the Ministry of Finance the budget for citizens after the adoption of Budget Law by the Parliament and the budget execution report for citizens | | | Ministry of Finance | | | | | Annual | | | | Budget for citizens and  report on budget execution for citizens published | | | |
| Updating the BOOST Public Expenditure Database to facilitate access to budget execution information | | | Ministry of Finance | | | | | Quarter II, annual | | | | Updated database | | | |
| Publishing information on budget planning and execution, public procurement and sectorial spending strategies on public authorities' websites | | | Ministries, other central administrative authorities,  public institutions | | | | | Annual | | | | Published information | | | |
| Ensuring publication of the  Reports on public procurement contracts monitoring | | | Ministry of Finance,  Public Procurement Agency | | | | | Annual | | | | Developed and published report | | | |
|  | | | | | | | | | | | | | | | |
| **3. Strengthen the platforms and mechanisms of collaboration with civil society** | | | | | | | | | | | | | | | |
| Lead implementing  agency/actor | State Chancellery | | | | | | | | | | | | | | |
| **Commitment description** | | | | | | | | | | | | | | | |
| What is the public problem that the commitment will address? | The decision-making mechanism raises concerns related to civic participation both at local and central level. The current mechanism for public consultations does not ensure an active participation of the citizens in the decision-making processes. Additionally, transparency in the decision making processes at the local level raises concerns too. | | | | | | | | | | | | | | |
| What is the commitment? | The commitment refers to strengthening the collaboration platforms and mechanisms with civil society in order to ensure transparency in decision-making and improving the dialog with civil society. | | | | | | | | | | | | | | |
| How will the commitment contribute to solve the public problem? | Commitment contains activities related to publication of the results of public consultation around normative acts, developing mechanisms for e-participation in decision-making and publication of administrative acts in the State Register of Local Documents for ensuring transparency at local level. | | | | | | | | | | | | | | |
| Why is this commitment relevant to OGP values? | * Public participation; * Access to information | | | | | | | | | | | | | | |
| **Milestone Activity with a verifiable deliverable** | | | | **Responsible authority** | | | **Deadline** | | | | | **Progress indicators** | | | |
| Developing mechanisms for e-participation in decision-making processes | | | | State Chancellery, E-Governance Agency, Ministries, other central administrative authorities | | | Quarter IV, 2019 | | | | | Electronic participation tools developed. | | | |
| Ensuring online publication of the results of public consultations | | | | Ministries, other central administrative authorities,  State Chancellery | | | Annual | | | | | Results of the public consultations published. | | | |
| Monitoring the process of publishing of administrative documents by the local public administration authorities in the State Register of Local Documents | | | | State Chancellery | | | Annual | | | | | Number of published decisions on  http://actelocale.gov.md/ | | | |
|  | | | | | | | | | | | | | | | |
| **4. Involvement of diaspora in decision-making process** | | | | | | | | | | | | | | | |
| Lead implementing  agency/actor | State Chancellery (Diaspora Relations Office) | | | | | | | | | | | | | | |
| **Commitment description** | | | | | | | | | | | | | | | |
| What is the public problem that the commitment will address? | A large number of Moldovan citizens have migrated oversees, thus the country is severely affected by the Brain Drain phenomena, given that those who leave the country represent an important source of knowledge and experiences. Once exploited, it will contribute to economic and social development of the country. In addition, Government should ensure permanent communication about activities performed. | | | | | | | | | | | | | | |
| What is the commitment? | Commitment refers to involvement of diaspora in decision-making process by engaging in public policy development. | | | | | | | | | | | | | | |
| How will the commitment contribute to solve the public problem? | The involvement of citizens settled abroad into the public policies co-creation processes and conducting communication activities with participation of high-level officials will improve the decision-making process. | | | | | | | | | | | | | | |
| Why is this commitment relevant to OGP values? | Civic participation | | | | | | | | | | | | | | |
| **Milestone Activity with a verifiable deliverable** | | | | **Responsible authority** | | **Deadline** | | | | | | | **Progress indicators** | | |
| Implementing the Program "Diaspora Excellence Groups" | | | | State Chancellery (Diaspora Relations Office) | | Annual | | | | | | | Number of groups created,  Number of public policies developed | | |
| Implementing the "A Government closer to you" program, with citizens established abroad | | | | State Chancellery (Diaspora Relations Office) | | Annual | | | | | | | Number of events organized,  number of participants | | |
|  | | | | | | | | | | | | | | | |
| 5**. Strengthen the accountability mechanism of public authorities** | | | | | | | | | | | | | | | |
| Lead implementing  agency/actor | State Chancellery, E-Governance Agency, Ministries, other central administrative authorities | | | | | | | | | | | | | | |
| **Commitment description** | | | | | | | | | | | | | | | |
| What is the public problem that the commitment will address? | An efficient and accountable public sector is a precondition for a well-functioning public system. Thus, it is necessary to train civil servants in the areas related to open government/open governance, as well as ensure the implementation of the recommendations of the Court of Accounts (authority that oversees the good functioning of the public sector). Moreover, the commitment addresses the inefficiency of authorities responsible for public service delivery. | | | | | | | | | | | | | | |
| What is the commitment? | Commitment refers to strengthening the accountability of public authorities. | | | | | | | | | | | | | | |
| How will the commitment contribute to solve the public problem? | Commitment contains activities related to the improvement of the capacities of public servants both central and local levels, in the areas such as open government/open governance, implementation of recommendations of the Court of Accounts and adjustment of the individual and institutional performance assessment system among authorities responsible for public service delivery. | | | | | | | | | | | | | | |
| Why is this commitment relevant to OGP values? | Public sector accountability | | | | | | | | | | | | | | |
| **Milestone Activity with a verifiable deliverable** | | | | **Responsible authority** | | | | | | | **Deadline** | | | **Progress indicators** | |
| Strengthening the capacities of public servants within the central and local public authorities in the field of transparency, access to information, promotion of ethical behavior and integrity of civil servants, etc. | | | | State Chancellery, Academy of Public Administration,  ministries,  other central administrative authorities | | | | | | | Annual | | | Number of trained public servants | |
| Ensuring the implementation and monitoring of recommendations of the audit reports of the Court of Accounts | | | | Ministries,  other central administrative authorities, State Chancellery | | | | | | | Annual | | | Number of forwarded recommendations,  Share of recommendations implemented | |
| Adjustment of the system for assessing the individual and institutional performance of authorities responsible for public service delivery in terms of quality in the context of providing beneficiary-centered public services | | | | State Chancellery,  E-Governance Agency | | | | | | | Quarter I, 2020 | | | Individual and institutional performance assessment system developed by including the beneficiary-centered approach | |
|  | | | | | | | | | | | | | | | |
| **6. Developing citizen-centered public services by optimizing and streamlining public service delivery processes** | | | | | | | | | | | | | | | |
| Lead implementing  agency/actor | Public Services Agency, E- Governance Agency, State Chancellery, Ministry of Justice | | | | | | | | | | | | | | |
| **Commitment description** | | | | | | | | | | | | | | | |
| What is the public problem that the commitment will address? | The commitment aims at addressing the issues concerning bureaucratic procedures and administrative burden on citizens and business environment in public service delivery. In addition, it has the goal of contributing to overcoming the problems concerning narrow institutional approach and the modus operandi of the public institutions, when it comes to public services delivery. | | | | | | | | | | | | | | |
| What is the commitment? | Developing citizen-centered public services by optimizing and streamlining public service delivery processes. | | | | | | | | | | | | | | |
| How will the commitment contribute to solve the public problem? | The implementation of the commitment will contribute to the improvement the citizens’ knowledge about the use of electronic public services. Additionally, the commitment aims at reengineering and digitization of 3 public services and facilitating access to information about public services and justice. Moreover, the commitment contains activities related to the development of multifunctional network centers for delivery of public services across the country and modernization of call center of the Public Services Agency. | | | | | | | | | | | | | | |
| Why is this commitment relevant to OGP values? | Technology and innovation for transparency and accountability | | | | | | | | | | | | | | |
| **Milestone Activity with a verifiable deliverable** | | | | | **Responsible authority** | | | | | **Deadline** | | | | | **Progress indicators** |
| Organizing communication and training activities for citizens and business environment on the use of electronic public services | | | | | State Chancellery,  E-Governance Agency,  Ministry of Economy and Infrastructure,  Organization for Small and Medium Enterprise Sector Development | | | | | Annual | | | | | Number of trained people,  Annual communication and training programs developed |
| Modernization of 3 public services (issuing the driver’s license, granting unemployment benefits, disability determination process and work capacity) | | | | | E-Governance Agency, Public Services Agency,  Ministry of Health, Labor and Social Protection, National Employment Agency, National House of Social Insurance,  National Council for Determining Disability and Work Capacity | | | | | Quarter II, 2020 | | | | | 3 public services modernized |
| Piloting and institutionalizing unified centers for providing governmental administrative services (CUPS) | | | | | State Chancellery,  E-Governance Agency | | | | | Quarter IV, 2020 | | | | | At least 10 unified providers of governmental administrative services operational |
| Developing the national network of multifunctional centers for delivery of public services | | | | | Public Services Agency | | | | | Quarter IV, 2019 | | | | | Functional network, number of covered domains, number of services provided |
| Modernizing the call center of the Public Services Agency | | | | | Public Services Agency | | | | | Quarter IV, 2020 | | | | | Modernized and functional call center |
| Extending the network of paralegals in rural and urban localities for the provision of primary legal assistance and access to justice | | | | | National Legal Aid Council,  Ministry of Justice | | | | | Annual | | | | | Network of paralegals expanded by 10 units annually,  number of beneficiaries of primary legal aid offered by paralegals |
| Creating an electronic system for recording interviews between the probation counselor and subject of probation in order to ensure the transparency and prevention of corruption acts | | | | | Ministry of Justice; National Probation Inspectorate | | | | | Quarter IV, 2020 | | | | | Electronic system created and implemented,  number of meetings |

1. https://cancelaria.gov.md/ro/apc/comitetul-de-coordonare-pentru-o-guvernare-deschisa [↑](#footnote-ref-1)
2. Details on the members of the Coordination Committee can be found on <http://opengov.si.md/about-us/permanent-dialogue-mechanism-on-open-gov/> [↑](#footnote-ref-2)
3. https://www.youtube.com/user/eGovCenterMoldova/videos [↑](#footnote-ref-3)
4. https://www.youtube.com/watch?v=LURF1nbkMUY [↑](#footnote-ref-4)
5. https://www.youtube.com/watch?v=qwby03jetO8 [↑](#footnote-ref-5)
6. https://www.youtube.com/watch?v=1uA8sSHHLv0 [↑](#footnote-ref-6)
7. https://cancelaria.gov.md/ro/advanced-page-type/domeniile-de-competenta [↑](#footnote-ref-7)
8. <https://cancelaria.gov.md/ro/apc/sedinta-secretarilor-generali-de-stat-din-6-septembrie-2018-ora-1400> [↑](#footnote-ref-8)
9. http://particip.gov.md/proiectview.php?l=ro&idd=5718 [↑](#footnote-ref-9)