



SELF-ASSESSMENT REPORT

OPEN GOVERNMENT

Moldova Action Plan 2019-2020

State Chancellery

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1. Introduction

The open government is an essential characteristic of a democratic state and an important factor in modernising the public activity. The adherence of the Republic of Moldova in 2012 to the Open Government Partnership (OGP) expressed its will to engage policies that are necessary for a more open, transparent, responsible and efficient Parliament.

These goals were reflected in the commitments made by the Government of the Republic of Moldova through the four action plans implemented so far, starting with 2012 and resulted into measures on opening public data, modernising the public services by harnessing the technological potential of innovations, encouraging the dialogue and ongoing collaboration between the public institutions and the civil society.

During 2019-2020, the Government of the Republic of Moldova acted upon the commitments made under the Activity Program of the Government, Association Agreement between the European Union and the Republic of Moldova, 2030 Agenda for Sustainable Development, and reaffirmed the commitments of the Republic of Moldova on the observance of the basic principles of OGP by approving and implementing the Open Government Action Plan for 2019-2020.

Thus, on 28 November 2018, the Government approved the Decision No 1172 aimed at ensuring a participatory decision-making process, improving the quality of public service provision, ensuring an efficient management of public resources by increasing the transparency of public spending.

Note that the *Public Administration Reform Strategy for 2016-2020* was the reference document for the development and updating of the policy documents that contribute to this reform, particularly the Action Plan for the Modernisation of Public Services and the Open Government Action Plan. Thus, the open government component is included in the objective of ensuring the mechanism of monitoring and making the public authorities, the public institutions and economic entities owned by the state more accountable and transparent as regards the performance of tasks, the level of achievement of commitments and budget administration, of serving the interests of the citizens and business environment.

This Assessment Report was developed by the State Chancellery and consulted with local public authorities and the civil society. The development of the Self-Assessment Report is an element of the Independent Reporting Mechanism (IRM) through which OGP monitors the progresses of all the action plans to ensure that all the governments meet the commitments made.

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

Co-creation of the 2019-2020 Action Plan. The Open Government Action Plan for 2019-2020 is the result of an extended exercise conducted by the Government in collaboration with the civil society during May-August 2018. It was based on various co-creation tools as compared to previous plans.

Thus, the Coordination Committee for an Open Government¹ was set up by the Order of the General Secretary of the Government No 305-A of 13 April 2018 responsible for overseeing the open government agenda in the Republic of Moldova. The establishment of the Committee demonstrates the firm commitment of the RM Government to get involved in the civil society to carry out the reforms on the open government agenda.

The process of co-creation of the fourth action plan was launched under *2018 Open Government Week*. The first workshop focused on developing the action plan was organised on 8 May 2018. During the workshop, the participants discussed about the transparency in the public sector, involvement of civil society in the decision-making process and development of information technologies to fight against corruption. The participants received basic information about the action plan and about the schedule for its development. The second workshop was conducted on 10 May 2018 which was about the importance of the access to information and the responsibility of public authorities to publish open data.

Later, during the meetings of the Coordination Committee of 4 June and 27 July 2018, they discussed the potential areas to be included in the action plan and made decisions about the next steps to be made in order to involve the central public authorities and the civil society in the process of generating proposals for concrete actions for the new plan.

Next, the State Chancellery published the prior information notice on the governmental portal *particip.gov.md* and issued a questionnaire to collect proposals from the civil society. The questionnaire was published in form of a press release on the website of the State Chancellery and e-Governance Agency, as well as on the website *date.gov.md*. The questionnaire was filled in by 41 people who submitted about 80 proposals for the new action plan for an open government. According to the results of the survey, the following five areas were prioritized and were reflected in the final draft of the action plan: access to information, transparency of the decision-making processes, budgetary transparency, modernisation of public services and accountability of public sector.² At the same time, an request was filed with the public authorities to ask them submit their proposals.

On 6 September 2018, the draft was presented during the meeting of state secretaries and later it was sent for approval to the authorities involved and placed for public consultations on the portal *particip.gov.md*. About 70 proposals and objections were received following the approval and the public consultation and most of them were accepted. According to the provisions on the

¹ https://cancelaria.gov.md/sites/default/files/ordinul_nr._305_din_13.04.2018.pdf

² https://cancelaria.gov.md/sites/default/files/rezultatele_chestionarului_privind_guvernarea_deschisa.pdf

approval and public consultation of the draft regulatory act, all the objections and recommendations were systematized in the synthesis of objections and proposals, placed on the website of the State Chancellery.³ According to Item 210 of Government Decision No 610/2018 *about the approval of the Regulations on the Government*, the final draft was approved twice by the authorities targeted in the plan and on 28 November 2018, the Open Government Action Plan for 2019-2020 was approved by Government Decision No 1172.

Implementation and monitoring of the Open Government Agenda. The Open Government Action Plan for 2019-2020 is focused on four key objectives and contains six groups of key commitments, which include 29 actions. The major topics of this plan cover the access to information and promotion of open data use by the citizens, strengthening the mechanisms of collaboration with the civil society and development of citizen-centered services. The fourth action plan contains a new commitment, which provides for the involvement of Moldovan diaspora in the decision-making processes.

Government Decision No 1172/2018 provides for a monitoring mechanism of the Action Plan. Thus, once in six months, by the date of 15 of the following month, the ministries and other public authorities shall submit reports on the implementation of the actions according to the areas of competence. The State Chancellery develops annual reports for the previous year by 31 January of the current year.

The monitoring reports of the Action Plan for 2019-2020 were published on the official website of the State Chancellery⁴. Measures taken and the level of achievement of actions were discussed and validated during the meetings of the Coordination Committee. Thus, it was found that by the end of the period, 45% of the actions included in those four objectives of the Action Plan have been implemented, 49% are in process of implementation and 6% were not implemented, as follows:

1. Increasing the access to information about Gov. activity	2. Improving the cooperation with the civil society	3. Enhancing the accountability of public administration	4. Modernizing the public services
<ul style="list-style-type: none"> • Total: 14 actions • 8 implemented • 5 in process of implementation • 1 not started 	<ul style="list-style-type: none"> • Total: 5 actions • 2 implemented • 3 in process of implementation 	<ul style="list-style-type: none"> • Total: 3 actions • 2 implemented • 1 in process of implementation: 	<ul style="list-style-type: none"> • Total: 7 actions • 1 implemented • 5 in process of implementation • 1 not implemented

The major constraint encountered by the authorities when implementing the action plan is the lack of sufficient financial resources. In principle, the actions in process of implementation are actions that need significant financial resources, such as: establishing information systems, modernising the public services, modernising the service provision offices. Nonetheless, during 2020, progress has been made regarding their implementation and as a result, there were fewer actions that were not implemented/initiated regarding the establishment of information desk for detainees from penitentiary facilities.

³https://cancelaria.gov.md/sites/default/files/sinteza_propunerilor_si_objectiilor_autoritatilor_publice_si_societatii_civile_privind_proiectul_planului_de_actiuni_pentru_o_guvernare_deschisa_pentru_anii_2019-2020.pdf

⁴<https://cancelaria.gov.md/ro/apc/rapoarte-0>

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, etc.). Thus, the State Chancellery website contains the 'Online petitions' module, dedicated to the submission of electronic messages, as well as contact details of the authority.

At the same time, the creation of the Coordination Committee provides a structured platform for the civil society to participate in OGP process.

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 members of the Coordination Committee as co-chair. The Committee meets as often as necessary, but at least once every 3 months. The Committee has members from the Government – representatives of the State Chancellery and e-Governance Agency P.I. The members of the civil society were selected on the basis of a transparent process by publishing an open call on the website of the State Chancellery⁵ and represent organisations that are active in the research and assessment projects of different policy fields that are relevant to open government.

During 2019-2020, the members of the Coordination Committee met in eight meetings, the minutes of which are placed on the website of the State Chancellery⁶.

Involvement of civil society in the implementation process. To ensure the visibility of the activities carried out in the fields related to the open government and to the stimulation of civil society participation, relevant information as well as different documents were placed on the website of the State Chancellery in the specially created module, dedicated to open government⁷.

According to the law in force, the communication with the civil society is a mandatory activity in the public sector. According to the Law No 100/2017 *on Regulatory Acts* and Government Decision No 610/2018 *on the Regulations on the Government* the enactment of the regulatory acts is based on the principle of transparency, openness to the public and accessibility, which clarifies certain aspects regarding the participation of the civil society in developing regulatory acts and debating them in the process of consultation/endorsement. At the same time, the procedural issues concerning the initiation of development, endorsement/expert review, completion, examination and acceptance/approval of these drafts during the meetings of the general state secretaries of the Government, the way of solving the divergences regarding the drafts, etc. are regulated.

In this regard, note that if a commitment implies the approval of the regulatory framework, the draft regulatory act is placed for public consultation on the portal www.particip.gov.md. During 2020, the State Chancellery, as the authority that monitors the observance by the central public authorities of the provisions on transparency in decision-making process, ensured the development of particip.gov.md to increase the efficiency of the stakeholders' activities that participate in the development and public consultation process of the regulatory acts, to diminish the costs for the collection and processing of the information related to the consulted regulatory

⁵ <https://cancelaria.gov.md/ro/content/devino-membru-al-comitetului-de-coordonare-pentru-o-guvernare-deschisa>

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

⁷ <https://cancelaria.gov.md/ro/advanced-page-type/domeniile-de-competenta>

acts and provide a monitoring and administration mechanism in real time of the consultation of regulatory acts. During the Q1 of 2021, the information system is in process of testing.

Detailed information about the participation of the civil society in performing the commitments from the Action Plan is included in Chapter 3 ‘Implementation of the Action Plan commitments’ of this Report.

3. Implementation of the Action Plan commitments

Name of the commitment	Ensure the access to information and promote open data use by the citizens			
Implementation period	01.01.2019 – 31.12.2020			
Lead implementing institutions	Ministries, other central administrative authorities, public institutions.			
Other stakeholders involved	State Chancellery, P.I. e-Government Agency.			
Description of the problem	<ul style="list-style-type: none"> • The reluctance of the public authorities to publish open data in certain sectors; • The published open data do not meet the requirements on the relevance, format, structure, update period, disaggregation level. 			
Major objective	Strengthen the public integrity by ensuring a participatory decision-making process, with the involvement of citizens and increase in the transparency of the governance process.			
Brief description of the commitment	Develop the infrastructure of open data by publishing the data of public interest on the governmental data portal; develop information systems to inform the citizens about the Government's activity and to increase the confidence in the public sector.			
Relevance to OGP value	<ul style="list-style-type: none"> • Access to information; • Technology and innovation for transparency; • Enhancing the accountability of public sector. 			
Expected results	<ul style="list-style-type: none"> • Date.gov.md regularly updated; • Relevant reports published; • Official websites developed; • Information systems functional: <ul style="list-style-type: none"> – to ensure the functional exchange of data in the field of protection of intellectual property rights; – management in education – information desk for detainees. 			
	Not started	Limited	Substantial	Completed

Implementation level			✓	
Description of the results				
Sub-actions	Start date	End date	Implementation level	
Assess the needs of the population regarding open government data	01.01.2019	31.12.2020	Limited	
Description of the results	<p>To assess the needs of the population regarding open government data, only the Ministry of Finance and the Ministry of Economy and Infrastructure developed surveys and published them on the official websites. At the same time, to assess the needs of the population regarding open government data, the ministries use the section ‘Participate’ in the platform https://date.gov.md.</p> <p>At the same time, the National Bureau of Statistics regularly consults the public authorities and the users of statistical data regarding the need for statistical information, particularly when developing the Annual Program of Statistical Works as well as under the National Council for Statistics, which is made up of representatives of different public authorities, employers’ associations, academia and civil society.</p>			
Sub-actions	Start date	End date	Implementation level	
Publish the open data on the portal www.date.gov.md , ensuring the quality standards.	01.01.2019	31.12.2020	Substantial	
Description of the results	<p>The action represents an ongoing process and is conducted in order to execute the provisions of the Law No 305/2012 on the Reuse of Public Sector Information to ensure the access of the public to documents intended for reuse, according to the Methodological guidelines for publishing public government data, approved by Government Decision No 701/2014, the ministries and other central public authorities ensured the publication and the update of the data sets on the portal www.date.gov.md.</p> <p>A total number of 1136 data sets are available (by 13 data sets more in 2020 than in 2019).</p> <p>The portal is administered by P.I. e-Government Agency. Being the institution in charge of digital innovations and data management in the public sector, EGA developed a new version of the portal date.gov.md, launched in November 2019 with a significantly extended and improved functionality.</p>			

Sub-actions		Start date	End date	Implementation level
Organise communication and training sessions for the community of open data users on the availability of data from different fields (public procurement, health, transport, social system, environment, etc.), including for the development of certain web applications based on them		01.01.2019	31.12.2020	Completed
Description of the results	During the implementing period, the e-Governance Agency, the Investment Agency and the National Bureau of Statistics organised various events and communication and training sessions for the community of open data users about the availability of data from different fields (for more details see the annual monitoring reports of the Action Plan ⁸)			
Sub-actions		Start date	End date	Implementation level
Carry out the actions to ensure the access to information about the social rights of the citizens, particularly for socially-vulnerable persons		01.01.2019	31.12.2020	Completed
Description of the results	<p>In 2020, the information of the population, including of socially vulnerable groups was conducted in the context of public health emergency caused by COVID-19 infection; also, other activities/information campaigns were conducted by the Ministry of Health, Labour and Social Protection and by the Medicines and Medical Devices Agency with the support of international partners.</p> <p>Thus, to cover all the target groups, including the vulnerable ones, they conducted various activities that can be found in the annual monitoring reports of the Action Plan⁹.</p>			
Sub-actions		Start date	End date	Implementation level
Inform the citizens about the process of meeting the commitments made through the Association Agreement between the European Union and the Republic of Moldova		01.01.2019	31.12.2020	Completed

⁸ <https://cancelaria.gov.md/ro/apc/rapoarte-0>

⁹ <https://cancelaria.gov.md/ro/apc/rapoarte-0>

Description of the results	The reports on the implementation of the National Action Plan implementing the RM-EU Association Agreement were placed on the official website of the Ministry of Foreign Affairs ¹⁰ . At the same time, to inform the citizens about the implementation of RM-EU Association Agreement, the representatives of MFAEI participated in the interviews, meetings, round tables and thematic seminars organised by the civil society, university environment, academia, business associations, etc. (for details see the annual reports for the monitoring of the Action Plan) ¹¹ .		
Sub-actions	Start date	End date	Implementation level
Enhance the transparency of the activity of state-owned enterprises by publishing the information about the results of the annual financial monitoring of the economic and financial activities of the companies with major Government participation.	01.01.2019	31.12.2020	Completed
Description of the results	The information about the financial monitoring of the economic and financial activities of the state-owned enterprises and of companies with a wholly owned or majority public shareholding for 2019-2020 was placed on the official website of the Ministry of Finance ¹² .		
Sub-actions	Start date	End date	Implementation level
Develop the Management Information System in Education by creating possibilities of interactive visualisation of data and by supplementing it with data of early education and vocational institutions.	01.01.2020	31.12.2020	Substantial
Description of the results	The Management Information System in Education was developed and implemented in all VET institutions at national level. At the same time, MECR issued an order on the implementation of the Management Information System in Education in early education institutions and the training of users and the implementation of that module will be ensured in semester I of 2021.		

¹⁰ <https://mfa.gov.md/ro/content/rapoarte-aa>

¹¹ <https://cancelaria.gov.md/ro/apc/rapoarte-0>

¹² <http://mf.gov.md/ro/managementul-finantelor-publice/monitoring-financiar>

Sub-actions	Start date	End date	Implementation level
Develop the interface of the official website of the Agency for Intervention and Payments for Agriculture to ensure the interactive visualisation of data on applicants for subsidies.	01.01.2020	31.12.2020	Substantial
Description of the results	<p>The official website of AIPA is updated continuously with relevant information about the subsidising process in compliance with the Law No 239/2008 <i>on Transparency in the Decision-Making Process</i>.</p> <p>Moreover, according to Item of 115¹ the Government Decision No 455/2017 <i>on the distribution of means of the National Fund for the Development of Agriculture and Rural Areas</i> and in order to develop the platform of electronic services, with the support of World Bank, the application for the online submission of files for requesting financial support was developed. As a result, farmers have the possibility to submit the file for requesting the financial support including online for four supporting sub-measures. This application is a first step towards the simplification of work with the beneficiaries of subsidies, which will allow farmers to save time and resources when submitting the file for requesting subsidising.</p> <p>Additionally, the interactive map of beneficiaries from subsidies was developed and launched. The map contains sets of data about the receipt, examination and authorisation of subsidies including from territorial perspective. The interactive map does not contain personal information because the data that are represented graphically contain only the name of settlements and information about the amounts of subventions requested/authorised by AIPA. The test version of the interactive map can be accessed on: https://siagds.gov.md/aipa/f?p=103:1:2062113962525:::</p>		
Sub-actions	Start date	End date	Implementation level
Establish the information desk for detainees to facilitate their access to the information from their personal file	01.01.2020	31.12.2020	Not started
Description of the results	For financial reasons, it was impossible to purchase software development services.		
Sub-actions	Start date	End date	Implementation level

Develop and extend the Information System for ensuring the exchange of data in the field of protection of intellectual property rights (e-IPR system)	01.01.2019	30.06.2019	Substantial
Description of the results	<p>The information platform in the field of intellectual property rights protection made up of the information system in the field of intellectual property objects (IS e-IPO) and information system ‘register of requests for intervention’ (IS e-RRI), was established by Government Decision No 721/2020, in force as of 23.11.2020</p> <p>With the support of EGA and of the P.I. Information Technology and Cybersecurity Service (STICS), technical measures were taken in order to move the information system on the governmental platform MCloud. Currently, the IS e-IPO is in process of testing.</p>		

Name of the commitment	Enhance the budgetary and public procurement transparency			
Implementation period	01.01.2019 – 31.12.2020			
Lead implementing institutions	Ministry of Finance			
Other stakeholders involved	Central public authorities			
Description of the problem	<ul style="list-style-type: none"> • Publication of incomplete data about planning and use of the budget; • Budgetary documents that are difficult to understand by ordinary citizens. 			
Major objective	Ensure the efficient management of public resources by increasing the transparency of public spending			
Brief description of the commitment	<ul style="list-style-type: none"> • Ensure the access of citizens to key budgetary documents; • Inform the citizens about the use of public money in an interactive way and by each public authority; • Ensure the access to data about public procurement. 			
Relevance to OGP value	<ul style="list-style-type: none"> • Access to information; • Civic participation. 			
Implementation level	Not started	Limited	Substantial	Completed

			✓	
Description of the results				
Sub-actions		Start date	End date	Implementation level
Develop and publish on the official website of the Ministry of Finance, the Citizen's Budget, after the adoption in the Parliament of the Budget Law and of the Report on Citizen's Budget Execution		01.01.2019	31.12.2020	Completed
Description of the results	<p>The Citizen's Budget for 2019-2021 was developed and published on the website of the Ministry on: http://mf.gov.md/ro/buget/transparenta-bugetara/bugetul-pentru-cetateni.</p> <p>The Report on Citizen's Budget Execution for 2019 was developed and published on: http://mf.gov.md/ro/trezorerie/rapoarte.</p>			
Sub-actions		Start date	End date	Implementation level
Update the database of public spending BOOST, to facilitate the access to information about budget execution.		01.01.2019	30.09.2020	Completed
Description of the results	<p>The updated data base of public spending (BOOST) for 2015-2018 and for 2016-2019 was published on the official website of the Ministry of Finance and can be accessed on:</p> <p>https://www.mf.gov.md/ro/Acct_(account)/analiza-cheltuielilor-2014-2019..</p>			
Sub-actions		Start date	End date	Implementation level
Publish on the official websites of public authorities the information about budgets planning and execution, public procurement made and sector expenditure strategies.		01.01.2019	31.12.2020	Substantial
Description of the results	<p>According to GD No 188/2012 <i>on the official websites of public authorities on the internet</i>, the ministries and other central authorities ensure the ongoing administration of the information content of official websites on the internet.</p>			
Sub-actions		Start date	End date	Implementation level

Ensure the publication of reports on the monitoring of public procurement contracts.	01.01.2019	31.12.2020	Substantial
Description of the results	<p>According to Item 34 of the Government Decision No 667/2016 <i>approving the Regulation on the activity of the Procurement Working Group</i> the Working Group will ensure the monitoring of the execution of public procurement contracts and will draft reports in this respect, quarterly/half-yearly and annually. Those reports, that will include mandatorily information about the execution of contractual obligations, the reasons for the failure to execute them, the complaints submitted and the sanctions applied, statements regarding the quality of contract execution, etc. will be placed on the website of the contracting authority and if there is no such website, on the official website of the subordinating central authority or of second-level local public authorities.’ Thus, public entities are directly responsible for the publication of reports. At the same time, the way of publishing the reports on the monitoring of public procurement contracts is specified in the Government Decision No 10/2021 <i>approving the Regulation on the activity of the Procurement Working Group</i> (in force as of 05.02.2021)¹³, Item 46, Annex 2. The information on the monitoring of public procurement is reflected in the quarterly activity reports, which are published on the website of Public Procurement Agency, on: https://tender.gov.md/ro/documente/rapoarte-de-asset.</p>		

Name of the commitment	Strengthen the platforms and the mechanisms for the cooperation with the civil society
Implementation period	01.01.2019 – 31.12.2020
Lead implementing institutions	Central public authorities
Other stakeholders involved	State Chancellery, P.I. e-Governance Agency
Description of the problem	<ul style="list-style-type: none"> • Limited use of mechanisms of electronic participation in the decision-taking process; • The procedures that ensure the transparency in the decision-making process are deficient.

¹³ https://www.legis.md/cautare/getResults?doc_id=125242&lang=ro

Major objective	Strengthen the public integrity by ensuring a participatory decision-making process of the citizens, strengthen the mechanisms that ensure the transparency in the decision-making process and increase the transparency in the governance process.			
Brief description of the commitment	Improve the cooperation with the civil society and supporting its participation in the governing process, including at local level.			
Relevance to OGP value	<ul style="list-style-type: none"> • Access to information; • Technology and innovation for transparency and accountability. 			
Implementation level	Not started	Limited	Substantial	Completed
			✓	
Sub-actions		Start date	End date	Implementation level
Develop mechanisms of electronic participation in the decision-making process.		01.01.2019	31.12.2019	Limited
Description of the results	With the support of development partners, the State Chancellery created the platform <i>particip.gov.md</i> , which represents the information system for public consultation of regulatory acts in the Republic of Moldova. Between December 2020 and January 2021, the information system was tested.			
Sub-actions		Start date	End date	Implementation level
Ensure the publication of results of public consultations on the decision-making process in the online environment.		01.01.2019	31.12.2020	Substantial
Description of the results	<p>To ensure the transparency in the decision-making process, the results of public consultations are placed on the official website of the ministries and central public authorities in the section <i>Decision-making transparency</i>.</p> <p>At the same time, the transparency in the decision-making transparency of CPA is monitored by the State Chancellery (SC), which develops an annual report in this regard.</p> <p>The mentioned monitoring reports are developed in compliance with the Government Decision No 967/2016 and are place on the official website of SC in the section <i>Decision-making transparency, Reports</i>.¹⁴</p>			

¹⁴ <https://cancelaria.gov.md/ro/advanced-page-type/rapoarte-0>

Sub-actions	Start date	End date	Implementation level
Monitor the placement by local public authorities of the administrative documents in the State Registry of local documents.	01.01.2019	31.12.2020	Substantial
Description of the results	A total number of 425,027 administrative documents were issued and published by LPA, of which 4,844 documents were repealed/annulled. At the same time, both the employees of territorial offices of the SC and the employees of LPA who are in charge of implementing the RSAL system benefit from methodological support at request.		

Name of the commitment	Involve the diaspora in the decision-making process			
Implementation period	01.01.2019 – 31.12.2020			
Lead implementing institutions	State Chancellery			
Other stakeholders involved	Ministry of Foreign Affairs and European Integration; Ministry of Health, Labour and Social Protection.			
Description of the problem	<ul style="list-style-type: none"> • Limited use of mechanisms of electronic participation in the decision-taking process; • Limited participation of diaspora in the decision-making process. 			
Major objective	Strengthen the participation of diaspora in the decision-making process.			
Brief description of the commitment	The commitment is about developing mechanisms to involve Moldovan diaspora in the governing process.			
Relevance to OGP value	<ul style="list-style-type: none"> • Civic participation; • Enhancing the accountability of public sector. 			
Expected results	Develop consultation and information mechanisms.			
Implementation level	Not started	Limited	Substantial	Completed
			✓	

Description of the results			
Sub-actions	Start date	End date	Implementation level
Implement the 'Diaspora's Excellence Groups' Program.	01.01.2019	31.12.2020	Substantial
Description of the results	<p>During 'Diaspora Days', various workshops were organised during which highly qualified representatives of diaspora shared their successful experiences in areas related to: philanthropy, civic activism, carrier, engagement in the local development, etc.</p> <p>The legal-regulatory framework was analysed in terms of establishment of Placement centres for older people – enterprises with a lucrative purpose, by contracting a consultant from diaspora. As a result, a Report was developed containing consolidated proposals regarding the adjustment of the Framework-regulation on the organisation and operation of the Placement centres for older people, minimum quality standards of social services provided in the Placement centre for older people as well as the analysis of financial-economic aspect. The Report is to be consulted with the MHLSP.</p> <p>An IT company was contracted to develop the Communication and Information Platform in the Field of Diaspora, Migration and Development, which will include the component of strengthening the partnerships in areas of common interest of highly qualified individuals/associations and communities from diaspora, Government, local and central public authorities, academia, private sector, business environment, hometown associations, local communities and civil society. The technical specification was developed. The Platform will be launched in quarter I, 2021.</p>		
Sub-actions	Start date	End date	Implementation level
Implement the Program 'Government closer to you' within the dialogue with the communities of citizens who live abroad.	01.01.2019	31.12.2020	Substantial
Description of the results	<p>With the support of embassies of the Republic of Moldova abroad, the Bureau for Diaspora Relations (BDR) organised various meetings of diaspora with the representatives of the Ministry of Health, Labour and Social Protection, National Employment Agency, BDR, United Nations Development Programme from Moldova and of the International Organisation for Migration in Moldova. The dialogues comprised a wide range of priority topics for the citizens of Moldova who live abroad: facilitation of obtaining the identification documents and other documents, facilitation of the communication with the state institutions from the</p>		

	Republic of Moldova and with the diplomatic missions, ways of support to maintain the linguistic and cultural identity, facilitation of obtaining the documents for pensions of social facilities, issues of interest regarding the international agreements in the field of social security concluded by the Republic of Moldova with other states, their implementation and the perspectives it offers to the citizens of the Republic of Moldova who work abroad.
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Name of the commitment	Strengthen the mechanism of enhancing the accountability of public authorities
Implementation period	01.01.2019 – 31.12.2020
Lead implementing institutions	State Chancellery, P.I. e-Governance Agency.
Other stakeholders involved	Central public authorities
Description of the problem	Lack of efficient tools for monitoring the Government's performance.
Major objective	Strengthen the public integrity by ensuring the participation of citizens in the decision-making process and by enhancing the accountability of public authorities.
Brief description of the commitment	<ul style="list-style-type: none"> • The commitment implies the development of mechanisms for implementing and monitoring the recommendations from the audit reports of the Court of Accounts; • Develop the capacity of civil servants in the field of decision-making transparency, access to information, promoting the ethical behavior and the integrity; • Develop the system for the assessment of individual and institutional performance of the authorities providing public services.
Relevance to OGP value	Enhancing the accountability of public sector
Expected results	<ul style="list-style-type: none"> • Trained civil servants; • System for the assessment of individual and institutional performance developed by including the beneficiary-centered approach;

	<ul style="list-style-type: none"> • Functional system for monitoring the implementation of recommendations of the Court of Accounts. 			
Implementation level	Not started	Limited	Substantial	Completed
			✓	
Description of the results				
Sub-actions		Start date	End date	Implementation level
Strengthen the capacity of civil servants from local and central public authorities in the field of decision-making transparency, access to information, promote the ethical behavior and the integrity of civil servants, etc.		01.01.2019	31.12.2020	Completed
Description of the results	Professional development courses were organised and conducted for civil servants from local and central authorities, during which they approached topics related to decision-making transparency, access to information, promoting the ethical behavior and the integrity of civil servants (the details about the number of activities and individuals trained can be found in the annual monitoring reports of the Action Plan).			
Sub-actions		Start date	End date	Implementation level
Ensure the implementation and the monitoring of the recommendations contained in the audit reports of the Court of Accounts		01.01.2019	31.12.2020	Substantial
Description of the results	<p>To ensure the appropriate, efficient and operative of the responsibilities related to the audited entity, in line with the Law No 260/2017 <i>on the Organisation and Operation of the Court of Accounts</i>, the Prime Minister issued the decision No 39 of 21 December 2020 approving the Sample Regulation, which sets and describes the internal procedure regarding the method of communication of structural subdivisions of central public authorities with the audit teams of the Court of Accounts within the audit engagements as well as the mechanism for keeping records, monitoring and reporting the implementation of the recommendations and requirements of the Court of Accounts for CPA.</p> <p>During the reporting period, the Government/State Chancellery received 73 decisions of the Court of Accounts for monitoring and control.</p>			

Sub-actions	Start date	End date	Implementation level
Adjust the system for the assessment of individual and institutional performance of the authorities providing public services, from the perspective of the quality of beneficiary-centered public services.	01.01.2020	30.06.2020	Substantial
Description of the results	<p>On 10 August 2020, by order of the General Secretary of the Government No 598-A, a series of methodologies were approved in the field of public service modernization, namely:</p> <ol style="list-style-type: none"> 1) Methodology on the re-engineering of public services; 2) Methodology on the assessment of institutional capacity of public service providers and on the development of Capacity Development Plan; 3) Methodology for development, implementation and assessment of the performance framework of public service providers, involved in the re-engineering of public services and universal centers for public service provision. 4) Methodology for change management. <p>The approval of Methodologies is part of the activities for the development of regulatory, methodological, institutional, organisational and technological framework that support the reform of public service modernization provided both in the Open Governance Action Plan for 2019-2020 and in the Public Administration Reform Strategy for 2016-2020, approved by Government Decision No 911/2016 (Component 6.3. Modernization of public services), the Action Plan on the Public Service Modernization Reform for 2017-2021 approved by Government Decision No 966/2016, Strategic Program for Technological Modernization of Government (e-Transformation), approved by Government Decision No 710/2011 and other relevant policy documents.</p> <p>In addition, various trainings were organised for the coordinators/responsible of public service modernization and for employees involved in public service provision. Thus: 32 civil servants were trained under the main training as regards the Methodology for the development, implementation and assessment of institutional performance framework of service providers and Unified Service Provision Centers (CUPS); 28 civil servants – focal points of CPA authorities involved in the modernization of services of the second round of services to be modernized under Modernization of Government Services Project (MGSP) – in the Remodeling the provision of administrative public services (re-engineering of citizen-centered services) and organisation of online course in the field</p>		

	of change management for 35 participants, representatives of PSA, NSIH, SC and EGA.
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Name of the commitment	Develop citizen-centered public services by optimizing and enhancing the efficiency of public service provision			
Implementation period	01.01.2019 – 31.12.2020			
Lead implementing institutions	State Chancellery, P.I. e-Governance Agency, P.I. Public Services Agency.			
Other stakeholders involved	Ministry of Economy and Infrastructure, Ministry of Health, Labour and Social Protection, Ministry of Justice.			
Description of the problem	<ul style="list-style-type: none"> • Troublesome and bureaucratic procedures for obtaining the allowance for families with children and the subsidies in agriculture; • Administrative burden on children and business environment; • Lack of access to legal information of different social groups. 			
Major objective	Improve the quality of public service provision and more clear and easy to access services by the citizens.			
Brief description of the commitment	The commitment is about modernizing and improving the government service provision.			
Relevance to OGP value	Technology and innovation for transparency and accountability.			
Expected results	<ul style="list-style-type: none"> • Digitalize the public services • Use the public electronic services by the citizens and business community; • Increase the access to legal information of different social groups 			
Implementation level	Not started	Limited	Substantial	Completed
			✓	
Description of the results				
Sub-actions		Start date	End date	Implementation level
Conduct communication and training activities for the population and		01.01.2019	31.12.2020	Substantial

business environment by using public electronic services.			
Description of the results	To inform the population and the business environment about the use of public electronic services and to encourage their use, various events were organised by EGA and ODIMM (the details about the organised activities can be found in the annual monitoring reports of the Action Plan) ¹⁵ .		
Sub-actions	Start date	End date	Implementation level
Modernize 3 public services (Issuance of Driving License, Provision of Unemployment Benefits, Determination of Disability and Work Capacity).	01.01.2020	30.06.2020	Substantial
Description of the results	<p>During the reference period it was initiated the digitalization of re-engineered during the first round of public service modernization. The current situation for each of the three services is the following:</p> <p>a) For the service Determination of Disability and Work Capacity – the contract with the company that will digitalize the service was signed on 3 November 2020.</p> <p>b) For the Unemployment Benefits service – the contract with the company that will digitalize the service was signed on 5 October 2020.</p> <p>c) For the service of Issuance of Driving License – the contract was signed on 3 December 2020 by MECR. Also, the amendment were agreed and the contract was signed with MHLSP for the development of new functionalities in the Automated Information System ‘Primary healthcare’, Automated Information System ‘Hospital healthcare’ for the determination of disability and ability to work and the issuance of driving license.</p> <p>At the same time, the solutions at the level of regulatory framework are being implemented according to the recommendations from TO-BE Schemes and most of them are already implemented.</p> <p>1. Service Determination of Disability and Work Capacity: The regulatory framework was approved by the Government on 8 July 2020 by Government Decision No 469 amending the Government Decision No 357/2018 <i>on the Determination of Disability</i>.</p> <p>2. Service Provision of Unemployment Benefits: The regulatory framework was approved by the Government on 8 July 2020 for the amendment of the Annexes No 1 and No 11 to the Government Decision No 1276/2018 <i>approving the procedures on access to employment measures</i>, namely: Annex 1 ‘Procedure for registering unemployed persons and removing</p>		

¹⁵ <https://cancelaria.gov.md/ro/apc/rapoarte-0>

	<p>them from the register’; Annex No 11 ‘Procedure for examining the request for unemployment benefits’.</p> <p>3. Service Issuance of Driving License: the drafts of the necessary Government Decisions were endorsed by the responsible institutions, were subject to legal expert review and to the anticorruption review.</p>		
Sub-actions	Start date	End date	Implementation level
Pilot and establish the Unified Service Provision Centers (CUPS)	01.01.2020	31.12.2020	Substantial
Description of the results	<p>The piloting of CUOS was approved in 17 LPAs from the country and 5 consular offices during the meeting of the National Council for Public Administration Reform on 3 July 2020 (the details can be found in the annual monitoring report of the Action Plan¹⁶). The project provides for the piloting and further, for extending of the Centres (CUPS) with another 58 centres and it is estimated that a total number of 80 CUPS will be implemented in the country and abroad over the next years. Also, it was approved the list of administrative services that will be tested through CUOS (22 public services of PSA and NSIH). In the same context, the draft project of the Government Decision on CUPS Piloting was developed. Also, the operational procedures of the services provided by NSIH are to be developed for the operators that will activate within CUPS. At the same time, EGA developed a draft of the Standard-agreement for the collaboration for the establishment of CUPS, which was transmitted to the interested institutions and stakeholders for approval. Following the completion of that draft based on the comments and proposals submitted, it will be signed with each LPA that participates in the piloting process.</p>		
Sub-actions	Start date	End date	Implementation level
Develop the national network of multifunctional centres for providing public services.	01.01.2020	31.12.2020	Substantial
Description of the results	<p>The process of establishing the national network of multifunctional centres was completed. Currently, this network comprises 39 multifunctional centres (MC) throughout the entire country. Four of them operate in Chisinau.</p> <p>The launching and the development of MC on the left bank of Nistru River, Varnita and Cosnita, planned for 2020, was not fully implemented, given the pandemic situation. This objective is to be completed by 2023, according to the Action Plan of the Government for 2020-2023, approved by Government Decision No 636 of 11 December 2019 (action 1.43.5)</p>		

¹⁶ <https://cancelaria.gov.md/ro/apc/rapoarte-0>

	(more details can be found in the annual monitoring report of the Action Plan) ¹⁷ .		
Sub-actions	Start date	End date	Implementation level
Modernize the Call Centre of Public Services Agency.	01.01.2020	31.12.2020	Limited
Description of the results	<p>To optimize the provision of services to citizens through personal interaction with the operators of this Call Centre of PSA and, at the same time, to increase its efficiency, it was initiated the project ‘Modernization the Call Centre of Public Services Agency’, according to the Order PSA No 570 of 23 September 2019.</p> <p>During the reporting period of the project, the following activities were conducted:</p> <ol style="list-style-type: none"> 1) The call centre of PSA was relocated at the address 8A, Moscow Boulevard, Chisinau municipality and new additional automated jobs were created with the observance of the conditions of quality provision of advisory services. 2) New staff was employed. 3) Functional requirements towards the automated information system intended for the Court of Appeal were developed. 4) To perform an efficient analysis of the launched project currently an opinion poll is being carried out on the official website of PSA. <p>The purchase of the information systems that are necessary to maintain the Call Centre, planned for 2020, was not made due to the pandemic.</p>		
Sub-actions	Start date	End date	Implementation level
Extend the network of paralegals in rural and urban areas to provide primary legal aid and ensure the access to justice.	01.01.2019	31.12.2020	Limited
Description of the results	<p>Given that there are various vacant units from 2019, the list of paralegals was not supplemented with 10 units, the extension up to 72 units being inappropriate in 2020. At the same time, according to the Decision of the National Council for State Guaranteed Legal Aid (CNAJGS) No 11 of 26 February 2020¹⁸, the territorial offices of CNAJGS were obliged to fulfill the vacant units in order to further extend the network. Also, it continues to promote the profession of paralegal and its importance for the society. Of</p>		

¹⁷ <https://cancelaria.gov.md/ro/apc/rapoarte-0>

¹⁸ <https://cnajgs.md/uploads/asset/file/ro/1471/img-200228095949.pdf>

	the total number of cases when state guaranteed legal aid was provided, in 17,687 cases paralegals were involved.		
Sub-actions	Start date	End date	Implementation level
Create an electronic system for keeping the records of meetings between the probation officer and the probationer to ensure the transparency and prevent corruption.	01.01.2020	31.12.2020	Substantial
Description of the results	The electronic system for keeping the records of meetings between the probation officer and the probationer is at the piloting/experimental phase within Chisinau Probation Bureau and is to be implemented by the other probation bureaus at national level. This communication platform between the probation officer and the beneficiaries was created including in order to record and document the information during the meetings. Also, the electronic system for keeping the records of meeting is to be connected to the database of NPI and reports will be generated following the electronic meetings recorded during the supervision of beneficiaries. So far, 50 meetings with the probationers were registered.		

4. Implementing the recommendations of the Independent Reporting Mechanism of Open Government Partnership

The Alternative Report on the implementation of the Action Plan for 2019-2020, developed by the Independent Reporting Mechanism¹⁹ contains the following five recommendations formulated by the civil society:

- a) Organise a more proactive OGP co-creation process and ensure the ongoing monitoring of the Action Plan implementation;
- b) Ensure that the commitments comprise specific and targeted activities and measurable indicators;
- c) Continue to enhance the transparency of public procurements information through MTender system, with a focus on health sector;
- d) Engage in protecting the civic space, particularly the journalists and the civil society;
- e) Take into account the inclusion of commitments aimed at increasing the transparency and the independence of the justice system.

1) To ensure *a more proactive OGP co-creation process and the ongoing monitoring of the action plan implementation*, note that the next action plan will contain provisions on the monitoring mechanism and on a much more active involvement of the civil society both in the development of the action plan and during its implementation and monitoring. At the same time, these actions can be improved due to the project of external assistance which will benefit the Republic of Moldova, in the context of OGP initiative in collaboration with the European Commission and Anti-corruption Network of OECD focused on fighting corruption and promoting transparency, accountability, participation and public inclusion in the governance in EaP region. The general objective of this action is to provide assistance to the countries from the Eastern Partnership in preventing and fighting the threats against the rule of law, support of reforms in the justice system, improving the integrity in public service provision, public administration reform – topics that are already part of the national OGP dialogue in most of the countries from the region.

2) In the context of the recommendation on *including specific and targeted activities and measurable indicators in the commitments*, the State Chancellery will ensure that the document's elements meet the provisions of the Government Decision No 386/2020, approving the *Regulation on planning, development, approval, implementation, monitoring and assessment of the policy documents*. It defines the type, structure and content of the public policy document and sets the stages of planning, development, implementation, monitoring and assessment of public policy documents at the level of central public administration. Thus, the provisions of the Regulation aim to: streamline the planning of public policy documents; optimise and enhance the efficiency of public authorities' efforts to develop, implement, monitor and assess the public policy documents; improve the quality of public policy documents; ensure the coherence between the public policy documents developed at all levels; strengthen the link between the public policy

¹⁹ <https://www.opengovpartnership.org/documents/moldova-design-report-2019-2020/>

planning and the budgetary process; optimise the monitoring and assessment of public policy documents; ensure a transparent and participatory process during the entire cycle of public policies.

At the same time, during 2021, the State Chancellery planned the development and the approval of the *Guidelines on the development, implementation, monitoring and assessment of public policy documents*, which will serve as methodological support for public authorities, for the entire cycle of public policy documents and planning documents.

3) The recommendation *to continue to increase the transparency of information on public procurements through MTender system, with focus on health sector* will be included as a commitment in the next action plan. In this respect, representatives of the Ministry of Finance, Public Procurement Agency, Ministry of Health, Labour and Social Protection and of other authorities in their subordination were invited at the meeting of the Coordination Committee of 28 September 2020, organised in the context of co-creation of the new action plan, to discuss and clarify the state of affairs concerning the information system MTender: latest developments, development of the analytical module Business Intelligence, passing the procurements from the health sector in the electronic system MTender, etc. The authorities who participated presented the de facto situation of MTender, as well as the actions that need to be taken to eliminate the deficiencies encountered when using it.

4) As regards the *engagement in protecting the civic space, particularly the journalists and the civil society*, on 24 June 2020, Government Decision No 413 approved *the Regulation on the use, administration and development of the Citizen's Government Portal*, aimed to provide the individuals with an efficient, reliable and modern mechanism that allows to obtain, through an unique access point, official information of public interest and official information about themselves, available in data providers' information systems. The portal will streamline and unify the flows of data and information, which will help to improve the access to public official information and personal information. At present, different information of public interest and official personal information can be obtained though official websites of public institutions/authorities and their information systems or by submitting a written request. The Citizen's Government Portal will allow individuals to access those information through an unique access point, without constraints of time and place. This will undoubtedly increase the citizen's access to official information, be they of public or personal interest, and will strengthen their access to information. Also, the Citizen's Government Portal is an useful tool of interaction of public institutions/authorities that provide public services with the individuals who benefit from them, by receiving notifications about the legal events. As a result, the establishment of the Citizen's Government Portal will allow the individual to diminish the physical contact with the civil servant in the process of obtaining the official information owned by public institutions/authorities, thus aiming to reduce the bureaucracy and the situations that encourage the corruption acts. The Citizen's Government Portal can be used by accessing www.mcabinet.gov.md.²⁰

²⁰ <https://egov.md/ro/communication/news/republica-moldova-fost-lansat-portalul-guvernamental-al-cetateanului>

Improve the mechanism for enforcing the Law No 982/2000 *on the Access to Information*, is an ongoing concern of RM Government, as well as of the Law No 64/2010 *on the Freedom of Expression*.

5) As regards the *inclusion of commitments aimed at increasing the transparency and the independence of the justice system*, they will be included in next action plan. At the same time, note that on 26 November 2020, the Parliament approved the *Strategy for ensuring the independence and integrity in the justice sector for 2021-2024 and the Action Plan implementing it*²¹, which aims to improve the justice sector by creating preconditions for an independent, impartial, accountable and efficient justice sector. The policy document contains three strategic intervention directions: independence, accountability and integrity of the stakeholders in the justice sector; access to justice and quality of the act of justice; efficient and modern administration of the justice sector.

²¹ <http://www.parlament.md/ProcesulLegislativ/Proiectedeactelegislative/tabid/61/LegislativId/5296/language/ro-RO/Default.aspx>

5. Other initiatives

In order to **streamline the national system of strategic planning in a rigorous, integrated, coherent manner and correlate it with the financial resources**, the following key measures were taken:

1. The Draft Law on the approval of the National Development Strategy ‘Moldova 2030’, registered in the Parliament under No 242 of 16 June 2020, was approved by Government Decision No 377/2020. Until the end of 2020 the draft Strategy was reviewed in 9 parliamentary committees and received a positive opinion²².
2. After the commitment to implement the 2030 Agenda for Sustainable Development was made in September 2015, together with other 192 member states of the United Nations, the Republic of Moldova presented on 16 July 2020, during the UN High-Level Political Forum on Sustainable Development, its first Voluntary National Review on the implementation of Sustainable Development Goals (VNR)²³. Both the key messages and the VNR Report were developed and presented with the observance of the principles and terms set in this regard by the Secretariat of the United Nations, and on 16 July, the Delegation of the Republic of Moldova to the High Level Political Forum led by Mr. Adrian Ermurachi, Deputy Secretary General of the Government, presented the progresses of the country regarding the implementation of 2030 Agenda for Sustainable Development. At the same time, on 15 July, the Republic of Moldova (State Chancellery) organised a Laboratory related to VNR process during which the experience of the country regarding the incorporation of the 2030 Agenda for Sustainable Development in the national statistics and policies, the lessons learned during the implementation of Sustainable Development Goals and the principles that guided the 2020 VNR process were presented²⁴.
3. Streamline the process of planning the public policy documents; optimise and enhance the efficiency of public authorities’ efforts to develop, implement, monitor and assess the public policy documents; improve the quality of public policy documents; strengthen the link between the public policy planning and the budgetary process; ensure a transparent and participatory process during the entire cycle of public policies are some of the objectives pursued by the State Chancellery through the development and promotion of the new methodological framework of the strategic planning system, approved by Government Decision No 386/2020 on planning, development, approval, implementation, monitoring and assessment of public policy documents²⁵.

²² <http://parlament.md/ProcesulLegislativ/Proiectedeacteleislative/tabid/61/LegislativId/5098/language/ro-RO/Default.aspx>

²³ <https://cancelaria.gov.md/ro/content/republica-moldova-va-prezenta-primul-sau-raport-de-evaluare-voluntara-nationala-pentru>

²⁴ <https://cancelaria.gov.md/ro/content/guvernul-prezentat-la-new-york-primul-raport-pe-implementarea-agendei-de-dezvoltare-durabila>

²⁵ https://www.legis.md/cautare/getResults?doc_id=121921&lang=ro

Thus, in the context of points 1 and 2, the State Chancellery will receive assistance under the project ‘Support to the Moldovan Government in the Implementation of the Agenda 2030’, implemented by the German Agency for International Cooperation (GIZ) and funded by the Federal Ministry for Economic Cooperation and Development. This project is implemented with the aim to enhance the institutional capacity during the implementation of 2030 Agenda, part of the strategic planning process. Thus, during 2021, the methodological framework regarding the monitoring and assessment of public policy and SDGs implementation at national level will be reviewed, the mechanisms for collecting the data for SDG indicators that are not included in the national statistical system will be established and a data basis for monitoring the SDGs will be created.

4. The State Chancellery, in partnership with the Hometown Association ‘Institutum Virtutes Civilis’ and the European Centre for Non-Commercial Law conducted the consultation regarding the improvement of the mechanisms of direct financing for the projects of the civil society organisations (CSOs) from the state budget and developed the draft Government Decision on the approval of the *Framework Regulation on the mechanism of direct financing of civil society organisations projects from the state budget*, which is to be subject to the enactment stages. This regulatory act is focused on ensuring the uniformity of conditions and procedures for financing civil society organisations from the public budget by setting the principles, conditions and general criteria for granting non-payable funding.

5. To promote and develop the volunteering, coordinate efficiently the volunteering activities, and ensure the implementation of the relevant state policies, the State Chancellery, with the support of the project ‘Support for the Public Administration Reform Process’, funded by the European Delegation of the European Union in the Republic of Moldova, developed the draft Government Decision *on the establishment, organisation and operation of public institution ‘National Volunteering Centre’*, which is to be presented for consultation and endorsement.

As regards the **modernization of public services**, a series of regulatory acts were developed and promoted with the aim to ensure and increase the access of citizens and business environment to quality public services. Some of the mentioned regulatory acts are:

- Government Decision No 375/2020 approving the Concept of the Automated Information System ‘Register of representative powers based on the electronic signature’ (MPower) and the Regulation on keeping records of the Register of representative powers based on the electronic signature²⁶;
- Government Decision No 376/2020 approving the Concept of the Government Electronic Notification Service (MNotify) and the Regulation regarding the operation and use of Government Electronic Notification Service (MNotify)²⁷;
- Government Decision No 411/2020 approving the Concept of Information System ‘Government Platform of Distance Learning’ (e-Learning) and the Regulation on its use and administration²⁸;

²⁶ https://www.legis.md/cautare/getResults?doc_id=121919&lang=ro

²⁷ https://www.legis.md/cautare/getResults?doc_id=121820&lang=ro

²⁸ https://www.legis.md/cautare/getResults?doc_id=122270&lang=ro

- Government Decision No 670/2020 approving the Integrated Nomenclature of public administrative services and the List of life events associated with them²⁹;
- Government Decision No 712/2020 on the Government electronic payment service (MPay)³⁰;
- Government Decision No 966/2020 on the services provided by the Public Service Agency³¹;
- Order of the General Secretary of the Government No 598-A of 10 August 2020 *approving certain methodologies in the field of public service modernisation*³².

At the same time, the draft Law *on Public Services* and the draft Government Decision *on piloting the Unified Service Provision Centres* were developed and promoted for approval and public consultation.

²⁹ https://www.legis.md/cautare/getResults?doc_id=123053&lang=ro

³⁰ https://www.legis.md/cautare/getResults?doc_id=123572&lang=ro

³¹ https://www.legis.md/cautare/getResults?doc_id=124770&lang=ro

³² <https://cancelaria.gov.md/ro/apc/ordinul-secretarului-general-al-guvernului-nr598-din-17082020-privind-aprobarea-unor-metodologii>

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.

Next steps. In the context of the completion of the Open Governance Action Plan for 2019-2020, activities were undertaken in 2020 regarding the development of the new Action Plan.

The co-creation of the new Action Plan was launched in June 2020, during the meeting of the Coordination Committees.³³

During the meeting it was discussed the *Resolution of the OGP Subcommittee on the criteria and standards in developing the plans and reports for the next period*, adjusted to the pandemic situation, according to which the members states of OGP can decide to switch to the cohort for the even/uneven year and present the new Action Plan in 2021-2022, and the Republic of Moldova presents the action plan in the cohort of uneven year (respectively: 2019-2020, 2021-2022, etc.), it was decided to stay with the cohort of uneven year and to initiate the development of a new plan for 2021-2022, according to the Standards of OGP co-creation. Later, the circumstances created in the context of the pandemic determined the Coordination Committee to review the period for the development of the plan for the cohort of uneven year.

Thus, starting with the commitments that were less covered in the Action Plan for 2019-2020, as well as given the latest developments in different areas as a results of the pandemic, during the meetings of the Coordination Committee, several priority areas were distinguished for the next two years: health (data on public spending and procurements, donations, public services in health), education, crisis management, migration (the way the return of citizens who were in other countries during the pandemic was managed), modernisation/re-engineering of public services, public transport and environment protection as well as maintaining and improving the quality of open data.

At the same time, the *permanent dialogue mechanism – elections and selecting the new members both from the Government and from the civil society* was discussed. Following the deliberation it was decided to maintain the current membership of OGP Coordination Committee for the development of the new Action Plan. After its approval, the modification of the membership will start.

The webinar *Open Response and Open Recovery* was held on 25 June 2020 and was attended by various partner countries of OGP, including Republic of Moldova. The aim of this event was to

³³ <https://cancelaria.gov.md/ro/apc/comitetul-de-coordonare-pentru-o-guvernare-deschisa>

emphasise the best practices regarding the responses of the authorities and civil societies to COVID-19, which could help to address the key topics as a result of the pandemic. As a result, several recommendations were made regarding the key topics, which could serve as guideline for determining the directions of the new OGP plan in the Republic of Moldova:

- 1) Recommendations of IRM for the Eastern Partnership: open contracting; transparency of final beneficiaries; open budgets/allocations during the pandemic; public feedback mechanism for essential public services; supervision and monitoring in the fields of health and education; improving the online provision of public services.
- 2) Trends at the level of global OGP: participatory response strategies to disasters, including collaboration with the civil society and citizens; transparency of forecast models and data that influence the government strategies; digital platforms/applications/tools for informing citizens, which would allow the participation of the public and/or provide open data; disinformation, including in the online environment.
- 3) Priority directions discussed by the Coordination Committee: crisis management; migration (the way the return of citizens who were in other countries during the pandemic was managed); modernisation of public services on the basis of citizen centered approach; public transport; environment protection; maintaining and improving the quality of open data.

To ensure the pre-validation of sets of potential commitment for the next OGP Plan of RM on the basis of the recommendations related to the key topics mentioned above, a set of criteria was developed, which helped to shape the priority directions, such as: existence of responsible authorities, of political will, of the necessary capacity and resources, acceptance of the need, potential development partners and NGOs, immediate co-creation needs, actions, deadlines. The members of the Committee filled in the information for each direction separately, on the basis of the criteria established.

As a result, the information entered for these criteria, the IRM criteria for Eastern Partnership, the trends at the level of global OGP and the priority directions discussed during the meeting of the Committee, helped to shape the following directions as potential commitments for the next OGP plan in RM: 1) Open contracting; 2) integrity and anticorruption (with accent of the transparency of final beneficiaries); 3) Open budgets/allocations during the pandemic; 4) Modernising the public services on the basis of citizen centered approach; 5) Supervision and monitoring in health field (with accent on data about public spending and procurements, donations and public services); 6) Open data by using digital innovations (with accent on the environment protection/climate changes, public transport).

Later, on 14 September 2020, two webinars were organised with the relevant authorities and representatives of civil society in areas such as integrity, anticorruption and public procurements (with accent on the information system MTender). During these webinars they discussed about the collaboration opportunities with the institutions in charge of integrity and anticorruption area regarding the open government agenda, opportunities to review the actions of the institutions from the perspective of open government as well as the state of affairs regarding the information system MTender: latest evolutions/developments, development of analytical module Business Intelligence, transfer of health procurements in the electronic system MTender, etc.

During the first semester of 2021, all the measures that are necessary for the co-creation and approval of the new action plan for ensuring an open government are to be undertaken.