



Open Government Partnership

Open Government Action Plan 2012-2013 for the Republic of Moldova

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April 2012



INTRODUCTION

The Republic of Moldova faces challenges in improving governance performance, increasing transparency and access to information, fighting corruption and ensuring high quality public service delivery to citizens and business. The Government of Moldova will utilize modern technologies as the key instrument in addressing these issues. In the context of the Open Government Partnership and the already launched efforts of Government Technological Modernization, Moldova is determined to improve governance and communication between government and citizens.

The Government of Moldova is guided by the values and commitments of the Open Government Declaration: increase availability of information about government activities; support civic participation; implement the highest standards of professional integrity throughout our administrations; increase access to new technologies for openness and accountability. As a member of the Open Government Partnership, the Government of Moldova will align to the global efforts and, support and expand its internal actions to promote transparency and fight corruption, increase public access to information and citizen participation, improve public service delivery by harnessing the power of technology and innovation.

Through the Open Government Partnership, the Government of Moldova commits to build the foundation of a transparent, reliable, efficient government that will communicate and collaborate closely with its citizens, provide high quality public services. In this context Moldova will address three of the five grand challenges: Increasing Public Integrity, More Effectively Managing Public Resources and Improving Public Services.

The present Action Plan has been publicly consulted during January-March 2012. Extensive collective consultations with NGOs, private sector, and international development partners were held simultaneously with individual consultations and online public consultations. Moldova's Action Plan also benefited from the knowledge exchange received from the OGP Networking Mechanism during video conferences with other governments and independent international experts. The Action Plan was reviewed by all central public administration authorities and approved by the Government.

Central public administration authorities and State Chancellery will implement this Action Plan, in collaboration with e-Transformation coordinators and persons responsible for Open Govern Data assigned by each central public authority. The State Chancellery will also be responsible for monitoring the implementation of government commitments. Following the consultations with civil society, the National Participation Council identified the need for and subsequently created an Open Government thematic working group, which will be responsible for monitoring the progress of the Action Plan implementation.

The Republic of Moldova has benefited from the experiences of other governments in the Open Government Efforts. In this context, Moldova expresses its willingness to share its knowledge and experience on the elaboration, consultations and implementation of its Open Government Action Plan through the OGP Networking Mechanism.



EFFORTS UP TO DATE

In 2010, the Government of the Republic of Moldova launched the Governance e-Transformation process to increase transparency, improve government efficiency and public service delivery and fight corruption by harnessing the power of information technologies. In September 2011, the Government approved the first Strategic Program for Governance Technological Modernization, which provides a unified vision to modernize and improve public services and increase government efficiency.

Here are some highlights of the efforts up to date:

1. Public Integrity

- **Open Data** - Opening Government Data Initiative, one of the key pillars of the Governance e-Transformation agenda, was launched in April 2011, which made Moldova the 17th country to join the Global Open Data Initiative. The open government data portal www.date.gov.md was launched and the Open Data Initiative was shortly institutionalized through the Prime Minister's Directive. In February 2012, according to Prime Minister's Indication, every central public institution assigned a person responsible for open data that form the open government data work group.
- **National Endowment for geospatial data** – A State Cartographer-Geodetic Fund, as a subdivision of the Agency of Land Relations and Cadaster, was created with the scope of a centralized monitoring, storage and use of geodetic and cartographic documents. The Fund accumulates topographic, geodetic and cartographic materials of technical, scientific, economic, historical, social and cultural interest throughout the country.
- **Online Income Declarations** – All the declarations of government officials and civil servants are scanned and mandatory published online.
- **Live streaming of government, parliamentary and other public administration meetings** – The government has opened most of its meetings to live streaming. Media companies may come and record most of all these meetings, which therefore grant access to citizens to most of the public discussions and decisions. Thanks to this transparency initiative, Moldovan citizens followed live the long expected Presidential election on March 16, 2012.

2. Public Services

- **Online public services portal** – The Government has launched in April 2012 the public services portal www.servicii.gov.md. This single window access to all public services offers all the necessary information on public services delivered electronically and in traditional ways.
- **Public services digitization** – Four most demanded public services are being currently digitized and implemented for delivery until the end of 2012. By 2020 all public services will be digitized.
- **Electronic Filing of Taxes** – This service provides all individuals the ability to file taxes in electronic format, with application of an authentic electronic signature. This service represents an efficient instrument of creating, verifying, and filing the tax statement online, without the need for individuals to visit the tax office.

3. Public Resources Management

- **Public expenditure data (BOOST)** – In May 2011, The Ministry of Finance released for the first time a comprehensive Public Expenditure data base (BOOST), so that citizens can track how effectively and efficiently the government spends public money.
- **Common Procurement Vocabulary** – In 2011 the Government of Moldova adopted a Regulation on the Common Procurement Vocabulary. In August 2012, The Public Procurement Agency will start implementing the regulation according to a strategy currently being elaborated. This will ensure the respect of principles of an efficient use of public resources as well as it will consolidate public procurement transparency.



COMMITMENTS

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 public access to information

- **Increasing transparency in the decision making process.** Central public administration authorities will comply with executing regulation regarding their official webpages in Internet and regulation on transparency in decision making process by publishing updated and in appropriate format public information relevant to their activity. An annual report on the publication of public sector information will be elaborated and posted on the web page of central public institutions.
 - *Central public administration authorities under the supervision of State Chancellery II December 2012*
- **Ensuring a participatory decision making.** Central public administration authorities will regularly publish and update relevant information about decision making process in the "Transparency decision" section of their webpage. The online platform www.particip.gov.md will stimulate and streamline an effective public consultations process, by compelling central public administration authorities to post policy documents, draft legislation, information about time and format of public consultations and public officers responsible for consultations, etc.
 - *Central public administration authorities under the supervision of State Chancellery II 2012-2013*
- **Increasing access to information on environment quality and protection.** A methodological guide on publication of information on environment protection and quality will be developed for central public authorities. Based on the methodological guide, these authorities will publish and regularly update the information in accordance with point 24 in Annex nr. 1.
 - *State Chancellery, Ministry of Environment, Central public administration authorities II Trimester III, 2012*
- **Implementing government e-mails (gov.md).** The 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-mail accounts. Government e-mail accounts will be created to all central public authorities servants for internal and external government communication.
 - *Ministry of Information Technology and Communications, State Chancellery II December 2012*

2. Creating an online petition platform www.petitii.gov.md

- **Development of an online petition portal.** A new petition portal www.petitii.gov.md will be developed and launched, which will allow electronic submission of petitions to public authorities, and will offer the petitioners the possibility to view: itinerary, stage of the screening process / possible settlement, names of officials responsible for dealing with complaints and solving them. The existing regulatory framework will be adjusted to ensure the mechanisms and procedures for electronic submission, receiving, examining and solving petitions by the central public administration authorities.
 - *State Chancellery/E-Government Center, Ministry of Justice II September 2013*



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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

- **Drafting the Law on public sector information re-use.** The Law on public sector information re-use will be drafted and implemented. This law will provide opportunities for adding value to this information and will unveil its economic potential.
 - *Ministry of Information Technology and Communications, State Chancellery II December 2012*
- **Opening priority data.** Proprietary public data requested by citizens, according to Annex nr. 1 to this action plan will be open in compliance with national legislation, including the legal framework on personal data protection.
 - *Central public administration authorities that hold data listed in Annex nr. 1 II December 2012*
- **Publishing the Open Government Data Catalogue.** Each central public authority will publish on its webpage and open data portal www.date.gov.md its own catalogue of data that it holds.
 - *Central public administration authorities under the supervision of State Chancellery II Trimester II, 2012*
- **Developing government data standards.** Government agencies will develop national and institutional standards for collecting, archiving and publication of data in digital format.
 - *Ministry of Information Technology and Communications, State Chancellery, Central public administration authorities II Trimester I, 2013*
- **Expanding government data portal www.date.gov.md.** The government data portal will be technologically expanded to provide an interface for local public data.
 - *State Chancellery/E-Government Center II Trimester IV, 2012*
- **Mapping the location of public institutions.** The geospatial data portal www.geoportal.md will be populated with locations of central public institutions and their subordinate structures.
 - *Public authorities in collaboration with State Agency for Land Relations and Cadaster under the supervision of State Chancellery II Trimester IV, 2012*
- **Developing socially useful applications.** Applications that exploit and facilitate understanding and use of open government data by organizing competitions, training, specialized workshops, including launch of competition of innovative applications based on open data, and other measures will be developed and promoted.
 - *State Chancellery/E-Government Center II 2012-2013*
- **Developing the public procurement application.** An application based on the digital archive of the public procurement data will be developed and launched to promote a better understanding and greater transparency of public procurements.
 - *Public Acquisitions Agency, State Chancellery II Trimester IV, 2012*

4. Ensuring transparency of information on income and property of senior officials, judges, prosecutors, and civil servants

- **Online income and property declaration.** The national legal framework will be adjusted to allow for online submission of income and property declarations of senior officials, judges, prosecutors, and civil servants. An automated information system for online filing of income statements of public officials will be developed, installed and launched.
 - *National Integrity Commission, State Chancellery II Trimester II, 2013*



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5. The potential of social networking for effective communication between central government and citizens and fostering participatory decision making

- **Guidelines for social media in government.** Guidelines for use of social media networks by public authorities will be developed, and central public administration authorities will harmonize their public relations and communication strategy with these guidelines.
 - *State Chancellery/E-Government Center, Central public administration authorities II Trimester II, 2013*
- **Government presence in social media.** Central public authorities will create and maintain official pages on social media networks in order to provide an efficient bidirectional communication between central government and citizens, according to relevant legislation.
 - *Central public administration authorities II Trimester III, 2013*
- **Social media in government training.** Training of civil servants, responsible for communication (including representatives of local authorities) on the effective and efficient use of social networking for business.
 - *Central and local public administration authorities, State Chancellery/E-Government Center II Trimester IV, 2012*

6. Transparency of government decision-making process at the local level

- **Developing the portal for local authorities.** The regulation that will stipulate the www.actelocale.md portal as a single point access to communication and interaction between the structures of State Chancellery and potential involvement of local authorities in this process will be developed. Local authorities will publish in a timely manner useful information and documents approved by local governments.
 - *State Chancellery, Ministry of Justice, Local public authorities II Trimester IV, 2012*

7. Ensuring transparency of the judicial system

- **E-Justice.** The e-justice system will be implemented for an efficient and functional judicial information system, and for the exclusion of the human factor in the management of cases.
 - *Ministry of Justice in collaboration with the E-Government Center II Trimester III, 2013*

Objective 2: Efficient management of public resources through the increase of public spending transparency

8. Ensuring budget transparency

- **Opening public expenditure.** Public institutions will publish on their webpages information on public administration projects, plans and budget reports and will update in real time information on revenue, expenditure and state budget execution (Open Budget Data). Additionally, the public expenditure database for 2011 will be published and updated annually.
 - *Ministry of Finance, Central public administration authorities II Trimester II, 2012*
- **Transparent external assistance data.** Data on all types of external assistance disbursement of funds in the projects implemented in Moldova will be open and published on open data and State Chancellery portals with quarterly updates. Additionally, an integrated information system on internal data collection and publication of foreign assistance based on international standards will be created.
 - *State Chancellery/E-Government Center II Trimester IV, 2012*



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- **External assistance application.** An online application based on the external assistance data will be implemented to allow for a monitoring of the flow of foreign assistance to Moldova. This application will provide a better understanding and a clear picture of where the external assistance flows and will help redirect the flows based on need.
 - *State Chancellery II Trimester IV, 2012*

9. Increasing transparency of public procurement. Implementation of e-procurement in the public sector

- **Transparent information on public procurement.** All the complete annual procurement plans, individual procurement notices, and information on attribution and signing of contracts will be published online on time with free access for all citizens.
 - *Public Procurement Agency, Central public administration authorities, State Chancellery II Trimester III, 2012*
- **Developing the State Registry of Public Procurement.** The Electronic Information System "State Registry of Public Procurement" will be developed and piloted. The Assistance Center for Procurement Agency will be established to strengthen capacity of using the electronic information system. Additionally, relevant public servants and users of e-procurement will be trained on the procedures on how to use this procurement information system and indicators and methodology for transparency of public procurement will be developed. The legal framework will be adjusted to allow for electronic procurement.
 - *Public Procurement Agency II 2012-2013*

Objective 3: Improving the quality of public services delivery

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

- **Launching public e-services.** Public services will be gradually digitized. The following e-services will be launched in 2012-2013: on-line appointments to public administration authorities; online release of documents, licenses, certificates and permits; online reporting for businesses; e-Visa, integrated medical information system, automated information system for primary health care, E-construction. In addition, a public services classification will be drafted and adopted and public services quality standards will be implemented.
 - *State Chancellery, E-Government Center, relevant Central public administration authorities II 2012-2013*
- **Human Resources Management system.** The automated information system "Human Resources Management" will be implemented and will include a database of all public servants. This system will be extended to allow for wide distribution of vacancies in the government.
 - *State Chancellery, in collaboration with Central public administration authorities II Trimester IV, 2012*
- **Innovative IT tools for primary and secondary education system.** Creating and implementing / piloting an electronic information platform in primary and secondary education system that will ensure individual access for parents and pupils to relevant information regarding pupil's performance and study process. This system will offer interfaces for communication between teachers, parents/tutors, and pupils.
 - *Ministry of Education II Trimester II, 2013*



Annex 1. List of public government data that will be open in 2012

- 1) Data on projects financed by the National Environment Fund (including funding criteria).
- 2) Data on projects financed by the Roads Fund (including funding criteria).
- 3) Data on the use of resources from the Energy Efficiency Fund.
- 4) Data on the status quo of transportation sector.
- 5) Data on schools, the number of students by class, addresses of education institutions and budgets allocated to them.
- 6) Data on school performance by educational institutions and the academic year.
- 7) Data about the activity of public medical institutions, natural movement of population, population morbidity and national health accounts.
- 8) Data about the cultural sector.
- 9) Data on agricultural subsidies.
- 10) Data on social assistance provided to different social categories.
- 11) Data on human resources management in the public service.
- 12) Data on subsidies for citizens and businesses.
- 13) Disaggregated data on the share of certain economic sectors (including voluntary sector) in GDP and other important economic indicators.
- 14) Data on financial and economic activities of state enterprises and joint stock companies with majority state share.
- 15) Statistics on funding the needs of enterprises.
- 16) Data on economic activity of small and medium enterprises, data on newly created enterprises.
- 17) Data on financial transparency in the public sector (public expenditure by ministry / central public authority, state department, agency, etc.).
- 18) Data on licenses granted by the Licensing Chamber.
- 19) Data on road safety, accident location.
- 20) Data on offense sanctions applied by the Ministry of Interior.
- 21) Data on jobs supply and demand.
- 22) Data on supply and demand for volunteers and voluntary activities carried out in Moldova.
- 23) Data on the projects of the Ministry of Defense, whose direct beneficiaries are the citizens of Moldova (the projects related to the destruction of dangerous pesticides and chemicals, informing people about the danger of unexploded ammunitions, etc.).
- 24) Data on the environment, namely:
 - a) acts of control / inspection for compliance with environmental legislation;
 - b) information on environmental quality components.
- 25) Data on financial sources (National Environmental Fund, external sources) to ensure environmental quality.
- 26) Information on permits and licenses issued to businesses.