



Open Government Partnership

Self-Assessment Report
on the implementation of the Open Government Action Plan
for 2012 – Semester I, 2013
by the Government of Moldova

October 2013

1. Introduction

The Government of Moldova joined the Open Government Partnership in April 2012, in the time of intense and comprehensive public sector reform and governance e-transformation. This reform aims to increase transparency, improve government efficiency and public service delivery and fighting corruption by harnessing the power of technology and consolidating the rule of law. Through the open government commitments, the Government of Moldova aims to ensure transparency in the relationship between citizens and public officials, combat corruption and reduce unnecessary bureaucracy.

1. How the plan was developed and the choices of the grand challenges

The Government of Moldova approved the open government action plan in April 2012, after two months of public consultations with the civil society through online and offline platforms. The consultations resulted in ambitious commitments for the government. The action plan addressed three of the main five OGP “Grand Challenges”: “Improving Public Integrity”, “Better Managing Public Resources”, and “Improving Public Service Delivery”. These challenges were selected as a result of broad discussions with civil society as well as the ongoing government efforts in increasing transparency and accountability.

Initially, the first draft of the action plan was developed by the Government and presented to civil society for public consultations. The initial draft went through major changes that reflected civil society’s vision for a more open and transparent government. The action plan was consulted during several meetings with civil society and international development partners. During the consultation process, there was widespread support for transparency and open data as well as delivery of improved public services. Online tools such as www.particip.gov.md as well as social media were used to raise awareness about the initiative, get more people involved and collect feedback for the draft action plan. Once feedback was collected, the document was consulted with all central public administration authorities and approved by the Government in April 2012.

2. Level of public consultations and civil society engagement

Civil society has been engaged in the action plan consultations process as well as in its monitoring. The National Participatory Council created a thematic group on E-Government and Open Government. The head of this group represents Moldova in the OGP Civil Society Steering Committee.

Despite national efforts to raise awareness about the Open Government Initiative, civil society involvement in this initiative still remains very low, which is seen from the number of attendees at the events as well as suggestions and comments received online on government consultations portal and social media networks. Therefore, more effort needs to be made both by the government and civil society in order to improve collaboration on the transparency and accountability initiatives as well as increase the amount of people aware of and involved in this initiative. At the same time, it is important to keep in mind other channels of communicating with citizens in regards to government’s activities.

At the beginning of July 2013, government and civil society representatives gathered to discuss the progress as well as the barriers encountered and challenges faced achieved in the implementation of the open government action plan in 2012. Additionally, that event marked the launch of elaboration and public consultations around the new action plan for 2014.

3. Implementation of the action plan

The Government faced various challenges at the level of capacity, leadership, commitment, awareness and willingness in the first year of implementation of the open government action plan. Between 2012 and Semester I, 2013, out of 46 actions, the Government fully implemented 18 actions, with 14 in progress or partially implemented and 14 remaining unimplemented.

4. Self-assessment report. Scope of self-assessment report

The Government of Moldova published in July 2013 the Report on the Progress achieved in the implementation of the open government action plan for 2012. This Report was presented at the launch of the development and public consultations on the new open government action plan. The event gathered over 80 representatives of government and civil society at a roundtable. The civil society also presented a monitoring report on the implementation of the action plan for 2012. The two independent reports reflect the government and civil society assessment of the progress achieved in the implementation of the action plan. Both reports cover the timeframe April 2012 – December 2012.

The Government Report can be found here:

http://particip.gov.md/public/files/Raport_de_progres_PA_Guvernare_Deschisa.pdf

The civil society report can be found here:

<http://particip.gov.md/public/files/raport-planul-actiuni-guvernare-deschisa-2012.pdf>

In September 2013, reports from central public authorities have been collected for implementation of the commitments in the first semester 2013. The present self-assessment report includes therefore the evaluation of the action plan implementation for April 2012 – June 2013.

The Government drew conclusions on the implementation of the action plan in 2012 and identified major challenges faced by central public administration authorities during the implementation process. In addition, the Government took into consideration the valuable suggestions and recommendations offered by the civil society in its independent report. The most important change that the Government adopted as a result of the progress report for 2012, was the establishment of a standardized reporting form for all central public administration authorities to complete for reporting on the implementation of the action plan in Semester I, 2013. Additionally, a set of more detailed progress indicators were developed in order to ensure that relevant data is collected, which would enable a more efficient monitoring of implementation progress and performance evaluation. At the same time such a granular approach revealed some internal public sector issues related to institutions' insufficiency or lack of capacities to perform internally effective and timely data collection for reporting and monitoring purposes.

5. Success stories

The Government of Moldova achieved visible progress in opening government data and in digitizing public services.

Open Data is an important component of the Open Government initiative and e-transformation agenda. The Ministry of Finance released BOOST - a comprehensive database on public expenditure and updates it yearly.

Also, the number of datasets is constantly growing on the open government data portal www.date.gov.md. Public institutions released datasets demanded by the civil society and regarded as important and included in the Annex to the open government action plan. In order to increase transparency and access to public information as well as to advance the open data agenda, a new Law on public sector information re-use was adopted. Additionally, the open data portal has the “Get Involved” section, which encourages citizens to demand datasets. This allow for a greater monitoring of how much data is released in response to those requests.

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, including the possibility to apply and pay online for those services. Among other important projects are the Mobile Signature, Online Authentication Services, Digital Signature Service, e-Registry of Personal Data Operators, Registry of Public Procurements. The Government is offering electronic services to citizens as well as the private sector in order to save time and costs and cut bureaucracy and corruption. 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.

6. Challenges

Despite some visible results in the open government data initiative, the Government of Moldova acknowledges that major efforts still need to be undertaken in order to become more transparent, accountable and deliver improved public services. Major challenges needs to be overcome by all the stakeholders: government, central public administration authorities, civil society, media, academia and developers in order to achieve greater results in the open government and open data efforts. Also, a stronger collaboration between government and civil society is vital in advancing these initiatives.

Among main issues faced by the government in the context of open government initiative during 2012 – Semester I, 2013, are:

- Insufficient engagement of some institutions in the implementation of the open government action plan in their sectors;
- limited awareness about the initiative, its importance and benefits, and confusion about several other related initiatives;
- lack of confirmation and validation sources for the achievements resulted out of the action plan for 2012-2013;
- Insufficient/limited capacity within some public institutions both in terms of human resources available, as well as capacities and internal procedures for their mobilization to execute the activities specified in the action plan, as well as to report on them (to effectively collect, process, validate, and submit required data to the Government).

In addition to the abovementioned, civil society pointed out to reduced participation of citizens in the consultations process, despite the existence of relevant information online regarding public consultations, and

deficiencies in government's communication with public. Additionally, civil society also has insufficient capacity at mobilizing strength and raising awareness in society. Much remains to be improved in terms of procedures, enforcement and sanctioning at the level of organizing public consultations as well as action plan implementation.

7. Next steps

As part of future actions, the Government of Moldova will revise the commitments, which it has not fulfilled and analyze the impediments for their implementation.

The Government is currently in the process of development of a new open government action plan. It is working closely with civil society to ensure a more participatory and transparent consultations process. It will also take into account the recommendations offered by the civil society in their Evaluation Report on the implementation of the open government action plan in 2012, on issues related to the way action plan was developed and citizens were consulted.

In order to ensure a better evaluation of the implementation of the new action plan, the Government will develop common standards for reporting on the action plan implementation and will develop more detailed monitoring indicators, which will be applied to all reporting authorities. The Government will work on eliminating the barriers on the implementation of the assumed actions from its side, will mobilize civil society to participate more actively in the initiative, and will encourage a close monitoring of government's commitments by the civil society. Capacity building will be directly addressed for various sectors and commitments, and a higher attention will be paid to sectorial commitments of the central public administration authorities.

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.

Progress Report on the implementation of the Open Government Action Plan

Sub-Actions from the Plan	Authority Area/Level	Authority responsible for Implementation	Status Mark	Comments and references
Objective 1: Strengthening public integrity by ensuring a participative decision-making process and citizen participation and increasing transparency in governance				
1. Ensuring transparency in the activity of public administration authorities and access to public information				
1.1 Consolidating the capacity of executing the regulations regarding official webpages of central public administration authorities and the regulation regarding implementation of actions from the Law no. 239-XVI of 13 November 2008 on transparency in decision-making process, through publication in real time and in relevant formats of public information regarding the activities of public institutions.	Cross Sectorial	Central Public Authorities under the supervision of State Chancellery	Fulfilled	<p>To involve citizens to participate in governance and implementation of actions of the Law no.239- XVI of 13 November 2008 on transparency in decision-making process, the following activities took place and the progress was registered in 2012:</p> <ul style="list-style-type: none"> - In March 2012, the participatory portal www.particip.gov.md was launched. It contains the summary of draft normative acts of the 22 central specialized bodies, which are in the process of public consultation; - The job descriptions of civil servants were changed in all ministries, so that the functions that ensure transparency of decision-making process and constructive dialogue with civil society is expressly mentioned; - By an internal order, each institution will designate a person responsible for cooperation with civil society (currently, seven ministries have designated persons responsible for this area); - During 2012, central specialized bodies applied the consultation

				<p>process to 79 % of draft legislative and normative acts developed. Also, during the same period, over 5,500 recommendations on draft policy decisions were received, of which 63 % were included in the draft decision.</p> <p>- Central public authorities have a central database of stakeholders interested in ensuring transparency in decision making. These are published on the websites of the authorities and regularly updated. However, representatives of the National Council for Participation are members of over 33 groups / advisory councils established by state bodies. Councils strongly contribute to increasing the level of transparency of decisions, providing information, consultation and active involvement of stakeholders in decision-making processes and in the development of draft legislation. In this context, civil society organizations are encouraged to collaborate directly with public institutions in policies elaboration.</p>
1.2 Quarterly reporting by central public authorities of the State Chancellery of the progress achieved in the context of execution of the aforementioned regulations	Cross Sectorial	Central Public Authorities under the supervision of State Chancellery	Partially Fulfilled	Most of the central public administration authorities reported on the execution of the aforementioned regulations with some exceptions.
1.3. Publishing and regular updating of relevant information regarding the participatory decision-making in the module "decision making transparency" on the websites of the central public authorities	Sectorial	Central Public Authorities under the supervision of State Chancellery	Partially Fulfilled	<p>In accordance with Law No. 239-XVI of 13.11.2008 on transparency in decision making, the main mechanism to ensure public consultation is the official website of central public authorities, which provides a separate module on "decision making transparency." Two thirds of the authorities have published their reports on transparency in the decision-making process in 2012.</p> <p>Also, State Chancellery published the "Report on implementation of central public administration reform in the Republic of Moldova in 2012", which contains the report on the</p>

				transparency of the decision-making process. The report can be accessed through this link: http://bit.ly/14zcXji .
1.4. Publishing and regularly updating on the official websites of the central public administration authorities of information on environmental protection and environmental quality, in accordance with point 27 in Appendix 2 to open government action plan and reporting this information to the Ministry of Environment	Sectorial	Central Public Authorities under the supervision of State Chancellery	Not Fulfilled	This action has not been fulfilled.
1.5. Development of the Methodological Guide on publication of information on environment protection and quality	Agency	State Chancellery, Ministry of Environment	Not Fulfilled	This action has not been fulfilled.
1.6 Amendment Regulation of public administration e-mail system will be amended by introducing the provision, which stipulates the exclusivity status of government e-mail accounts (gov.md) in work-related correspondence, while banning the use of other e-	Agency	Ministry of Information and Communications Technology and State Chancellery	Fulfilled	Ministry of Information and Communications Technology had developed a draft Government Decision regarding the public administration e-mail system, which was approved by Government Decision in November 2012.

mail accounts				
1.7. Ensuring the mandatory use of government e-mail account electronic (gov.md) in internal and external communications, according to the Government Decision no. 969 of 23 August 2007 "On approval of the Regulation on the public administration e-mail system "	Cross Sectorial	State Chancellery	Partially Fulfilled	As of June 2013, 62 public institutions, including 12 ministries had available 5089 official government e-mail accounts. 60% of these accounts were active in the last 90 days of Semester 1, 2013.
1.8. Development and publishing on the webpage of the annual Report on publishing public sector information.	Sectorial	Central Public Authorities under the supervision of State Chancellery	Not Fulfilled	This action has not been fulfilled. Nevertheless, more guidance on the implementation as well as detailed report template is offered in the new Law on Public Sector Information re-use.
1.9. Stimulating public consultation process, by obliging central public administration authorities to post on the online portal www.particip.gov.md draft policies and legislation, information on the period and format of public consultations	Sectorial	Central Public Authorities under the supervision of State Chancellery	Fulfilled	In 2012, 426 draft policies and legislation were published on www.particip.gov.md . In the first semester 2013, 211 such documents were published.
2. Creating an online petition platform www.petitii.gov.md				

2.2. Modification of legal framework regarding petitioning to regulate the mechanisms and procedures for applying, receiving, examining and resolving the petitions addressed to central public administration authorities in electronic format		State Chancellery, Ministry of Justice	Not Fulfilled	This action has not been fulfilled.
3. Developing the open government data portal www.date.gov.md into a single access window to all government data and ensuring the re-use of public sector information				
3.1 Draft the Law on public sector information reuse	Agency	State Chancellery, Ministry of Information and Communications Technology	Fulfilled	Ministry of Information and Communications Technology issued a draft law on the reuse of public sector information, adopted by Law no. 305 of 26.12.2012.
3.2 Drafting the Government Decision on implementation of Law on public sector information reuse	Agency	State Chancellery, Ministry of Information and Communications Technology	Fulfilled	Ministry of Information and Communications Technology, together with members of the working group developed the draft Government Decision for approving the Methodological Norms for implementing Law no. 305 of 26.12.2012 on public sector information reuse, which is pending approval.
3.3 Opening up priority government data, according to annex. 2 to this decision, conforming to existing legal framework, including protection of personal data	Cross sectorial	Central Public Administration Authorities under the supervision of State Chancellery	Fulfilled	The list of data published according to Annex 2 of the Open Government Action Plan was published on the government data portal and can be accessed at http://data.gov.md/raw/1012 .

<p>3.4 Development by each public authority of the Public Government Data Catalogue, indicating types of all raw and primary data collected by the authority and which could be published on the portal date.gov.md. The Catalog to be published on the authority's website</p>	<p>Sectorial</p>	<p>Central Public Administration Authorities under the supervision of State Chancellery</p>	<p>Partially fulfilled</p>	<p>15 public institutions, of which 10 ministries, developed the Open Data Catalog.</p> <p>All files received were compiled into a single Catalog of Public Government Data (http://data.gov.md/raw/category/398) and published on the open government data portal www.date.gov.md. This catalog is updated regularly when new data is received.</p> <p>This action is also enforced by the new Law on public sector information reuse and public institutions that have not developed the Catalog will have to conform to the Law.</p>
<p>3.5 Technologically expand the open data portal interface to allow local public authorities to publish their data</p>	<p>Agency</p>	<p>State Chancellery</p>	<p>Fulfilled</p>	<p>Date.gov.md portal offers local authorities the possibility of integration data portal. In 2012, no requests from public authorities to integrate with the portal were received.</p> <p>The portal is currently being upgraded to a new version, which will include an expanded interface necessary to allow for the inclusion of local authorities' data in the portal.</p>
<p>3.6 Posting on geospatial data portal (www.geoportal.md) information on location of public authorities and their subordinate structures</p>		<p>Central Public Administration Authorities in collaboration with Agency for Land Relations and Cadastre under the supervision of State Chancellery</p>	<p>Fulfilled</p>	<p>All ministries have posted on the geospatial portal www.geoportal.md information regarding their location. Additionally, the portal indication location information of their subordinate structures.</p>
<p>3.7 Promoting the development of applications that exploit and facilitate the understanding and use of</p>	<p>Cross sectorial</p>	<p>State Chancellery</p>	<p>Fulfilled</p>	<p>The Open Innovation Week was organized in May 2012 and included an open data application development contest, at which 26 application ideas were presented.</p> <p>During this week, more events that raised awareness and</p>

<p>open government by organizing competitions, trainings, specialized workshops, including the launch of the innovative applications development contest in May 2012</p>				<p>promoted the use of open government data were organized:</p> <ul style="list-style-type: none"> • Data Journalism – 74 participants • BOOST (public expenditure database) training – 65 participants • Smart Government Day – 157 participants • Applications Contest – 105 participants <p>In December 2012, the Government of the Republic of Moldova submitted a letter requesting the World Bank to join the Global Partnership for Social Accountability, thus giving the civil society an opportunity to benefit from grants supporting projects in transparency, social accountability and monitoring public service quality as well as developing applications that would leverage open data.</p>
<p>3.8 Implementation of selected apps</p>	<p>Sectorial</p>	<p>State Chancellery</p>	<p>Fulfilled</p>	<p>As a result of the Open Data Apps Competition, one application – SocialTools – has been fully implemented and launched.</p> <p>Additionally, the e-Government Center is the informational partner of the BudgetStories project, which aims to create infographics for public awareness about budget expenditures, based on data from the Ministry of Finance.</p>
<p>3.9 Developing national standards for collecting, archiving and publication of data in digital format.</p>	<p>Sectorial</p>	<p>Ministry of Information Technology and Communications, State Chancellery, and Central public administration authorities</p>	<p>Not Fulfilled</p>	<p>The action has not been implemented, but will be implemented as part of the National Strategy “Digital Moldova 2020”</p>
<p>3.10 Development by central public</p>	<p>Sectorial</p>	<p>Central public administration</p>	<p>Not Fulfilled</p>	<p>The action will be implemented, once the national standards for collecting, archiving and publication of data in digital format are</p>

administration authorities of their institutional regulations for the collection, archiving and publishing data in digital format in line with national standards		authorities		approved.
3.11 Develop and launch an application based on the digital archive of procurement data to enhance the usability of such data	Agency	State Chancellery in collaboration with Public Procurement Agency	Not fulfilled	This action has not been fulfilled.
4. Ensuring transparency of information on income and property of senior officials, judges, prosecutors, and civil servants				
4.1 Amending Law no. 1264-XV of 19 July 2002 to allow for online submission of income and property declarations of senior officials, judges, prosecutors, and civil servants	Agency	State Chancellery, National Commission for Integrity	Partially Fulfilled	The National Commission for Integrity drafted and submitted a Law project on completion and modification of certain legal documents, including those that refer to the functioning of National Commission for Integrity, as well as those that regulate the activity of subjects of declaration. The Law project has is currently being examined and has not been approved yet.
Development, installation and launch of an automated information system for on-line filling of income statements of public officials	Agency	State Chancellery, National Commission for Integrity	Not Fulfilled	This action has not been fulfilled.

5. Unlocking the potential of social networking for effective communication between central government and citizens and fostering participatory decision making				
5.1 Develop Guidelines for using social media in the public sector	Agency	State Chancellery and E-Government Center	Fulfilled	The Guidelines for using social in the public sector provide detailed information on the use of social platform in the daily activity of public institutions. This document provides support material for ministries and public agencies and outlines internal procedures for managing the use of social media networks. The Romania version of the guide can be found here: http://egov.md/images/Ghidul_de_utilizare_a_retelelor_sociale_in_sectorul_public.pdf
5.2 Harmonization of Public Relations and Communication Strategy of the central public administration authorities with the Guidelines on using social media in public sector	Sectorial	Central public authorities	Partially fulfilled	Public institutions are currently harmonizing their Public Relations and Communication Strategy. All the 16 ministries have active accounts of Facebook. In addition, some have accounts on Youtube, Twitter and other platforms.
5.4 Training of civil servants, responsible for communication (including representatives of local authorities) on the effective and efficient use of social media for business	Sectorial	Central and local public administration authorities, E-Government Center under the supervision of State Chancellery	Fulfilled	21 communication coordinators from central government received training at the seminar on the use of social media networks in government, which took place in March 2012, organized by the e-Government Center in collaboration with Center for Technology in Government of the University of Albany, New York
6. Ensuring transparency of government decision-making process at the local level				

6.1 Development of Regulation on using www.actelocale.md as a single point entry portal in communication and interaction between the structures of State Chancellery and implication of local public administration authorities in this process.	Agency	State Chancellery, Ministry of Justice	Not fulfilled	This action has not been fulfilled.
6.2 Ensuring the publication on www.actelocale.md in reasonable timeframe of documents approved by the local public administration authorities	Sectorial	Local public administration authorities	Partially fulfilled	The total number of accounts on www.actelocale.md was 240 in 2012. The average number of monthly visits in 2012 was 320.
Objective 2. Efficient management of public resources through the increase of public spending transparency				
8. Ensuring budget transparency				
8.1 Publication of projects, plans and budget reports on the websites of public administration authorities	Sectorial	Central Public Authorities	Partially fulfilled	Only one third of central public administration authorities publish regularly on their website projects, plans and budget reports.
8.2. Publication of real-time information on state	Agency	Ministry of Finance in	Fulfilled	Monthly reports on the execution of state budget is published on the Ministry of Finance webpage http://www.mf.gov.md/reports

budget execution		collaboration with central public authorities		
8.3 Updating the annual database on public spending (BOOST) and the publication of data for 2011	Agency	Ministry of Finance	Fulfilled	Ministry of Finance updated the public spending database BOOST with data for 2011 and 2012. The updated database can be access http://data.gov.md/raw/107 and http://www.mf.gov.md/ro/BOOST/analiz2008/
8.4 Online publication of real-time income and expenditures of the central public administration authorities	Sectorial	Central public authorities	Not Fulfilled	This action has not been fulfilled.
8.5 Opening and updating quarterly data on all types of external assistance to the Republic of Moldova and the disbursement of funds of the concerned projects on www.cancelaria.gov.md and www.date.gov.md	Agency	State Chancellery	Fulfilled	State Chancellery published on the open government data portal data on all types of foreign assistance offered to the Republic of Moldova. Data can be accessed through the following link: http://data.gov.md/raw/category/385
8.6 Creating an internal integrated information system for collecting information on external assistance and its publication in accordance with international standards	Agency	State Chancellery	Partially Fulfilled	The project “improving the efficiency of assistance for development” was launched in March 2012, with the objective of improving communication on assistance for development and for disseminating information about its results. In 2012 the development of electronic platform for external assistance database management. The integrated system for collecting information on external assistance will be implemented and launched by the end of 2013.
8.7 Creating and launching	Agency	State Chancellery	Not fulfilled	The application will be developed based on new information

the web application to monitor the flow of external assistance				system (8.6) for external assistance. So the application will be launched once the information system is developed.
9. Increasing transparency of public procurement. Implementation of e-procurement in the public sector				
9.1. Online publication (on the official websites of public authorities, in the Public Procurement Bulletin, and on the website of the Public Procurement Agency) of all complete expressions of interest, information on attribution and signing of contracts with possibility of free access to this information	Cross sectorial	Central public administration authorities under supervision of State Chancellery, Public Procurement Agency	Partially fulfilled	Three fourths of central public administration authorities publish notices of intent and information on contracts awarded in the Public Procurement Bulletin and on their websites.
9.2. Developing and launching the Electronic Information System "State Register of Public Procurement"	Agency	Public Procurement Agency	Fulfilled	In October 2012 was piloted the automated information system "State Register of Public Procurement" (SIA RSAP). The platform is the first step in developing public procurement digitization process. The new system transposes public procurement into an effective, transparent and competitive mechanism. The system can be accessed here: http://www.tender.gov.md/ro/siarsap/
9.3. Establishment of Procurement Agency Assistance Center to build capacity around the new electronic information system	Agency	Public Procurement Agency	Not fulfilled	This action has not been fulfilled.

9.4. Training of relevant public servants as users of the e-Procurement systems	Agency	Public Procurement Agency	Fulfilled	<p>In 2012, Public Procurement Agency organized 58 training events at central and local level with participation of 2178 public servants.</p> <p>In the Semester 1, 2013, 12 training events were organized at the local level with participation of 1466 heads and accountants of public schools.</p> <p>The complete list of training events and number of participants can be found here: http://www.tender.gov.md/ro/inst/</p>
9.5. Development of indicators and statistical methodology of transparency in public procurement	Agency	Public Procurement Agency	Partially Fulfilled	The statistical indicators have been developed and will be implemented in the Automated Information System "State Registry of Public Procurement" when the development of the statistics module is complete by the end of 2013.
9.6. The adoption of the relevant amendments to the legal framework for electronic procurement	Agency	Public Procurement Agency, State Chancellery	Partially Fulfilled	The legal framework around electronic procurement is being revised and the necessary amendments will be adopted in Semester 2, 2013.

Objective 3: Improving the quality of public services delivery

10. Providing quality public service delivery through process reengineering and optimization of public service delivery

10.1 Drafting and approval of the list of public services		State Chancellery	Partially fulfilled	<p>The full list of public services has not been approved yet. Nevertheless, complete information on over 300 public services is published on the public services government portal www.servicii.gov.md. Citizens and private sector can find detailed information regarding the services as well as apply online for the electronic services.</p>
10.2 Develop and		State Chancellery	Partially	Currently being developed as part of public service reengineering

implement quality standards for public services			Fulfilled	process.
10.3 Gradual public service digitization		E-Government Center, relevant central public authorities	Fulfilled	<p>The Moldova governance e-Transformation Project is under implementation. Under its e-Services Component there have been digitized, according to the preset Schedule a range of public services (e-Application for the Criminal Record, e-Application for the Economic Activity License, e-Normative Documents in Construction, e-reporting to the National Chamber for Health Insurance, e-reporting to the National Chamber for Social Insurance, e-Visa, e-Fiscal Invoice, Enterprise Content Management Platform to integrate gradually in the following year Registries owned by CPA authorities). There has been launched in 2012 the One-Stop Shop Governmental Portal for G2C/G2B services (includes both informative interface with data/service info cards on 318 public services and interactive interface providing for the opportunity to access 69 electronic public services). There have been developed and launched the e-Registry of Personal Data Operators within the Public Sector, the Mobile Signature, the M-Pass and M-Sign platforms, the Information System “Registry of Public Procurements” has been improved with new functionalities. Additionally, as part of e-transformation agenda, there are other services undergoing digitization, such as Civil Status Archive, Registries for Water Use Authorization, Appointments for Audience to the Public Authorities, Registry of Controls/Inspections, Registry of Producers of Animal and Vegetal Origin Products, and other information systems.</p> <p>Additionally, within the sectorial e-Transformation Agendas, the branch Ministries implemented a range of e-services financed from their own/state budget or from credits and grants provided by international donor organizations (a range of e-services were implemented by the Ministry of Justice, Ministry of Health, Ministry of Interiors, Ministry of Economy (Chambers</p>

				subordinated to the Ministry) etc.)
10.4 Implementation of automated information system "Registry of public service and public servants", approved by Government Decision of 1 December 2006 nr.1373	Agency	State Chancellery in collaboration with central public administration authorities and E-Government Center	Partially fulfilled	The Registry of public service and public servants is currently being implemented and has entered the post-piloting phase.
10.5 Creating and implementing / piloting an electronic information platform in of primary and secondary education system, that would ensure access of parents and students to secure relevant information about student's performance, educational process, including interfaces for communication between teachers and parents / guardians, students, etc..	Agency	Ministry of Education	Not fulfilled	This action has not been fulfilled.