



**Government of the Republic of Moldova**

**Self-assessment Report**  
**On the implementation of the Action Plan for an**  
**Open Government for 2016-2018**

**Chişinău, 2018**

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## 1. Introduction

In 2011, the Government of the Republic of Moldova became a member of the Open Government Partnership (OGP), an organization that promotes the values of open government at the international level. The principles of OGP are transparency, fight against corruption and the use of new technologies to strengthen governance and dialogue with citizens.

Member countries of the Open Government Partnership develop national action plans with concrete commitments for a two-year period. Since joining OGP, the Government of Moldova has approved 3 action plans for an open government. The Action Plan for an Open Government for 2016-2018 was approved by Government Decision no. 1432 of December 29, 2016.

At the same time, open government is a pillar of the Public Administration Reform Strategy for 2016-2020, which underlines as bases of public administration reform, the principles of open government, namely: a) legality, b) partnership and institutional dialogue, c) integrity, d) participation, impartiality and inclusion, e) openness and transparency, f) citizen focus; g) responsibility.

During 2016-2018, the Government of the Republic of Moldova guided its activity according to the commitments assumed in the Government Activity Program, Moldova-EU Association Agreement and Global Sustainable Development Agenda. The policy documents focus on combating corruption, human rights and rule of law, good governance and collaboration with civil society.

## 2. Process of co-creation, implementation and monitoring of the Action Plan

**Co-creation of the Action Plan for 2016-2018.** The Action Plan for an Open Government for 2016-2018 is a product of an extended exercise conducted by the Government in collaboration with civil society, between January and August 2016. The drafting of the action plan had more co-creation tools compared to previous plans.

The co-creation was launched in December 2015 by publishing a call for participation in the Open Government Working Group<sup>1</sup>. The Electronic Governance Centre and Open Government Institute led the working group. It brought together twenty representatives of central and local government, civil society, independent experts and members of the diaspora. During the co-creation phase, 4 workshops were organized, resulting in a list of commitments. Initially, the commitments proposed by the Working Group were structured in the following areas: i) open data; ii) public procurement and open contracts; iii) intelligent transportation system; iv) e-petitions; v) open local government.

At the same time, proposals of actions and commitments were collected from all ministries and other central public administration authorities.

Civil society has had the opportunity to submit proposals for the new action plan by completing an online questionnaire<sup>2</sup>. The first draft of the commitments was published for online consultation on different platforms for information and communication<sup>3</sup>.

On 8 July 2016, the draft of the action plan, developed based on proposals of public authorities and civil society, was published for public consultations on governmental portal [www.particip.gov.md](http://www.particip.gov.md)<sup>4</sup>. Representatives of civil society had the opportunity to comment on the document until 22 July 2016. The project was viewed over 500 times.

In the process of finalizing the draft action plan for an open government, 6 commitments were formulated, as follows: a) Increasing transparency in public procurement; b) Ensuring budgetary transparency; c) Ensuring transparency in the activity of public administration authorities and access to public information; d) Ensuring a participatory decision-making process; e) Ensuring transparency on the performance data of public authorities; f) Ensuring the delivery of quality public services.

The Action Plan for an open government was approved on 29 December 2016 by Government Decision no 1432.

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<sup>1</sup> <http://egov.md/ro/communication/news/apel-deschis-devino-parte-grupului-de-lucru-privind-guvernarea-deschisa>

<sup>2</sup> <https://www.surveymonkey.com/r/HYCB3F3>

<sup>3</sup> <http://diez.md/2016/04/14/vino-cu-propuneri-la-planul-de-actiuni-al-moldovei-pentru-o-guvernare-deschisa/>

<sup>4</sup> <http://particip.gov.md/proiectview.php?l=ro&idd=3309>

**Implementation and monitoring of the open government agenda.** Government Decision no. 1432 of 29.12.2016 provides a mechanism for monitoring the implementation of the Action Plan. Thus, on a quarterly basis, by the 15th of the following month, ministries and public authorities report on the implementation of actions according to the areas of competence. The State Chancellery prepares annual reports for the previous year until 31 January of the current year.

The Report on the implementation of the Action Plan for 2017 was published on the official website of the State Chancellery<sup>5</sup>.

Civil society representatives have the opportunity to comment on the content of the report through various means of communication with the public sector (letter, email, telephone). Thus, the State Chancellery website contains "Online petitions" module dedicated to the submission of electronic messages, as well as contact details of the authority.

Moreover, in April 2018, the Coordination Committee for an Open Government was created by the Order of the General Secretary of the Government, as a mechanism responsible for overseeing the open government agenda in the Republic of Moldova<sup>6</sup>. The Coordination Committee has the following tasks:

- a) Develop proposals and recommendations on the implementation of the principles of open government;
- b) Coordinate the elaboration of the Action Plan for an Open Government and ensure organization of a transparent and participatory process of its co-creation, based on the methodological recommendations of the Open Government Partnership;
- c) Monitor the implementation of the open government agenda, identifies problematic issues and develops proposals to overcome them;
- d) Undertake measures to raise public awareness of the agenda for open government;
- e) Ensure the visibility of the Committee's efforts, as well as of the results achieved in this field, both at the national and international level through articles, publications, participation in regional and global meetings of the Open Government Partnership;
- f) Coordinate efforts with the Open Government Partnership, ensure good cooperation with the independent evaluator in the context of the external evaluation of the Action Plan commitments and ensures the elaboration of the government self-evaluation report on the implementation of the plan.

The Coordination Committee was set up following the model of the permanent dialogue mechanism of the Open Government Partnership and consists of eight members (4 from civil society and 4 from the public sector). The Committee is jointly headed by the Deputy Secretary General of the Government and a representative of civil society, elected by majority vote of the

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<sup>5</sup> [https://cancelaria.gov.md/sites/default/files/document/attachments/raport\\_autoev\\_guv\\_deschisa\\_2017.pdf](https://cancelaria.gov.md/sites/default/files/document/attachments/raport_autoev_guv_deschisa_2017.pdf)

<sup>6</sup> <https://cancelaria.gov.md/ro/apc/comitetul-de-coordonare-pentru-o-guvernare-deschisa>

members of the Coordination Committee as co-chair (Open Government Institute). The Committee meets as often as necessary, but at least once every 3 months. The civil society representatives were selected on the basis of a transparent process by publishing an open call on the State Chancellery's website<sup>7</sup>.

In 2018, 2 meetings of the Coordination Committee for an open government were held, on 4 June and 27 July.

**Involvement of civil society in the implementation process.** In order to ensure the visibility of the activities undertaken in the fields of open government and to stimulate the participation of civil society, a module dedicated to "Open Government" was created on the State Chancellery webpage, where some documents were published and will be permanently updated with information<sup>8</sup>.

According to the legislation in force, communication with civil society is a mandatory activity in the public sector. Civil society, academics and non-governmental organizations participated in the implementation of the activities of the Action Plan for an Open Government. Thus, it is worth mentioning that if the commitment of the Action Plan involves the approval of a normative framework, the draft normative act is placed for public consultations on the governmental portal [www.particip.gov.md](http://www.particip.gov.md). Civil society representatives are invited to events organized by public authorities. Public authorities ensure publication of information online, whether it is activity reports, budget transparency or open data.

These activities have the goal to enable the ordinary citizen to be informed about the public sector and its outcomes, as well as to ensure a supervision mechanism of the society. Detailed information on the involvement of civil society in implementing the commitments of the Action Plan is described in Chapter 3 „Implementation of the Action Plan commitments”.

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<sup>7</sup> <https://cancelaria.gov.md/ro/content/devino-membru-al-comitetului-de-coordonare-pentru-o-guvernare-deschisa>

<sup>8</sup> <https://cancelaria.gov.md/ro/advanced-page-type/domeniile-de-competenta>

### 3. Implementation of the Action Plan commitments

<b>Name of the commitment</b>	<b>Increase transparency in public procurement</b>			
<b>Start and End Date</b>	29.12.2016 – 30.06.2018			
<b>Lead implementing agency/actor</b>	Ministry of Finance, Public Procurement Agency			
<b>Other actors involved</b>	Central Public Administration Authorities, State Chancellery, E-Governance Agency			
<b>Problem description</b>	<ul style="list-style-type: none"> <li>• Existence of waste, fraud and corruption phenomena in public procurement;</li> <li>• Mistrust of citizens and business environment in public procurement</li> </ul>			
<b>Major objective</b>	Effective management of public resources by increasing transparency of public spending			
<b>Brief description</b>	<p>The commitment involves development and implementation of the Automated Information System "State Public Procurement Register (MTender)", improve the citizens and public sector capacities on the usage of public procurement data and M-Tender system.</p> <p>Achievement of commitment will help to increase transparency, prevent corruption. The implementation of the M - Tender System will lead to the removal of bureaucratic barriers of economic entities and substantial savings of funding and time.</p>			
<b>Relevance to OGP value</b>	<ul style="list-style-type: none"> <li>• Access to Information;</li> <li>• Technology and Innovation for Transparency and Accountability</li> </ul>			
<b>Planned results</b>	<ul style="list-style-type: none"> <li>• Functional Automated Information System "State Public Procurement Register (MTender)";</li> <li>• At least 85% of contracting authorities use the System "State Public Procurement Register (MTender).</li> </ul>			
<b>Completion Level</b>	<b>Not Started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
			✓	
<b>Description of the results</b>				
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>	
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)	29.12.2016	31.03.2017	Completed	
<b>Description of the results</b>	Within the "Open Contracting" Project, with the support of the World Bank and the E-Government Agency, during the second quarter of 2017, was undertaken the migration of public data from the private area of the e-Procurement system to the public area ( <a href="http://opencontracting.date.gov.md/">http://opencontracting.date.gov.md/</a> ), ensuring data			

	availability in an automated manner through the Application Programming Interface (API).		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Piloting the 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	29.12.2016	31.12.2017	Substantial
<b>Description of the results</b>	The action is carried out through the Automated Information System "State Public Procurement Register (MTender)".		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Develop and implement an electronic procurement transactional system based on the principles of the open contracting standard, with the ability to collect and publish information at all stages of the procurement process	29.12.2016	30.06.2018	Substantial
<b>Description of the results</b>	<p>Starting with January 2017, Ministry of Finance jointly with its subordinate authorities (Public Procurement Agency, State Tax Service, Customs Service, and Financial Inspection) has conceptually piloted the new M-Tender electronic system for low-value public procurement contracts. Subsequently, was developed the functionalities to apply public procurement procedures through demand for open price and open tender and registration of procurement contracts via the MTender system.</p> <p>In order to use the MTender system was developed the Government Decision no 705 of 11.07.2018 "On the approval of the technical concept of the Automated Information System "State Register of Public Procurement (MTender)"</p> <p>Starting with October 1, 2018, with the entry into force of the amendments to the Law no. 131/2015 on public procurement, was established the regulatory regime about using the online electronic system.</p> <p>The MTender system could be accessed at the following link: <a href="https://mtender.gov.md/tenders">https://mtender.gov.md/tenders</a> and it could be used for the electronic application of public procurement processes, publication of national notices/invitations, submission and evaluation of tenders, awarding, signing the public procurement contracts with electronic signatures.</p> <p>During 2018, normative framework for the functioning of the Automated Information System "State Register of Public Procurement" (MTender) was developed and approved, namely:</p> <ul style="list-style-type: none"> <li>• GD 985/2018 on the approval of the Regulation on accreditation of electronic procurement platforms within the Automated Information System "State Register of Public Procurement" (MTender);</li> <li>• GD 986/2018 on the approval of the Regulation on the way of maintaining the State Register of Public Procurement, formed by the Automated Information System "State Register of Public Procurement (MTender)";</li> </ul>		



	<ul style="list-style-type: none"> <li>GD 987/2018 approval of the Regulation on the purchase of goods and services by requesting price offers.</li> </ul> <p>Simultaneously, training courses on the use of the automated information system "State Register of Public Procurement" (MTender) were organized in September 2018.</p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Extending the list of contracting authorities bound to initiate all procurement procedures through the electronic system	29.12.2016	30.06.2018	Substantial
<b>Description of the results</b>	According to the legislation in force, all contracting authorities will initiate procurement procedures through the AIS "State Register of Public Procurement" (MTender)", once it is fully operational.		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Organizing communication, awareness and training sessions of the open data community on the availability and use of public procurement data	29.12.2016	30.06.2018	Limited
<b>Description of the results</b>	Within "Open Contracting" Project, with the support of the World Bank and the E-Government Agency, a workshop was held on 27.06.2017 on the topic "Opening Contracts (CD) in Moldova". During the event, it was presented the latest version of the Open Contracting Portal ( <a href="http://opencontracting.date.gov.md/">http://opencontracting.date.gov.md/</a> ) and the results of the collaboration between the Government and civil society groups.		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
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	29.12.2016	30.06.2018	Completed
<b>Description of the results</b>	<p>In order to facilitate the access of small and medium enterprises to public procurement procedures, Public Procurement Agency trained during 2017- third quarter of 2018 - 69 economic operators regarding the rules and norms established in the legal framework on public procurement.</p> <p>At the same time, on 19.12.2018 was organized a training seminar "Participation of economic operators in public procurement procedures", where about 25 economic operators participated.</p> <p>On October 1, 2018, entered into force the provisions of art. 39 "Division into lots" of Law 131/2015 on Public Procurement. The amendments provide binding rules for contracting authorities to divide the contract into lots or positions in order to ensure a greater number of SMEs in procurement procedures.</p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Organize events and sessions with civil society and application developers to link public procurement data and other data sets such as company data to	29.12.2016	30.06.2018	Limited

highlight different phenomena that were previously difficult to detect			
<b>Description of the results</b>	<p>In 2017, it was organized the Open Data School, with the support of the Social Innovation Laboratory “MiLab”. In the School participated 25 researchers and journalists. Participants were trained on working and handling data.</p> <p>A database of projects funded by the national ecological fund for 2011-2016 was developed within the school.<sup>9</sup></p> <p>At the same time, on the web page dedicated to open data (<a href="http://www.date.gov.md">www.date.gov.md</a>) was published information about web application "Openmoney.md" (winner application of the Anti-Corruption Hackathon "HackCorruption", 8-10 July 2016), which aims to ensure transparency of public procurement in the public sector<sup>10</sup>.</p>		

<b>Name of the commitment</b>	Ensure budgetary transparency			
<b>Start and End Date</b>	29.12.2016 – 31.12.2018			
<b>Lead implementing agency/actor</b>	Ministry of Finance			
<b>Other actors involved</b>	Central Public Administration Authorities, Ministry of Justice, Ministry of Agriculture, Environment and Regional Development			
<b>Problem description</b>	<ul style="list-style-type: none"> <li>• Incomplete publication of data on budget planning and spending;</li> <li>• Budget documents difficult to understand by ordinary citizens.</li> </ul>			
<b>Major objective</b>	Effective management of public resources by increasing the transparency of public spending			
<b>Brief description</b>	<ul style="list-style-type: none"> <li>• Ensuring citizens' access to the main budget documents;</li> <li>• Informing citizens about how to use public money in an interactive way and by each public authority;</li> <li>• Ensure access to data about penitentiary system's budget and spending of National Fund for Regional Development.</li> </ul>			
<b>Relevance to OGP value</b>	<ul style="list-style-type: none"> <li>• Access to information;</li> <li>• Civic participation</li> </ul>			
<b>Completion Level</b>	<b>Not Started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
				✓
<b>Description of the results</b>				
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>	
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	29.12.2016	30.06.2017	Completed	

<sup>9</sup> <http://openmd.info/fen/>

<sup>10</sup> <http://date.gov.md/ro/aplicatii>, <http://openmoney.md/>

<b>Description of the results</b>	<p>Data on budget execution, components of the national public budget, including local budgets, are published on a monthly basis.</p> <p>Reports on the national public budget could be accessed at the following link: <a href="http://date.gov.md/ckan/ro/dataset/15071-raport-privind-executarea-bugetului-public-national">http://date.gov.md/ckan/ro/dataset/15071-raport-privind-executarea-bugetului-public-national</a>.</p> <p>Monthly data on budget execution by local public authorities could be found here: <a href="http://date.gov.md/ckan/ro/dataset/15969-date-despre-executarea-bugetelor-la-nivelul-autoritatilor-publice-locale">http://date.gov.md/ckan/ro/dataset/15969-date-despre-executarea-bugetelor-la-nivelul-autoritatilor-publice-locale</a>.</p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Develop an interactive framework on the official website of the Ministry of Finance to reflect the process of tax and customs policy development	29.12.2016	30.06.2018	Completed
<b>Description of the results</b>	<p>The Ministry of Finance has elaborated and published on the official website the logical scheme and the interactive framework of the process of drafting the law on tax and customs policy.</p> <p>These documents could be found here: <a href="http://mf.gov.md/ro/impozite-%C8%99i-taxe/procesul-de-elaborare-legii-privind-politica-fiscal-vamal%C4%83">http://mf.gov.md/ro/impozite-%C8%99i-taxe/procesul-de-elaborare-legii-privind-politica-fiscal-vamal%C4%83</a>.</p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Publishing on the Ministry of Finance's website the estimates of the medium-term budgetary framework and the draft annual budget laws	29.12.2016	31.12.2018	Completed
<b>Description of the results</b>	<p>The Ministry of Finance has published online the medium-term budgetary framework and drafts of the annual state budget laws.</p> <p>Documents could be accessed at the following electronic addresses:  <a href="http://mf.gov.md/ro/buget/bugetul-public-na%C8%9Bional/bugetul-de-stat">http://mf.gov.md/ro/buget/bugetul-public-na%C8%9Bional/bugetul-de-stat</a>  <a href="http://mf.gov.md/ro/content/bugetul-de-stat-2017">http://mf.gov.md/ro/content/bugetul-de-stat-2017</a>  <a href="http://mf.gov.md/ro/content/bugetul-de-stat-2018">http://mf.gov.md/ro/content/bugetul-de-stat-2018</a>  <a href="http://mf.gov.md/ro/buget/cadrul-bugetar-pe-termen-mediu">http://mf.gov.md/ro/buget/cadrul-bugetar-pe-termen-mediu</a></p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Drafting and publishing on the website of the Ministry of Finance the budget for citizens after the adoption of the Budget Law	29.12.2016	31.12.2018	Completed
<b>Description of the results</b>	<p>The Ministry of Finance has drafted the „Budget for citizens” in order to reflect the budget in a simple language and facilitate the understanding of the document by ordinary citizens.</p> <p>The budget for citizens could be found here:  <a href="http://mf.gov.md/ro/buget/transparen%C8%9Ba-bugetar%C4%83/bugetul-pentru-cet%C4%83%C8%9Beni">http://mf.gov.md/ro/buget/transparen%C8%9Ba-bugetar%C4%83/bugetul-pentru-cet%C4%83%C8%9Beni</a></p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Publishing sectorial spending strategies and annual budgets by domains of competence as well as reports on their implementation	29.12.2016	31.12.2018	Substantial

<b>Description of the results</b>	<p>According to art. 21, letter h) of the Law on public finance and budgetary and fiscal responsibility, no 181 of 25.04.2014, central public authorities shall ensure the publication of sectorial spending strategies and annual budgets, as well as reports on budget execution on authorities' web site.</p> <p><i>These documents can be accessed at the following electronic addresses:</i></p> <ul style="list-style-type: none"> <li>• Ministry of Economy and Infrastructure: <a href="https://mei.gov.md/ro/bugetul-mec">https://mei.gov.md/ro/bugetul-mec</a></li> <li>• Ministry of Finance: <a href="http://mf.gov.md/ro/ministerul-finan%C8%9Belor/bugetul-ministerului">http://mf.gov.md/ro/ministerul-finan%C8%9Belor/bugetul-ministerului</a></li> <li>• Ministry of Education, Culture and Research: <a href="https://mecc.gov.md/ro/content/elaborarea-ssc-2019-2021">https://mecc.gov.md/ro/content/elaborarea-ssc-2019-2021</a></li> <li>• Ministry of Internal Affairs: <a href="https://mai.gov.md/ro/bugetul-mai">https://mai.gov.md/ro/bugetul-mai</a></li> <li>• Ministry of Defence: <a href="http://www.army.md/?lng=2&amp;action=show&amp;cat=147&amp;submenuheader=3">http://www.army.md/?lng=2&amp;action=show&amp;cat=147&amp;submenuheader=3</a></li> <li>• Ministry of Justice: <a href="http://justice.gov.md/pageview.php?l=ro&amp;idc=217&amp;http://justice.gov.md/tabview.php?l=ro&amp;idc=609&amp;">http://justice.gov.md/pageview.php?l=ro&amp;idc=217&amp;http://justice.gov.md/tabview.php?l=ro&amp;idc=609&amp;</a></li> <li>• Ministry of Agriculture, Regional Development and Environment: <a href="http://www.madrm.gov.md/ro/content/cadrul-bugetar">http://www.madrm.gov.md/ro/content/cadrul-bugetar</a> <a href="http://www.madrm.gov.md/ro/content/rapoarte">http://www.madrm.gov.md/ro/content/rapoarte</a></li> <li>• Ministry of Foreign Affairs and European Integration: <a href="http://www.mfa.gov.md/bugetul-maeie/">http://www.mfa.gov.md/bugetul-maeie/</a></li> </ul>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Publication of open data sets on penitentiary system budgets on the data.gov.md portal	29.12.2016	30.09.2017	Completed
<b>Description of the results</b>	<p>The National Administration of Penitentiaries, subordinated to the Ministry of Justice, published data about the penitentiary system budgets on governmental portal <a href="http://date.gov.md">www.date.gov.md</a>.</p> <p>The information can be accessed at the following link: <a href="http://date.gov.md/ckan/ro/organization/2725-administratia-nationala-a-penitenciarelor">http://date.gov.md/ckan/ro/organization/2725-administratia-nationala-a-penitenciarelor</a>.</p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Publication of information on the implementation of the National Fund for Regional Development and projects from external sources	29.12.2016	31.12.2018	Substantial
<b>Description of the results</b>	<p>The Ministry of Agriculture, Regional Development and Environment has published the Report on Action Plan for the implementation of the National Regional Development Strategy for 2017 on the official website (<a href="http://www.madrm.gov.md/ro/content/rapoarte-anuale-privind-implementarea-strategiei-na%C8%9Bionale-de-dezvoltare-regional%C4%83-pentru">http://www.madrm.gov.md/ro/content/rapoarte-anuale-privind-implementarea-strategiei-na%C8%9Bionale-de-dezvoltare-regional%C4%83-pentru</a>).</p> <p>The report contains data about the implementation of the National Fund for Regional Development and projects from external sources.</p>		

<b>Name of the commitment</b>	Ensuring transparency in the activity of public administration authorities and access to public information
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<b>Start and End Date</b>	29.12.2016 – 31.12.2018			
<b>Lead implementing agency/actor</b>	Ministries, other central public authorities			
<b>Other actors involved</b>	State Chancellery, E-Governance Agency			
<b>Problem description</b>	<ul style="list-style-type: none"> <li>• Reluctance of public authorities to publish open data in certain sectors;</li> <li>• Published open data does not meet the requirements of users and re-users of public information concerning relevance, format, structure, update period, the desegregation level of data.</li> </ul>			
<b>Major objective</b>	Strengthening public integrity by ensuring a participative / implicit decision-making process of citizens and increasing transparency in the governance process			
<b>Brief description</b>	Commitment refers to ensuring the publication of open data on governmental portal <a href="http://www.date.gov.md">www.date.gov.md</a> The purpose of the commitment is to inform citizens about the Government's work and increase public confidence.			
<b>Relevance to OGP value</b>	<ul style="list-style-type: none"> <li>• Access to information;</li> <li>• Accountability of public sector</li> </ul>			
<b>Completion Level</b>	<b>Not Started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
				✓
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Assessing the needs of all open data beneficiaries in the education sector		29.12.2016	30.09.2017	Completed
<b>Description of the results</b>	<p>Within "Strengthening Capacity – Education Management Information System (EMIS) Project", CBX-AXA was contracted to conduct a study on open educational data that stakeholders would like to view.</p> <p>In the evaluation process, 11 group discussions and 35 in-depth interviews took place. The goal was to create an exhaustive sample to cover all categories that are related to the use of open educational data.</p> <p>As a result, EMIS has been reconfigured and contains 106 statistical reports and 35 new reports.</p>			
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Inventory of existing open data in the education sector in relation to identified needs, as well as their collection, publication and updating on the <a href="http://data.gov.md">data.gov.md</a> portal		29.12.2016	30.09.2017	Completed
<b>Description of the results</b>	<p>The Ministry of Education created a working group to assess statistical capacities and review the statistical framework (Order no. 92 of 22.02.2017).</p> <p>The working group has presented a report focusing on important aspects of the data collection process, comparative analysis of data provided by National Bureau of Statistics and EMIS, presentation of the educational indicators and revision of the Open Data Catalogue.</p> <p>The report of the working group was published online (<a href="https://mecc.gov.md/sites/default/files/anexa_1_0.pdf">https://mecc.gov.md/sites/default/files/anexa_1_0.pdf</a>).</p>			

Milestone	Start date	End Date	Completion level
Developing a web interface within the Open Government Portal with the possibility of interactive viewing of data in the education sector	29.12.2016	31.12.2017	Completed
<b>Description of the results</b>	<p>The Ministry of Education, Culture and Research carried out activities for EMIS development and interactive visualization of educational data (<a href="https://www.sime.md:8443/">https://www.sime.md:8443/</a>).</p> <p>The upgraded web portal is intended for education system actors and stakeholders (civil society, etc.). The system was developed to optimize the management processes in the field of education and provides access to data to more citizens.</p> <p>The data about the educational system are represented in different formats, both textual and graphic, which facilitate the interpretation of information in the educational system.</p> <p>The sheets of general education institutions, which are automatically generated by the system, were updated on the EMIS portal in February-March.</p>		
Milestone	Start date	End Date	Completion level
Implementing activities to promote the availability of open data in the education sector, according to the internal communication plan	29.12.2016	30.06.2017	Completed
<b>Description of the results</b>	<p>The EMIS project has been promoted at the national level, with the support of the media. Information materials and brochures on open data initiatives in the education sector were created.</p> <p>The promotion campaign provided citizens with information on the EMIS project and increased visibility on project achievements.</p> <p>The promotion of EMIS portal continues through periodical posts of information on the ministry's website and media, ensuring interaction with all actors involved in the educational process.</p>		
Milestone	Start date	End Date	Completion level
Publication of geospatial data according to Open Catalogue of the Agency for Land Relations and Cadastre, with possibility of visualization and / or open format: 1. Publishing viewable spatial data: - ortophoto 40, throughout the republic; - ortophoto 20 for 38 localities; - Topographic map at scale 1:50 000 (2013); - Relief of the country's territory; - Thematic maps (the result of the cooperation between the Agency for Land Relations and Cadastre and the central public authorities - public infrastructure, the data of the Ecological Inspectorate, the data of Moldatsa);	29.12.2016	30.06.2017	Completed

<p>- cadastral data from the SE's graphic database. "Cadastru": land, buildings; Publish geospatial data in open format: - the data from the State Register of the administrative-territorial units and of the streets from the localities on the territory of the republic; - Map of the Republic of Moldova at a scale of 1: 200 000 (1 cm = 2 km), including the marking of national roads, national borders and watercourses, rivers, lakes</p>			
<p><b>Description of the results</b></p>	<p>The Agency for Land Relations and Cadastre (ALRC) has ensured the publication of the data according to the "Catalogue of Public Government Data", as follows:</p> <ul style="list-style-type: none"> <li>• Public access to geospatial data, with approximately 2500-2700 visits a day: <a href="https://geoportal.md/">https://geoportal.md/</a></li> <li>• Orthophoto geospatial data in open format published on <a href="http://www.geoportal.md">www.geoportal.md</a> and <a href="https://moldova-map.md/mapstore/#/">https://moldova-map.md/mapstore/#/</a></li> <li>• Cadastral data (land, buildings in the graphic database of the Cadastral Department within Public Services Agency) were published on <a href="https://geoportal.md/">https://geoportal.md/</a> and <a href="https://www.cadastru.md/ecadastru">https://www.cadastru.md/ecadastru</a></li> </ul> <p>According to Law no. 254 of 17.11.2016 on the National Spatial Data Infrastructure, the INDS Geoportal was created within the ALRC (<a href="http://geoportalinds.gov.md/geonetwork/srv/rus/catalog.search#/home">http://geoportalinds.gov.md/geonetwork/srv/rus/catalog.search#/home</a>).</p> <p>The INDS Geoportal does not provide a single database, but ensures the standardized connection and without contradictions between existing and decentralized databases in a standardized and interoperable manner, under public authority management.</p> <p>The INDS Geoportal could be used to: a) discover spatial data sources; b) view details for all uncovered spatial data sources and access information; c) visualize data found through networks; d) develop, upload and manage metadata for spatial data managed by public authorities and other organizations producing and holding spatial data.</p>		
<p><b>Milestone</b></p>	<p><b>Start date</b></p>	<p><b>End Date</b></p>	<p><b>Completion level</b></p>
<p>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</p>	<p>29.12.2016</p>	<p>30.03.2017</p>	<p>Completed</p>

<p>issued licenses for the use of numbering resources;</p> <p>- 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</p>			
<p><b>Description of the results</b></p>	<p>National Regulatory Agency for Electronic Communications and Information Technology has published on governmental portal for open data (www.date.gov.md) data sets in an open format and within the stipulated deadline.</p> <p>Data could be found at the following link:  <a href="http://date.gov.md/ckan/ro/organization/1165-agentia-nationala-pentru-reglementare-in-comunicatii-electronice-si-tehnologia-informatiei">http://date.gov.md/ckan/ro/organization/1165-agentia-nationala-pentru-reglementare-in-comunicatii-electronice-si-tehnologia-informatiei</a></p>		
<p><b>Milestone</b></p>	<p><b>Start date</b></p>	<p><b>End Date</b></p>	<p><b>Completion level</b></p>
<p>Publication of open data on the process of fulfilling the commitments assumed by the Moldova-EU Association Agreement on the date.gov.md</p>	<p>29.12.2016</p>	<p>30.03.2017</p>	<p>Completed</p>
<p><b>Description of the results</b></p>	<p>The Ministry of Foreign Affairs and European Integration ensured the publication of the reports on the implementation of the commitments assumed by the Association Agreement between the Republic of Moldova - European Union on the authority's web page (<a href="http://www.mfa.gov.md/rapoarte-aa/">http://www.mfa.gov.md/rapoarte-aa/</a>), and on open data governmental portal <a href="http://date.gov.md/ckan/ro/dataset/17299-raportul-privind-realizarea-planului-national-de-actiuni-pentru-implementarea-acordului-de-aso">http://date.gov.md/ckan/ro/dataset/17299-raportul-privind-realizarea-planului-national-de-actiuni-pentru-implementarea-acordului-de-aso</a>.</p>		
<p><b>Milestone</b></p>	<p><b>Start date</b></p>	<p><b>End Date</b></p>	<p><b>Completion level</b></p>
<p>Publication of open data on the cultural sector</p>	<p>29.12.2016</p>	<p>30.09.2017</p>	<p>Completed</p>
<p><b>Description of the results</b></p>	<p>In 2018, Ministry of Education, Culture and Research published 10 datasets on culture on www.date.gov.md (<a href="http://date.gov.md/ckan/ro/group/2369-cultura?q=&amp;sort=metadata_modified+desc">http://date.gov.md/ckan/ro/group/2369-cultura?q=&amp;sort=metadata_modified+desc</a>)</p> <ol style="list-style-type: none"> <li>1. Activity of the territorial public libraries in the Republic of Moldova;</li> <li>2. Data about houses of culture;</li> <li>3. Data regarding the activity of public libraries in the Republic of Moldova;</li> <li>4. Data on art education institutions;</li> <li>5. Artistic formations;</li> <li>6. Cultural institutions within the administrative-territorial authorities;</li> <li>7. Traditional crafts, contemporary crafts;</li> <li>8. Register of protected monuments;</li> <li>9. Register of Museums;</li> <li>10. National Library System.</li> </ol>		
<p><b>Milestone</b></p>	<p><b>Start date</b></p>	<p><b>End Date</b></p>	<p><b>Completion level</b></p>
<p>Improving the court portal according to relevant user and legal propositions and providing</p>	<p>29.12.2016</p>	<p>30.06.2018</p>	<p>Substantial</p>



automated access to information through the Application Programming Interface (API)				
<b>Description of the results</b>	<p>The National Court Portal has been adjusted according to the new provisions of the Regulation of the Superior Council of Magistracy on how to publish online the court judgments.</p> <p>In this respect, it has been developed the centralized search mechanism for judicial acts and the reporting mechanism about non-publication of court documents on the portal.</p> <p>To optimize the search engine, a single and uniform interface has been created for all web pages of the courts. It is important to note that the mechanism for viewing information on the court portal for visually impaired people has been created.</p> <p>At the same time, during 2018 was developed a new version (4.1.4) of the File Management Integrated Program (FMIP), which will bring a series of improvements to the publication of public interest information on the court pages. FMIP facilitates the exchange of information between courts and between the latter and state institutions.</p> <p>Moreover, the program provides citizens with wider access to information and increase transparency in the judiciary sector.</p>			
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Organization of public consultations with data users to identify their needs regarding the availability of open data		29.12.2016	30.06.2016	Completed
<b>Description of the results</b>	<p>On 3 March 2018, on the World Open Data Day, the Government launched a national campaign for the promotion of open data "Do you know what your Government is doing?".</p> <p>The purpose of the campaign was to show the benefits of open data and to encourage authorities to provide access to open data, in order to increase citizens' trust in the public sector. The campaign ran from March to May 2018 and was dedicated to promoting government data among users, data capitalization, and stimulating dialogue between government and young people in civil society, business, and IT sector.</p> <p>During three months, State Chancellery and E-Governance Agency organized visits to the authorities responsible for publishing and ensuring access to open data, as well as information sessions in universities.</p> <p>In addition, a poll was conducted to assess the population's needs for open data. The survey was completed by 107 people. According to the results, about 20.6% of respondents have accessed the open data portal (<a href="http://www.date.gov.md">www.date.gov.md</a>) more than 10 times in the last 12 months, and 15.9% of respondents never did so. Open data in the fields of finance, education and health are among the top preferences/needs of respondents.</p>			
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Continuous opening of additional data sets and updating existing data sets on <a href="http://date.gov.md">date.gov.md</a>		29.12.2016	31.12.2018	Completed

<b>Description of the results</b>	At the end of 2018, the open data portal (www.date.gov.md) contains 1084 datasets and 333 datasets were updated during 2018. In 2017, 24 new datasets were published, and in 2018 - 146 datasets.		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
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	29.12.2016	31.12.2018	Limited
<b>Description of the results</b>	The State Chancellery publishes the activity reports, according to the domains of competence, on the official website, in the "Transparency Decision-Making" module, "Reports" ( <a href="https://cancelaria.gov.md/en/advanced-page-type/port-0">https://cancelaria.gov.md/en/advanced-page-type/port-0</a> ). Currently, the monitoring and reporting platform "PlanPRO" does not contain administrative/statistical data that could be placed in open format on the government portal www.date.gov.md.		

<b>Name of the commitment</b>	<b>Ensuring a participative decision-making process for drafting and promoting draft normative acts and policy documents</b>			
<b>Start and End Date</b>	29.12.2016 – 30.03.2018			
<b>Lead implementing agency/actor</b>	Ministry of Justice, Ministry of Agriculture, Environment and Regional Development			
<b>Other actors involved</b>	Agency for Intervention and Payments for Agriculture (AIPA)			
<b>Problem description</b>	The mechanism for public consultation of normative acts contains some deficiencies, and civil society's representative does not have full information about the drafting and promoting a normative act.			
<b>Major objective</b>	Strengthening public integrity by ensuring a participative/implicit decision-making process of citizens and increasing transparency in the governance process			
<b>Brief description</b>	The commitment refers to the development of e-Legislation System as a new mechanism for public consultation and development of a communication mechanism between AIPA and potential beneficiaries of grants.			
<b>Relevance to OGP value</b>	<ul style="list-style-type: none"> <li>• Civic participation;</li> <li>• Accountability of public sector</li> </ul>			
<b>Planned results</b>	<ul style="list-style-type: none"> <li>• Functional e-Legislation system;</li> <li>• Consultation mechanism developed within AIPA</li> </ul>			
<b>Completion Level</b>	<b>Not Started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		✓		
<b>Description of the results</b>				
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>	
Promoting the e-Legislation system as a new public consultation mechanism in order to involve	29.12.2016	30.03.2018	Limited	

citizens more actively in the drafting of normative acts			
<b>Description of the results</b>	<p>The "E-Legislation" system is tested within all public authorities of the central public administration.</p> <p>The system will allow public authorities to publish draft normative acts in different versions, at different stages of drafting.</p> <p>Through e-Legislation system will be made public:</p> <ol style="list-style-type: none"> <li>a) Legislative initiative;</li> <li>b) Names and contact details of the person responsible for drafting the normative act and information on the working groups created;</li> <li>c) Conception of future project;</li> <li>d) Draft of the normative act;</li> <li>e) Other materials about the project;</li> <li>f) Information on the public consultation of the project.</li> </ol> <p>In addition, the Ministry of Justice elaborated the specification for purchasing the services for adjustment and development of the Automated Information System "E-Legislation".</p>		
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Implementing a communication mechanism between public institutions and potential beneficiaries of grants at the early stages of the development of annual subsidy regulations	29.12.2016	30.03.2018	Substantial
<b>Description of the results</b>	<p>All draft laws of the Ministry of Agriculture, Regional Development and Environment and Agency for Intervention and Payments in Agriculture are posted on the official website of the Agency, under the heading "Projects under discussion" and <a href="http://www.particip.gov.md">www.particip.gov.md</a> for consultation with interested parties.</p> <p>In addition, the Agency for Intervention and Payments in Agriculture organizes round tables for discussing drafts of laws under development.</p>		

<b>Name of the commitment</b>	<b>Ensuring transparency on performance data for public authorities, streamlining monitoring and responsiveness in the public sector</b>
<b>Start and End Date</b>	29.12.2016 – 30.06.2018
<b>Lead implementing agency/actor</b>	State Chancellery
<b>Other actors involved</b>	Ministries, other central public authorities
<b>Problem description</b>	Lack of effective tools to monitor the government performance
<b>Major objective</b>	Strengthening public integrity by ensuring a participative / implicit decision-making process of citizens and increasing transparency in the governance process
<b>Brief description</b>	Commitment refers to the development of the Governance Reform Scorecard Tool

<b>Relevance to OGP value</b>	Accountability of public sector			
<b>Planned results</b>	Developed and functional Scorecard Tool			
<b>Completion Level</b>	<b>Not started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
			✓	
<b>Description of the results</b>				
<b>Milestone</b>	<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>	
Developing a Scorecard and periodically updating it to allow monitoring and evaluation by the Government, citizens, donors, etc. the progress and efficiency of reforms in the various branches of public administration, the performance of public authorities, the level of fulfilment of the commitments assumed in the policy documents	29.12.2016	30.03.2018	Substantial	
<b>Description of the results</b>	<p>The Scorecard was developed within a World Bank Technical Assistance project, funded by the UK Good Governance Fund.</p> <p>The goal of the Scorecard is to monitor and evaluate the governance reforms. It contributes to the implementation of a measurable results-oriented approach, in line with the reform objectives set out in policy papers.</p> <p>The Scorecard includes 35 performance indicators, grouped into three priority dimensions, namely: a) central public administration reform; b) business environment; c) social domain.</p> <p>Following the internal consultations, it was proposed to the development partners to use the Scorecard Tool as an internal instrument for monitoring and evaluating public policies, and it is not necessary to approve a Government decision and organize a launch event. Development partners (World Bank and UK Good Governance Fund) accepted the State Chancellery's proposal.</p>			

<b>Name of the commitment</b>	<b>Ensuring the delivery of quality public services through process reengineering and optimizing the process of delivering public services</b>
<b>Start and End Date</b>	29.12.2016 – 30.06.2018
<b>Lead implementing agency/actor</b>	National Social Insurance House, Agency for Intervention and Payments in Agriculture, Ministry of Finance, Customs Service
<b>Other actors involved</b>	E-Governance Agency
<b>Problem description</b>	<ul style="list-style-type: none"> <li>Strenuous and bureaucratic procedures for obtaining the allowance for families with children and subsidies in agriculture;</li> <li>Administrative burden on citizens and business environment</li> </ul>
<b>Major objective</b>	Improving the quality of public service delivery
<b>Brief description</b>	Commitment refers to the development/implementation of the e-Inquiry Service, online submission system for agricultural subsidy and E-Cabinet for the business environment.

<b>Relevance to OGP value</b>	Technology and Innovation for Transparency and Accountability			
<b>Planned results</b>	Functional public electronic systems			
<b>Completion Level</b>	<b>Not Started</b>	<b>Limited</b>	<b>Substantial</b>	<b>Completed</b>
		✓		
<b>Description of the results</b>				
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
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		29.12.2016	31.12.2016	Completed
<b>Description of the results</b>	<p>Electronic system "e-Demand service for the allowances granted to families with children" is functioning from 18 November 2016 and is available on the portal for governmental services (<a href="http://www.servicii.gov.md">www.servicii.gov.md</a>) and the website of the National Social Insurance House (<a href="http://www.cnas.md">www.cnas.md</a>).</p> <p>The service is functional since the approval of the Government Decision no. 1234 of 10.11.2016, amending and supplementing the Regulation on setting and payment of the allowances to families with children.</p> <p>The electronic service offers families with children the opportunity to apply electronically for the following types of benefits: a) Single childbirth allowance; b) Monthly child-raising allowance up to the age of 3 (for insured persons); c) Monthly allowance for child care up to the age of 2 years (for uninsured persons). In 2017, the "Paternal Allowance" was added to the three types of benefits mentioned above to the online application submission interface on the portal <a href="http://services.gov.md">services.gov.md</a> (<a href="https://servicii.gov.md/ecnas">https://servicii.gov.md/ecnas</a>).</p>			
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Developing the online submission system for subsidy files in agriculture		29.12.2016	30.03.2018	Not Started
<b>Description of the results</b>	During the reporting period, no steps have been taken to develop / launch the online submission system for agricultural subsidy dossiers.			
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Farmers' training on the use of the online submission system for grant dossiers, registries and other relevant information systems in the sector according to the annual internal training plans		29.12.2016	30.06.2018	Not Started
<b>Description of the results</b>	After launching the online application submission service, AIPA will perform the information campaign for citizens about the new system.			
<b>Milestone</b>		<b>Start date</b>	<b>End Date</b>	<b>Completion level</b>
Implementing the Cabinet of the economic agent as a mechanism for interaction with the economic agent, with the following functions:		29.12.2016	30.03.2018	Limited

<ul style="list-style-type: none"> <li>- possibility of generating reports for the economic agent;</li> <li>- electronic mail;</li> <li>- the mechanism for submitting documents in electronic format and digitally signed</li> </ul>			
<b>Description of the results</b>	<p>As a result of signing the Memorandum between USAID BRITE and Customs Service on assistance in assessing the needs to facilitate trade, was identified the need to remove the manual registration of economic agents and presentation of confirmatory registration documents at the Customs Service.</p> <p>Thus, in 2016 a contract for the development of "so.entity" module in the ASYCUDA World Information System, was concluded between USAID BRITE and BASS Systems S.R.L. The basic functionality of the "so.entity" module is based on data integration from the Public Service Agency (CRIS "Registru") and the State Tax Inspectorate.</p> <p>The module was placed on the production server in 2017 and is currently in the testing phase.</p>		

#### 4. Implementation of the IRM recommendation of the Open Government Partnership

The Report on the Implementation of the Action Plan for 2014, prepared by the Expert of the Independent Reporting Mechanism, provides five recommendations of civil society, as follows:

- a) Have a broader scope for commitments;
- b) Include a specific linkages with social accountability mechanisms;
- c) Address local government issues and mainstream OGP components at local level;
- d) Reinforce the National Participation Counsel;
- e) Incorporate multiple stakeholders in the development, implementation, monitoring, and evaluation stages of the action plan.

The third action plan for an open government for 2016-2018, contains activities not only to ensure access to information and publication of open data, but also to develop new tools to ensure transparency in the area of public procurement (MTender) and decision-making (e-Legislation), as well as actions for public sector accountability by developing a tool for monitoring and evaluating government progress in certain areas (Scorecard Tool). Considerable human and financial resources have been earmarked to carry out these activities.

Areas of combating corruption, cooperation with civil society, public sector accountability and modernization of public services are widely addressed in other national policy documents.

Regarding the IRM recommendation on *strengthening the social accountability mechanism*, it is important to mention about the adoption by the Parliament of the Civil Society Development Strategy for 2018-2020 and the Action Plan for its implementation (Law no. 51 of 23 March 2018). The new strategy provides activities to strengthen the regulatory and institutional framework for civil society participation in the development and monitoring of public policy implementation, promotion and strengthening of financial sustainability of civil society, development of active civic spirit and volunteering.

At the same time, Regulation on the percentage designation mechanism (GD 1286/2016) established the mechanism by which the natural person who does not have debts to the national public budget can designate a percentage of 2% of the amount of the income tax calculated annually to the beneficiaries of the percentage designation. Under the current legislation, the right to benefit from the percentage designation mechanism has: public associations, foundations and private institutions, religious cults.

By Law no. 223/2017 for the amendment and completion of some legislative acts was introduced the concept of social entrepreneurship and social enterprise. In this respect, the law defines the

concept of social entrepreneurship and social enterprise, social entrepreneurship activities and measures to support and encourage social entrepreneurship.

Concerning the *promotion of the principles of open government at local level*, Law no. 161 of 07.07.2016 amended the Law 436/2006 on Local Government, which provides some improvement of the local decisional transparency, including: a) publishing the drafts of the normative acts of the local public administration authorities at least 15 working days before the day of approval of the act; b) displaying in the public places and publishing on the Council's website the agenda of the local/rayon council meeting at least 3 working days before the day of the meeting.

Concurrently, Law no. 161/2016 introduces an article on the State Register of Local Acts, which is a state information resource, containing the electronic texts of the acts of the local public administration authorities. The State Register of Local Statements will provide public access to the acts of the local public administration authorities and can be accessed at the following link: <http://actelocale.gov.md/>. These amendments entered into force on 28.10.2018.

In order to *revitalize the National Participation Council*, a public contest for the selection of new members was announced in 2017. The Government Decision 233/2017 updated the composition of the National Participation Council, created by the Government Decision no. 11 of 19.01.2010. During 2017-2018, Council held 12 meetings, the last being organized on 4 December 2018.

Regarding the *recommendation on multiple stakeholders in the development, implementation, monitoring, and evaluation stages of the action plan*, the State Chancellery created the Coordination Committee for an Open Government, with the functions of overseeing the implementation process of the open government agenda in the Republic of Moldova. For detailed information, see Chapter 2 "Process of co-creation, implementation and monitoring of the Action Plan" of the report.



## 5. Other initiatives

Good governance is based on ensuring the rule of law at the national level. During the period 2016-2018, public authorities carried out important activities to strengthen the institutional and normative framework in the fields of human rights, justice, corruption and money laundering. Parliament has adopted a number of normative acts designed to improve the above-mentioned areas. In this respect, the following normative acts were adopted:

1. *National Integrity and Anti-Corruption Strategy for 2017-2020 (Parliament Decision no 56 of 30.03.2017)*, which provides actions to discourage involvement in corruption, recovery of corrupt crime products, ethics and integrity in the public sector, protection of whistle-blowers and, transparency and education of society and civil servants. In addition, the Strategy contains activities for the development of sectorial anticorruption action plans. In this context, the Government adopted 8 action plans (GD 892/2018; GD 816/2018; GD 554/2018; GD 597/2018; GD 410/2018; GD 370/2018; GD 325/2018; GD 676/2017).

2. *National Action Plan on Human Rights for 2018-2022 (Parliament Decision no 89 of 24.05.2018)*. The plan was developed according to the recommendations formulated and accepted by the Republic of Moldova following the second cycle of universal periodic review of the UN Human Rights Council on October 2016, as well as recommendations of other international human rights monitoring mechanisms.

3. *The Civil Society Development Strategy for 2018-2020 and the Action Plan for its implementation (Law no. 51 of 23.03.2018)*. The document aims to improve the legal, financial and institutional framework for cooperation with civil society and to create the necessary conditions for the continuous development of civil society in the Republic of Moldova.

4. *Law of Integrity no. 82 of 25.05.2017*, which regulates the integrity in the public sector at political, institutional and professional levels, responsibilities of public entities, anti-corruption authorities and other authorities competent to cultivate, strengthen and control integrity in the public sector, as well as sanctions for lack of integrity in the public and private sectors.

5. *Law of whistle-blowers*, no. 122 of 12.07.2018, which regulates the disclosures of illegal practices in public and private entities, procedure for examining such disclosures, rights of whistle-blowers and measures to protect them, obligations of employers, the powers of the authorities responsible for examining such disclosures.

6. *Law on the prevention and control of money laundering and terrorist financing*, no. 308/2017, establishes measures to prevent and combat money laundering and terrorist financing, aiming at protecting the national financial system, protecting the legitimate rights and interests of natural and legal persons and the state.

7. *Law on the amendment of some legislative acts*, no. 137 of 27.09.2018, refers to the uniformisation of access to the judiciary system, strengthening the role and transparency of the Superior Council of Magistracy, and limitation of the voting rights of the Prosecutor General, President of the Supreme Court of Justice and Minister of Justice in matters relating to the career of judges and establishment of a system effectively challenging the decisions of the Superior Council of Magistracy.

8. *Law on the amendment of Law no 178/2014 on the disciplinary liability of judges*, which contains new provisions in order to establish an effective mechanism for ensuring the accountability of judges, reviewing the mechanism for examining disciplinary deviations, strengthening the role of the inspector-judge, excluding vague interpretations of the facts that constitute disciplinary misconduct of judges.

9. *Law on amendment of some legislative acts (adopted by Parliament in 1st reading on 11.10.2018)*, designed to ensure the transparency and quality of the act of justice and, provides the establishment of quality criteria for court decisions and provision for ensuring of publicity of court hearings.

**Transparency in decision-making and platforms for dialogue with civil society.** Cooperation with civil society and ensuring citizens' access to decision-making is regulated by legislation. In this context, it is important to mention the Government Decision on the mechanism of public consultation with civil society in the decision-making process (GD 967/3016). This mechanism widens the range of means by which civil society is involved in the decision-making process, increases the level of accountability of public authorities by updating internal procedures on decision-making transparency, appointing public consultation officers, establishing institutional telephone information lines for civil society, updating and publishing the list of non-governmental organizations, etc.

According to the Transparency Report in the Central Public Administration<sup>11</sup>, in 2017 were adopted - 694 normative acts (185 - Laws and 509 - Government Decisions), out of which 543 normative acts were published for public consultations on governmental portal [www.particip.gov.md](http://www.particip.gov.md) or 78.2% (134 - Laws and 409 - Government Decisions).

During 2017, central public administration authorities organized 822 consultative meetings (public hearings, debates, meetings of working groups, etc.), attended by 5232 people. Also, CPAs received around 1449 recommendations, of which 428 (29.5%) were submitted by public associations and non-governmental organizations.

The Government has set up multiple dialogue platforms in different areas, involving representatives of civil society, private and public sector, namely: *National Council for*

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<sup>11</sup> [https://cancelaria.gov.md/sites/default/files/document/attachments/raport\\_td\\_28\\_05\\_2018\\_.pdf](https://cancelaria.gov.md/sites/default/files/document/attachments/raport_td_28_05_2018_.pdf)

*Participation, Economic Council under the Prime Minister and National Commission for Collective Consultation and Negotiation, National Council for the Protection of Child's Rights and National Committee for Combating Trafficking in Human Beings.*

*The National Council for Participation (NCP)* is composed of representatives of civil society, which meets regularly in meetings to discuss government initiatives and policy papers. The National Participation Council was created by Government Decision no. 11 of 19.01.2010 and includes 26 members. The members of the National Council for Participation were approved by the Government Decision no. 233/2017, following a public contest<sup>12</sup>.

The National Council for Participation is created based on the initiative of the Government of the Republic of Moldova as an advisory body, without status of legal person, as an expression of the will to recognize the value of competences and ensure the participation of the civil society and private sector in the process of elaboration, evaluation and review of strategic policy documents.

In the period 2017-2018, National Council for Participation held 12 meetings, the last one being organized on December 4, 2018. During the last meeting, members discussed topics related to the publication of the State Register of Public Associations, elaboration of the NCP activity report, presentation of NCP opinion on the National Development Strategy 2030 of Moldova and the Government Activity Report for 2016-2018<sup>13</sup>.

*The Economic Council under the Prime Minister* is a platform for dialogue between the public sector and business environment. The mission of the Council is to provide the Government with expertise from the business community in developing public policies in the economic, budgetary, and fiscal areas, monitoring and evaluating the impact of public policy, etc. The Economic Council has 100 members, including 41 business associations, 6 representatives of civil society, 10 representatives of international organizations active in the field of business environment reforms and 43 representatives of public authorities. The nominal list of the members of the Council are laid down in the Order of the Prime Minister no 79-d of 30.05.2018<sup>14</sup>.

In 2018, 25% of the subjects initiated within the Economic Council platform were submitted by the associative sector, 24% proposed by the Prime Minister and state institutions, 30% by the Economic Council Secretariat and 21% of donors.

*National Commission for Collective Consultation and Negotiation (NCCCN)* is an autonomous tripartite body of the social partnership that is set up to solve problems related to labour market and social-economic problems. The National Commission consists of 18 members, including six members of the Government, 6 members appointed by employers' confederation and six

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<sup>12</sup> <https://cancelaria.gov.md/ro/content/anunt-privind-selectarea-membrilor-consiliului-national-pentru-participare>

<sup>13</sup> <https://cancelaria.gov.md/ro/content/consiliul-national-pentru-participare-s-intrunit-intr-o-sedinta-de-consultare-cu-societatea>

<sup>14</sup> <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=375726>

members appointed by trade union confederation. During 2017-2018, NCCCN organized 19 meetings.

In addition, it is important to mention the activity of the National Council for the Protection of Child's Rights, chaired by the Prime Minister, and the National Committee for Combating Trafficking in Human Beings, which includes NGOs involved in promoting the rights of the child, preventing and combating trafficking in human beings.

In order to improve communication between the public authorities and citizens, members of the Government and the heads of the central public administration authorities carried out systematic visits to the territory (about 500 visits) in the period 2016-2018. At the same time, in the second semester of 2018, was modified the mechanism of visits to the territory. In this regard, the entire composition of the governmental team visited 13 rayon centres and 397 localities (local public authorities of the first level).

**Modernization of public services.** Between June 2016 and December 2018, a number of products were developed to strengthen the regulatory, methodological and institutional framework related to the modernization of the administrative public services, namely:

- a) Methodology and Instrument for user-centric administrative public service re-engineering.
- b) The Report on Gender Equality and Citizens 'Involvement, focusing on gender mainstreaming, increasing social inclusion and citizens' involvement in the implementation of the reform of public service modernization.
- c) Action plan with cost estimation and economic analysis in the field of modernizing public services for the period 2017-2021, in order to ensure the provision of qualitative, prompt, affordable, transparent and cost-effective services to citizens.
- d) Inventory of existing government services, horizontal review of public services, development of public service passports and life scenarios (focusing on socially vulnerable categories) for the government service portal - to be finalized in December 2018.
- e) Evaluating and formulating recommendations on human resource management (HRM) procedures in the context of modernizing public service reform.
- f) Methodology for implementing HRM procedures in line with the new citizen-centered delivery model.
- g) Methodology for staff assessment and strategic redistribution of staff in public institutions to enhance performance and motivation in the context of reorganizing public services centered on citizen and streamlining the delivery process.
- h) Methodology for analyzing the training needs and the training plan for the staff involved in the modernization and the provision of public services.

- i) The development the Feasibility Study on Pilot Platforms for Unified Service Centers is being carried out in an innovative and accessible format for users from different localities of the country, especially socially vulnerable groups.
- j) Technical Specifications have been developed for a number of Egovernment platforms and information systems needed to successfully implement the reform of modernizing government-centric services.
- k) The quality assurance framework for the re-use of the e-Government infrastructure existing in the context of the provision of services by ministries and agencies.

In the context of the modernization of public services, it was concluded the Financing Agreement between the Republic of Moldova and the World Bank in order to implement the "Modernizing Government Services" Project in 2017. The project provides activities for re-engineering and digitizing public services, developing government electronic government infrastructure, expanding access points to public services, and strengthening institutional capacity for government service delivery until 2023.

Also, between August 2018 and November 2019, will be piloted 3 public services selected for digitization (determination of disability and work capacity, unemployment benefits/allowances and driver license). In the context of digitization of public services, more than 170 e-services are available at the level of the central public authorities.

The Government continues to manage eGovernment infrastructure, including electronic services and open government data portal ([www.date.gov.md](http://www.date.gov.md)), which were launched to minimize burden on the citizen, streamline the process of providing services, eliminate corruption risks and open electronically the governmental data. Relevant information can be accessed on the website of the e-Governance Agency<sup>15</sup> <http://egov.md/ro>, the portal <https://servicii.gov.md/> and the web pages of the public authorities providing administrative services.

In 2017, actions were taken to launch the Information System „e-Integrity”. The e-Integrity system was released on 28.12.2017. The e-Integrity system provides online declarations of wealth and interest since January 1, 2018, thus contributing to simplifying the process of completing, filing, archiving, checking and automatically reviewing wealth and interest declarations, and ensures electronic access of interested individuals and institutions to information of public interest. The system ensures automatic data 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. In addition, all depersonalized statements are available to the public on the declarations portal managed by the

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<sup>15</sup> Government for Citizens: <http://egov.md/ro/projects/citizen>; Government for Business: <http://egov.md/ro/projects/business>; Government for Government: <http://egov.md/ro/projects/government>; Government to International: <http://egov.md/ro/projects/international>.

National Integrity Authority: <https://declaratii.ani.md/searchDeclarations/index>. At the time of publishing the report, more than 68.8 thousand statements of assets and personal interests were filed through the e-Integrity system.

In order to prevent corruption in the public service delivery sectors, the Government reviewed the regulatory and control functions, as well as service provision through accessible, cost reduction and administrative barriers. An example is the establishment of 38 multifunctional service centers, operating on the one-stop-shop principle.

In 2018, with the support of the World Bank, was launched the Automated Information System for the Management and Release of Permissive Acts (One-stop-shop)<sup>16</sup>. The aim is to simplify the procedure for issuing permissive acts, both for entrepreneurs and public authorities that issue permissive acts. Thus, through one-stop-shop system, entrepreneurs can request online 52 permissive pilot acts from the total number of 152.

**Public administration reform.** The period 2016-2018 was marked by an ample reform of the public sector in order to streamline and rationalize the structure and administrative costs. The Public Administration Reform Strategy for 2016-2020 (GD 911/2016) and the Action Plan related to its implementation (GD 1351/2016) have laid the foundation for public administration reform. These policy documents were developed based on the SIGMA findings, following the analysis of the country's public administration, as well as recommendations of development partners and good practices at the EU level.

The basis for public administration reform was the adoption of the Law on the Government (no 136 of 7.07.2017), Law on amending and completing some legislative acts (no 153 of 14.07.2017) by the Parliament and approval of Government Regulation (GD 610/2018).

Following the approval of the normative framework on the organization and functioning of the Government, were undertaken the subsequent actions focused on streamlining the structure of central public authorities by optimizing the number and functions of governmental public authorities, which lead to the reduction of the number of ministries from 16 to 9.

The goal of public administration reform was to move towards a flexible governance model based on modern principles of public affairs management and adapt the structure of central public authorities to the needs of citizens. The reorganization of the ministries contributed to the optimization of 882 functions, by reducing the number from 2050 to 1168 and creating savings related to the administrative expenses to the central offices of the ministries of about 112.5 million MDL.

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<sup>16</sup> <https://gov.md/ro/content/ghiseul-unic-pentru-actele-permisiive-fost-lansat-primele-29-de-acte-pot-fi-solicitate-online>

## 6. Conclusions and next steps

An effective government, which works for the benefit of the citizen, cannot be achieved without ensuring the implementation of the open government principles. Creating a modern, professional public administration that is geared to delivering high-quality public services implies permanent communication with society, honest and responsible civil servants, and removing all administrative and bureaucratic barriers between the public sector and citizens. An open government contributes to the country's social and economic well-being and increase the trust of citizens.

The Action plan for an open government for 2016-2018 contains 3 objectives, 6 commitments and 33 sub-actions. At the end of 2018, 18 sub-actions have been completed, 8 have a substantial level of achievement, 5 sub-actions have a limited achievement and 2 have been not started. The level of completion of the action plan for an open government is 54.5%.

**Next steps.** Due to completion of the action plan for 2016-2018, a lot of activities were undertaken in 2018 regarding the development of a new Action Plan for an open government for the years 2019-2020.

The drafting of the new Action Plan was launched in May 2018 by organizing two workshops in the Open Government Week, were about 40 people from the public sector and representatives of civil society participated<sup>17</sup>. Workshops focused on developing a new action plan for open government and the importance of open data.

In order to ensure the participation of civil society in the co-creation of the action plan, an online questionnaire was published, which was completed by 41 respondents, who submitted about 80 proposals<sup>18</sup>. The project was subject to the regulatory and the drafting procedure according to the legislation in force. Approximately 70 proposals and objections were received in the process of public consultation and examination by public authorities, which were largely accepted.

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

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<sup>17</sup> <https://cancelaria.gov.md/ro/content/la-chisinau-fost-marcata-saptamana-guvernarii-deschise>

<sup>18</sup> <https://cancelaria.gov.md/ro/content/participa-la-elaborarea-noului-plan-de-actiuni-pentru-o-guvernare-deschisa-pentru-anii-2019>

In the next period, the Government will undertake the necessary activities to implement the Action plan for an Open Government and monitor it through the Coordination Committee for an Open Government.