Government of the Republic of Moldova

Self-assessment Report
On the implementation of the Action Plan for an Open Government for 2017

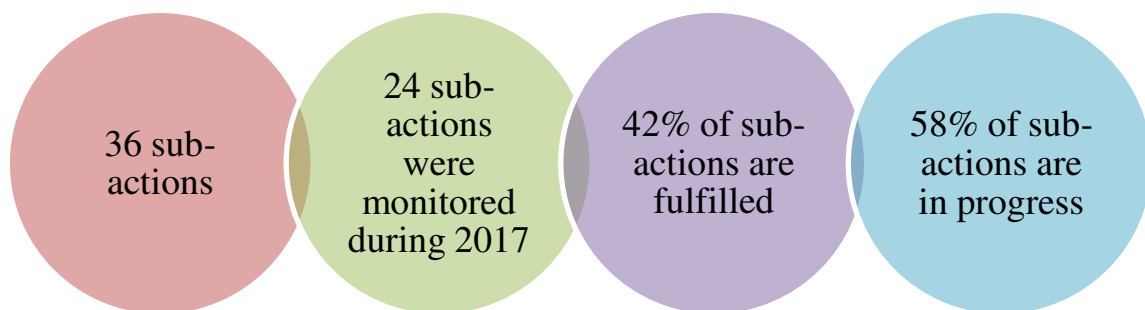Chisinau, 2018

Content

1. Summary

Open Government promotes transparency, ensures greater access to information, supports the fight against corruption and participation of citizens in the governance act.

The Open Government Partnership (OGP) is an initiative launched in 2011 at the UN General Assembly to promote transparency, fight against corruption and use of new technologies to strengthen governance and dialogue with citizens. The Republic of Moldova has joined the Open Government Partnership in 2012 by signing the Open Government Declaration. The Republic of Moldova is among the second-cohort of countries which have joined the OGP. The Government of Moldova joined the OGP to complement the ongoing governance e-transformation agenda on specific issues such as transparency, access to public sector information, citizen engagement, fighting corruption and providing high quality public services.

Member countries for an open government develop national action plans with concrete commitments for a 2-year period. The action plans aim to strengthen government activities, establish new steps to promote OGP principles. The Moldovan Government commitments under the Open Government Partnership are established in the action plan for an open government for the period 2016-2018, approved by the Government Decision no. 1432 of 29 December 2016.

According to the Government Decision no. 1432 of 29 December 2016, the Government shall develop an annual report on the level of achievement of the action plan for an open government. The purpose of the report is to assess the performance of public authorities in promoting the principles of transparent and open government.

The national action plan for an open government for the period 2016-2018 is focused on three main objectives and six clusters of commitments which contain 36 sub-actions. In 2017, 24 sub-actions were monitored out of 36 sub-actions. Following the evaluation of the action plan, by the end of 2017, 15 sub-actions were achieved, and 21 sub-actions were in progress.

In 2017, the Moldovan Government performed a comprehensive reform of public administration. Following the central public administration reorganization, the number of ministries decreased from sixteen to nine ministries, by merging their areas of activity (Parliament Decision No 189 of 21 July 2017). In this regard, the fulfillment of the commitments of the Action Plan for an Open Government

was influenced by the creation of new public sector structures, transfer of areas of activity and functions.

The State Chancellery held a series of meetings with the Open Government Institute in order to start the co-creation process of the new action plan in March 2018. The goal of the meetings were to identify the most relevant strategies for the co-creation phase, quality of commitments, ensure a permanent dialogue mechanism with civil society and establish a proper monitoring and evaluation process of the plan.

2. Creation of the Action Plan

The Open Government action plan of Moldova for 2016-2018 is a product of a wide exercise run by civil society and Government during January and March 2016. It had more co-creation instruments in place comparing to previous plans.

The co-creation process of the plan was launched in December 2015 by publishing a call on establishment of the working group for Open Government[1]. The working group was co-chaired by the by E-Government Center and the Open Government Institute. It brought together twenty representatives of the central and local Government, CSOs, free-lance experts, and members of the Moldovan diaspora. During the co-creation phase, 4 workshops have been organized and a list of commitments has been generated. Initially, the commitments generated by the working group were structured around the following main areas: i) open data; ii) public procurement and open contracting; iii) smart transportation; iv) e-Petitions; v) local open government.

The proposed cluster of commitments was consulted through social media and the draft action plan has been published online[2] on particip.gov.md for public consultations. As result of internal revisions by the public authorities the proposed commitments were adjusted.

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[1] http://egov.md/ro/communication/news/apel-deschis-devino-parte-grupului-de-lucru-privind-guvernarea-deschisa
[2] http://particip.gov.md/proiectview.php?l=ro&idd=3309

3. Implementation of the commitments

Moldova has committed to implement the action plan for an open government as a member of the Open Government Partnership. Several public authorities were responsible for the implementation, control over its execution being the responsibility of the State Chancellery.

The action plan is based on three main pillars, namely: increasing the transparency of public spending and government processes, and development of technologies in the public system. Actions in the plan are geared to achieving three core objectives:

1. Effective management of public resources by increasing the transparency of public spending;
2. Strengthening public integrity by ensuring a participative / implicit decision-making process of citizens and increasing transparency in the governance process;
3. Improving the quality of public service delivery.

Effective management of public resources	Strengthening public integrity	Improving the quality of public service delivery
• 14 planned sub-actions; • 8 achieved; • 6 in progress	• 18 planned sub-actions; • 6 achieved; • 12 in progress	• 4 planned sub-actions; • 1 achieved; • 3 in progress

3.1. Objective 1 "Effective management of public resources by increasing the transparency of public spending"

Effective management of public resources by increasing the transparency of public spending is a key pillar in ensuring welfare of the society and sustainable economic growth.

Two actions were planned to achieve the goal: i) Increased transparency in public procurement; i) Ensure budgetary transparency. The objective contains 14 sub-actions, out of which 12 sub-actions were monitored during 2017. The implementation of the objective has been entrusted to the Ministry of Finance, State Chancellery, Ministry of Regional Development and Construction and the Public Procurement Agency.

Increased transparency in public procurement is a tool to promote competitiveness and combat corruption in the public procurement system. Ensuring an open, transparent and consistent procurement process is one of the objectives of the Public Procurement Development Strategy for 2016-2020, approved by Government Decision no. 1332 of 14 December 2016. The strategy contains a set of actions to create an efficient and credible public procurement system and improve transparency of the procurement process. The Information System "State Register of Public Procurement" is functioning in Moldova, through which the public procurement procedures are carried out.

Transparency of the public procurement procedure is ensured by maintaining the official website www. tender.gov.md, publishing the Public Procurement Bulletins twice a week, publishing the list of public procurement contracts on the web page www.date.gov.md, through the Information System "State Register of Public Procurement" and through meetings, round tables and workshops.

Furthermore, notices of intent, notices for participation in public procurement procedures and notices of amendments, awarded contracts, draft normative acts, new normative acts in the field of public procurement are published in the Public Procurement Bulletin.

Concerning transparency of public procurement procedures, plan contains five sub-actions that have been monitored during 2017, out of which four sub-actions have been achieved and one have been partially achieved.

Sub-actions of the Action Plan

1. *Migrate more public domain data from the private area of the e-Procurement system to the public area, according to the list of public data fields, and ensure their availability in an automated way through the API (Application Programming Interface).*

   Status: Achieved

   Within the project Open Contracting, with the support of the World Bank and the E-Government Center, during the second quarter of the 2017, several public data were migrated from the private area of the e-Procurement to the public area, ensuring their availability in an automated manner through the Application Programming Interface (API). The open contract portal is available at the following link: http://opencontracting.date.gov.md/.

   Open Contracting contributes to the transparency of the entire procurement process, in particular through active participation of citizens at all stages of contracting. The objectives are:

   i) increasing the number of contracts that are made public;
   ii) improving the quality of publicly available information on the contracting process;
   iii) increasing accessibility to contracting data;
   iv) increasing the number of opportunities and participation mechanisms in all contracting phases;
   v) increasing the number of citizens involved in contracting processes;
   vi) adopting more effective follow-up actions following citizens' feedback.

2. *Piloting publication of information on public procurement planning and contract implementation, linking information from the planning and implementation phase to information on the other stages of the procurement process.*

   Status: Partially achieved

   The public procurement procedure is regulated by the provisions of Law no. 131 of 03 July 2015 on public procurement. In this context, all ministries have ensured the publication of their procurement plans on their official pages. In addition, according to the legislation, the contracting authority is obliged to:

- publish a public procurement notice on the envisaged public procurement in the Procurement Bulletin within 30 days of the organization's budget approval;
- publish the notice of participation in the Public Procurement Bulletin and on the Public Procurement Agency website.
- notify the economic operators involved in the award procedure about the decisions regarding the result of the selection and outcome of the awarding procedure of the public procurement contract or the conclusion of the framework agreement.

In addition, according to the Government Decision no. 667 of 27 May 2016 "For the approval of the Regulation on the activity of the Working Group on Procurement" contracting authorities are obliged to set up working groups responsible for initiating and carrying out public procurement procedures. The working groups ensure the monitoring of the execution of the public procurement contracts and the development of the quarterly, semi-annual and annual reports. Public procurement reports will necessarily include information on the execution stage of contractual obligations, causes of non-execution, complaints submitted and sanctions applied, claims on the quality of contract performance, etc. The reports should be placed on the contracting authority's website or on the official website of the central authority to which it is subordinated.

Information on the award of procurement contracts is available on the Public Procurement Agency's website, at the following link: http://tender.gov.md/ro/contracte-atribuite. Moreover, with the technical and financial support of the European Bank for Reconstruction and Development, the MTender system was created to perform the public procurement for low value contracts, which is at the stage of piloting by the Ministry of Finance and subordinated institutions.

3. *Organizing communication, awareness and training sessions of the open data community on the availability and use of public procurement data*

   Status: Achieved

   Within the Open Contracting project, with the support of the World Bank and E-Government Center, a workshop was held on "Open Contracting in Moldova" on 27 June 2017, where the latest version of the Open Contracting Portal (http://opencontracting.date.gov.md/) was presented and discussed the results of the collaboration between the Government and civil society groups. In addition, World Bank conducted a technical training on open data with the participation of the Public Procurement Agency, representatives of contracting authorities and NGOs.

   Moreover, the Public Procurement Agency jointly with IDIS Viitorul organized two training seminars: i) "Functioning of the public procurement system in the Republic of Moldova", with the participation of 27 people on November 3, 2017. ; ii) "Procurement process. Stages and procedures for Public Procurement" with the participation of 24 people on 5 November 2017.

4. *Facilitating access to public procurement procedures for small and medium-sized enterprises through training programs on online accessing bidding documents, registering offers, submitting requests to participate, communicating with other bidders*

   Status: Achieved

In order to facilitate the access of small and medium enterprises to public procurement procedures, Public Procurement Agency organized a training seminar to present the platform of the low-value electronic public procurement system to 23 economic operators.

In addition, six workshops were organized with the title "Durable Procurement", attended by 19 economic operators and 1 conference with the same topic, with the participation of 2 economic operators. During the workshops were discussed the issues regarding the greening of the economy in the Eastern Neighborhood, concept of sustainability and sustainable public procurement, provisions of the legal and normative framework, good practices in this field, as well as used tools for the implementation of sustainable procurement.

5. *Organize events and sessions with civil society and application developers to link public procurement data and other data sets such as company data to highlight different phenomena that were previously difficult to detect*

   Status: Achieved

   With the support of the Social Innovation Laboratory, some activities have been undertaken to promote alternative data "Open Data" among researchers and journalists. In this regard, the Open Data School was organized in the period 13-17 September with the participation of 25 Moldovan researchers and journalists. The purpose of the event was to develop capacities on the concept of open data and how to handle it.

   In addition, six scholars have been selected, who during three months, have developed and published two databases: i) Projects financed from the National Ecological Fund during the period 2011-2016: http://openmd.info/fen/; ii) Elected/Appointed mayors of the Republic of Moldova during the period 1995-2017: http://openmd.info/primari/

Ensuring budgetary transparency is an integrated component of transparency of decision-making process. In addition, budgetary transparency is a tool to increase the efficiency of public spending and empower public authorities. Budget transparency is essential for providing public services to citizens. Thus, both the Law on public finance and budgetary and fiscal responsibility no. 181 of 8 August 2014, as well as the Strategy for the Development of Public Finance Management for the years 2013-2020, contain objectives for increasing transparency in the budgetary process.

The action contains seven sub-actions that were monitored during 2017, out of which four sub-actions were achieved and three partially achieved.

Sub-actions of the Action Plan

1. *Opening of transactional data on the execution of the national public budget components, with monthly frequency and disaggregation until the level of the local public authorities*

   Status: Achieved

   During 2017, 12 reports on the execution of the national public budget and 72 tables were developed and published on the web page of the Ministry of Finance, as well as on the government portal www.date.gov.md. Reports could be found at the following links:

http://mf.gov.md/ro/trezorerie/rapoarte-privind-executarea-bugetului/rapoarte-lunare;
http://date.gov.md/ckan/ro/dataset/15071-raport-privind-executarea-bugetului-public-national-si-a-componentelor-acestuia.

Moreover, Ministry of Finance prepared and published four reports on local budget execution that could be found at the following link: http://date.gov.md/ckan/ro/dataset/15969-date-despre-executarea-bugetelor-la-nivelul-autoritatilor-publice-locale.

2. *Develop an interactive framework on the official website of the Ministry of Finance to reflect the process of tax and customs policy development*

Status: Achieved

In 2017, the logical scheme of the law-making process regarding the fiscal-customs policy was developed and published on the website of the Ministry of Finance, which could be found at the following link: http://mf.gov.md/sites/default/files/documente%20relevante/schema_logica.pdf.

In addition, the Interactive Framework for the fiscal and budgetary policymaking process was developed and published on the following website: http://mf.gov.md/ro/impozite-%C8%99i-taxe/procesul-de-elaborare-legii-privind-politica-fiscal-vamal%C4%83.

3. *Publishing on the Ministry of Finance's website the estimates of the medium-term budgetary framework and the draft annual budget laws*

Status: Achieved

Draft Government Decision approving the draft law on amending and supplementing the Law on state budget for year 2017 no. 279 of 16 December 2016 was published on following websites:

- http://mf.gov.md/ro/content/bugetul-de-stat-2017;
- http://old.mf.gov.md/modificare_lege_bs_2017;
  http://www.particip.gov.md/proiectview.php?l=ro&idd=3833;
- http://old.mf.gov.md/modificare_proiect_lege_bs_2017;
- http://www.particip.gov.md/proiectview.php?l=ro&idd=3882;
- http://mf.gov.md/ro/content/proiectul-de-lege-pentru-modificarea-%C8%99i-completarea-legii-bugetului-de-stat-pe-anul-2017;
- http://particip.gov.md/proiectview.php?l=ro&idd=4546.

The Ministry of Finance published the draft law on state budget for 2018 on the following websites:

- http://mf.gov.md/ro/content/proiectul-legii-bugetului-de-stat-pe-anul-2018;
- http://particip.gov.md/proiectview.php?l=ro&idd=4709.

The medium-term budget framework for the years 2018-2020 was published on the Ministry of Finance's website at the following electronic address:

- http://mf.gov.md/ro/buget/cadrul-bugetar-pe-termen-mediu.

4. *Drafting and publishing on the website of the Ministry of Finance the budget for citizens after the adoption of the Budget Law*

   Status: Achieved

   The Budget for citizens was prepared for years 2017 and 2018. These documents were published at the following links:

   - http://mf.gov.md/sites/default/files/bugetul_pentru_cetateni_2017_0.pdf;
   - http://mf.gov.md/sites/default/files/Buget%20Cetateni%202018.pdf

5. *Publishing sectoral spending strategies and annual budgets by domains of competence as well as reports on their implementation*

   Status: Partially achieved

   According to the Methodology for the elaboration, approval and modification of the budget, approved by the Order of the Minister of Finance no. 209 of 24.12.2015, public authorities have the obligation to publish the sectoral spending strategies on the official website of the organization within 10 days of the approval of the Medium-Term Budgetary Framework.

   The Ministry of Economy and Infrastructure has published the documents related to the sectoral spending strategies on the official website (http://www.mei.gov.md/ro/bugetul-mec).

   The Ministry of Justice published the sectoral spending strategy for the justice sector for 2018-2020 on the official website of the institution at the following link: http://www.justice.gov.md/public/files/file/Strategii%20si%20planuri/2016/decembrie/narativa_plasare.pdf.

   The Ministry of Education, Culture and Research published the sectoral spending strategy for Education sector for 2018-2020 on the official website of the institution (http://mecc.gov.md/en/content/elaborarea-ssc-2018 -2020).

   In the same time, publication of the sectoral spending strategy for national defense sector for the years 2018-2020 is restricted by the provisions of Law no. 245 of 27 November 2008 "On the State Secret" and the Government Decision no. 411 of 25 May 2010 "On the Approval of the Nomenclature of State Secret Information".

6. *Publication of open data sets on penitentiary system budgets on the data.gov.md portal*

   Status: Partially achieved

   The Department of Penitentiary Institutions develops semi-annual reports on the penitentiary system, which is published on the authority's website (http://penitenciar.gov.md/en/transpareta-decizionala).

7. *Publication of information on the implementation of the National Fund for Regional Development and projects from external sources*

   Status: Partially achieved

The report for first semester of 2017 on the implementation of the National Regional Development Strategy for 2016-2020, including the implementation of the National Fund for Regional Development, was published on the website of the Ministry of Agriculture, Regional Development and Environment:

http://old.mdrc.gov.md/lib.php?l=ro&idc=25&t=/Dezvoltare-regionala/Rapoarte-si-studii/&year=2017

3.2. Objective 2 "Strengthening public integrity by ensuring a participative / implicit decision-making process of citizens and increasing transparency in the governance process"

Three actions were planned in order to achieve the objective of strengthening public integrity by ensuring a participatory decision-making process of citizens and increasing transparency in the governance process, namely:

i)   Ensuring transparency in the activity of public administration authorities and access to public information;

ii) Ensuring a participative decision-making process for drafting and promoting draft normative acts and policy documents[3];

iii) Ensuring transparency on performance data for public authorities, streamlining monitoring and responsiveness in the public sector.

In total, the objective contains 18 sub-actions, out of which 11 sub-actions were monitored during 2017. At the end of 2017, six sub-actions were achieved, four partially achieved and one unfulfilled out of 11 sub-actions planned for 2017.

Ensuring transparency in the activity of public administration authorities and access to public information is a continuous priority for the Government. In this regard, a number of functional mechanisms were established to ensure transparency in the decision-making process, including the implementation of the provisions of Law no. 239-XVI of 13 November 2008 on transparency in the decision-making process. The electronic platform www.particip.gov.md is functional to support the participation of civil society in the decision-making process. Public authorities publish on the website the draft laws subject to public consultations. During the previous year, 1033 draft laws were published on www.partcip.gov.md platform for public consultations and received around 261 comments from civil society.

Sub-actions of the Action Plan

1. *Assessing the needs of all open data beneficiaries in the education sector*

    Status: Achieved

    Within the project "Strengthening the Capacities of the Education Management Information System (EMIS)" funded by the International Development Association, was conducted a study on open educational data.

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[3] According to the Government Decision no. 1432 of 29.12.2016 the deadline of the action is 2018.

The aim of the research was to establish the efficiency of open educational data and to identify new ways of transmitting information. The methodology of the qualitative sociological study included 11 group discussions and 35 in-depth interviews.

Based on the results of the study, Education Management Information System has been reconfigured to collect and open other data without violating the data requirements imposed by the law on personal data protection.

Currently, 106 statistical reports and 35 new reports were included in Education Management Information System.

2. *Inventory of existing open data in the education sector in relation to identified needs, as well as their collection, publication and updating on the data.gov.md portal*

   Status: Partially achieved

   By Order of Minister of Education, no. 92 of February 22, 2017 was created the working group responsible for statistical capability assessment and statistical framework review. Throughout the year, the Working Group was involved in reviewing the data collection process, comparing the data provided by the National Bureau of Statistics and Education Management Information System, reviewing indicators for education sector, and Open Data Catalog.

   The results of the statistical framework revision and the open data catalog were described in the Project Report "Assessment of the Capacity Building and Information Streams. Project "Capacity Building - EMIS ", which was published on the official website of the Ministry of Education, Culture and Research, at the following link: http://mecc.gov.md/en/content/statistica-1

3. *Developing a web interface within the Open Government Portal with the possibility of interactive viewing of data in the education sector*

   Status: Achieved

   The Education Management Information System allows interactive viewing of education data (www.sime.md:8080).

   The upgraded EMIS portal allows for the optimization of education management processes and ensures that all citizens have access to statistical information in the education sector. It was developed for the actors in the education system, representatives of civil society and business environment, etc. The system allows extracting data in various forms: textual and graphical.

4. *Publishing, on the data.gov.md portal, the following datasets: - The public register of suppliers authorized by the National Regulatory Agency for Electronic Communications and Information Technology (NRAECIT) to provide electronic communications networks and / or services; - the list of license holders issued by the National Regulatory Agency for Electronic Communications and Information Technology for the activity in the field of information technology; - the list of suppliers to whom the National Regulatory Agency for Electronic Communications and Information Technology has issued licenses for the use of numbering resources; - the list of suppliers to which the National Regulatory Agency for Electronic Communications and Information Technology has*

issued licenses for the use of radio frequencies or channels for the purpose of providing public electronic communications networks and services

Status: Achieved

In 2017, NRAECIT published 4 new data sets on the government data portal www.date.gov.md, as follows:

1) The Public Register of the providers of electronic communications networks and services;
2) List of license holders for the use of numbering resources;
3) List of license holders for the use of radio frequencies / channels;
4) List of license holders for the services created, implemented and ensure the functioning of state-owned automated systems, including program products.

Data is updated quarterly, and during 2017 it has been updated 3 times.

5. *Publication of open data on the process of fulfilling the commitments assumed by the Moldova-EU Association Agreement on the date.gov.md*

Status: Achieved

During 2017, the Ministry of Foreign Affairs and European Integration published the reports on the implementation of the Moldova-EU Association Agreement on the web site of the organization (http://www.mfa.gov.md/rapoarte-aa/).

In addition, the Ministry of Economy and Infrastructure has continuously updated the information on the Deep and Comprehensive Free Trade Area (DCFTA) on the electronic platform available to the general public at the following address http://dcfta.md/.

6. *Publication of open data on the cultural sector*

Status: Not achieved

The Ministry of Education, Culture and Research manages the Education Management Information System. Thus, it is planned to update on the Information System the data forms on education, culture, youth and sport. In addition, data on cultural heritage will be placed on date.gov.md between March and April 2018.

7. *Organization of public consultations with data users to identify their needs regarding the availability of open data*

Status: Achieved

With the support of the Social Innovation Laboratory, within the "Open Data" school held between 13-17 September 2017 and during 3 months in which 6 scholars were guided in the field of open data, a community of journalists and civic activists was established to communicate actively and contribute to identifying civil society's needs for open data availability. Thus, several investigations and articles on the necessity of opening data in the Republic of Moldova were published:

- Opne Data: Moldova versus Slovacia https://anticoruptie.md/ro/special/date-deschise-moldova-versus-slovacia;

- How do you find out who owns the store in the neighborhood? https://anticoruptie.md/ro/special/cum-afli-cine-detine-magazinul-din-cartier;

- Cirrusy auctions: how do some companies get millions of public procurement contracts? https://anticoruptie.md/ro/investigatii/achizitii-publice/licitatii-cu-siretlic

8. *Continuous opening of additional data sets and updating existing data sets on date.gov.md*

Status: Achieved

In 2017, on the www.date.gov.md portal 1080 resources were published and 198 sets of data were updated. At the end of the year, the portal www.date.gov.md contained 6477 resources in total and 978 datasets published by 48 public authorities. The portal had over 465,000 visits and the number of downloads of data sets since the launch of the portal (April 2011) till the end of 2017 exceeded 3.1 million downloads.

Private developers, think tanks, analytical centers and public authorities used the data uploaded on the www.date.gov.md platform to develop 27 applications. The list of developed applications could be found at the following link: http://date.gov.md/ro/aplicatii.

The publication of data on the data.gov.md portal is carried out in accordance with: i) Government Decision no. 700 of 25.08.2014 on open government data; ii) Government Decision no. 701 of 25.08.2014 regarding the approval of the Methodology of publishing open government data.

9. *Publication of data on the progress of the implementation of national action plans from the PlanPro monitoring tool, used by the State Chancellery, in a data format opened on the data.gov.md portal* **Status: Partially achieved**

The report for 2016 on the implementation of the Government Action Plan for 2016-2018 was published on the Government's website. The document could be found at the following link: http://gov.md/ro/content/premierul-pavel-filip-avand-o-directie-clara-si-lucrand-cu-seriozitate-republica-moldova

10. *Ensuring transparency on performance data for public authorities, streamlining monitoring and responsiveness in the public sector (Scorecard Instrument)*

Status: Partially achieved

The project on the creation of the Scorecard Instrument has the goal to promote the transparency of the public authority's performance, activities and accountability.

The purpose of the Scorecard Instrument is to monitor and evaluate the reforms in selected areas and to communicate results to the general public in an accessible and transparent way.

Thus, it is planned to institutionalize the Scorecard instrument by approving a Government decision and launching an electronic platform accessible to the general public to communicate in an easy way the progress for the selected dimensions.

The Scorecard has been developed throughout the past year with support from the World Bank and UK Good Governance Fund. The development phase of the indicators for Scorecard was a participatory process, involving representatives of civil society and development partners within the technical working groups.

The Scorecard Instrument includes 35 performance indicators, grouped into three priority dimensions, namely: a) central public administration reform; b) business environment; c) social domain.

Scorecard will promote a focused approach on the monitoring progress in the public sector, geared to measurable results and related to the reform objectives set out in policy papers. The launch of the Scorecard is scheduled for March 2018.

3.3. Objective 3. Improving the quality of public service delivery

Ensuring the delivery of quality public services through re-engineering and optimizing the public service delivery process, as well as improving the quality of public services contributes to the promotion of open governance principles. These goals are planned in the Public Administration Reform Strategy for 2016-2020 and the Action Plan for the Public Service Modernization Reform for 2017-2021.

Sub-actions of the Action Plan

1. *Reengineering / modernization of the public services in the field of social protection, namely the implementation of the e-Demand service for the allowances granted to families with children*

   Status: Achieved

   The e-Benefit service for childcare up to three years and until 1.5 years has been successfully re-engineered by the E- Government Center in collaboration with the National Social Insurance House. The e-Benefits service is functional (https://servicii.gov.md/ecnas).

   This service allows for online submission of the application for a waiver through the single government portal of public services and facilitates the accessibility of beneficiaries to childcare allowances.

4. Other measures performed for an open government

Open Government is promoted frequently through other measures that have not been included in the action plan for an open government for 2016-2018. In this regard, progress has been made in developing information platforms for citizens and modernizing government services.

In 2017, efforts were taken to launch the e-Integrity Information System. The e-Integrity system has been in operation since January 1, 2018 and aims to simplify the process of completion, submition, archiving, checking and automatic review of declarations of assets and interest and provide electronic access of individuals and institutions interested in public information. The system ensures automatic data verification and validation by accessing and using relevant data in state registers, assisting the declarant and thus diminishing errors and inconsistencies in data, as well as preventing incomplete statements submission. At the same time, all depersonalized statements are available to the public on the portal of declarations: https://declaratii.ani.md/searchDeclarations/index.

The portal www.controale.gov.md and the State Control Register www.rsc.gov.md were developed in order to ensure the correctness and transparency of the state controls on the private and public subjects. These platforms allow the promotion of information on the rights and obligations of the parties involved in state controls, the publication of control plans, "Questions and Answers" modules, and materials for promoting the rights of economic agents in relations with control authorities. The www.controale.gov.md portal contains an electronic survey in which economic agents have the opportunity to assess the level of accessibility of information on state controls, the quality of interaction with control institutions, to come up with comments and suggestions on the accessibility of data, and information on planned and unexpected controls initiated by control authorities.

The Republic of Moldova has concluded a financing agreement with the World Bank on the modernization of government services. Within the project, until 2023, actions will be taken on re-engineering and digitizing public services; developing government electronic infrastructure; expanding access points to public services and strengthening institutional capacity for government service delivery. Thus, the following products have been developed:

- i) The public service reengineering methodology, including the dimensions of citizen focusing and citizen involvement/co-creation;
- ii) Study on Social Inclusion, Gender Equality and Citizens' Involvement in Reengineering Services, as well as their Evaluation;
- iii) Study on Human Resource Management adjustments to the modernization of public services focused on citizen and innovative delivery/a new model of delivery of public services centered on citizens.

In addition, the preliminary concept of the Universal Service Provider Center was developed to extend public access to public services. Moreover, the project aims to develop a citizen feedback mechanism on the quality of public services in order to stimulate citizens' civic engagement in the implementation of the modernization of public services reform.

The Government manages e-Government infrastructure, including electronic services, which are products launched to minimize burden on the citizen, streamline the process of providing services, eliminate corruption risks. E-Government products launched under the e-Transformation of Governance are following:

i)   Government for Citizens: http://egov.md/ro/projects/citizen;
ii) Government for Business: http://egov.md/ro/projects/business;
iii) Government for Government: http://egov.md/ro/projects/government;
iv) Government to the International: http://egov.md/ro/projects/international.

In the period 2016-2017, the E-Governance Center conducted a series of surveys for citizens in the country and abroad on e-services, www.data.gov.md and www.services.gov.md. The purpose was to improve the quality of public services. All results on surveys, statistical barometers are published here: i) http://egov.md/ro/resources/polls; ii) http://egov.md/ro/resources/infographics.