



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

Republic of Moldova

Contact information

Your name*

Nina Catirev

Title*

Mrs

Organization*

e-Governance Agency

Email*

Nina.catirev@egov.md

Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
 A group of government agencies responded to the questionnaire collectively.

- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all.*

Note: E-government and digital government are used interchangeably in this Questionnaire.

e-Governance Agency: <https://egov.md/ro>;
 Ministry of Economic Development and Digitalisation: <https://mded.gov.md/>

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

<https://servicii.gov.md/ro>

E-participation or similar

<https://particip.gov.md/ro>

Open government data

<https://date.gov.md/>

Public procurement

<https://mtender.gov.md/>

Others (if any)

Government delivery service (MDelivery) - <https://mdelivery.gov.md/>;
 Citizen portal (MCabinet) - <https://mcabinet.gov.md/>;
 One-stop-shop for managing government permits in Moldova (SIA GEAP) - <https://actpermisiv.gov.md/#/home>;
 Government e-Payment gateway (MPay) - <https://mpay.gov.md/>;
 Electronic Signature Governmental Service (MSign)- <https://msign.gov.md/#/>;
 Electronic authorization Registry (MPower) - <https://mpower.gov.md/#/ro/main>;
 Government Interoperability Platform (MConnect) - <https://mconnect.gov.md/#/>
 Electronic Notification Governmental Service (MNotify) - <https://mnotify.gov.md/#/ro/home>
 Authentication and Access Control Service (MPass) - <https://mpass.gov.md/>
 Semantic Catalog - <https://semantic.gov.md/ro>

3. Please provide the name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

e-Governance Agency - <https://egov.md/en>
 Ministry of Economic Development and Digitalisation: <https://mded.gov.md/>

4. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

ALAIBA Dumitru

Title*

Deputy Prime Minister, Minister of Economic Development and Digitalization

Organization*

Ministry of Economic Development and Digitalization

Email*

secretariat@mded.gov.md

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

At the level of Ministry of Economic Development and Digitalization, we have State Secretary responsible for the digitalisation area. Also, already at the level of the Government, was established the Coordination Council for the modernization of public services and e-Transformation, which includes representatives from public institutions (ministries, agencies).

Source: <https://mded.gov.md/en/team/lupascu-mihai-secretar-de-stat-digitalizare/>

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

<https://midr.gov.md/>

Education

<https://mec.gov.md/>

Health

<https://ms.gov.md/>

Social Welfare

(inclusion, social protection, etc.)

<https://social.gov.md/>

Employment and Labour

<https://social.gov.md/>

Environment

<https://mediu.gov.md/>

Justice

<https://justice.gov.md/ro>

Economy/finance

<https://mf.gov.md/ro>; <https://mded.gov.md/>

Industry/trade

<https://mded.gov.md/>; <https://social.gov.md/>

Sustainable Development Goals (SDGs) [NEW]

<https://cancelaria.gov.md/ro>

Climate Change [NEW]

Others (Please specify)

<https://mediu.gov.md/>

Ministry of Foreign Affairs and European Integration - <https://mfa.gov.md/>;
Ministry of Agriculture and Food Industry - <https://maia.gov.md/ro>;
Ministry of Defense - <https://army.md/?lng=3>;
Ministry of Internal Affairs - <https://mai.gov.md/en/node/1>;
Ministry of Culture - <https://mc.gov.md/>;
Ministry of Energy - <https://energie.gov.md/ro>;
Public Institution "Information Technology and Cyber Security Service" (ITSec) - <https://stisc.gov.md/ro>;

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

8. Is there a specific national portal addressing crisis/emergency *? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

There is no a unique national portal addressing crisis/emergency, but on specific crisis there are some of them such as: <https://dopomoga.gov.md/> - national portal which was developed in the context of crisis of refugees from Ukraine.

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

Law no.148/2023 regarding access to information of public interest -

https://www.legis.md/cautare/getResults?doc_id=137908&lang=ro

The new law replaced the old one from 2000 which did not provide satisfactory implementation. This law constitutes the general normative framework for access to information of public interest and aims to ensure the transparency of public sector activities.

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

The legal framework regulating the field of data privacy and/or personal data protection at national level consists of:

- Constitution of the Republic of Moldova (Article 28 - Intimate, family and private life,

https://www.legis.md/cautare/getResults?doc_id=128016&lang=ro)

- Law No 133/2011 on personal data protection - which regulates the legal relationships arising in the processing of personal data and being part of a filing system or intended to be included in such a system, carried out in whole or in part by automated means, as well as by other means than automated ones. (https://www.legis.md/cautare/getResults?doc_id=136439&lang=ro).

It should be noted that personal data is any information relating to an identified or identifiable natural person (subject of personal data). An identifiable person is one who can be directly or indirectly identified, by reference to an identification number or to one or more factors specific to his or her physical, physiological, mental, economic, cultural or social identity. Respectively, the provisions of the Law no 133/2011 do not apply in relation to data/information that does not relate to an identified or identifiable natural person. The National Centre for Personal Data Protection has been designated as the competent national authority for the protection of the fundamental rights and freedoms of natural persons with regard to the processing of personal data, in particular the right to the inviolability of intimate, family and private life.

Thus, in its activity, the National Centre for Personal Data Protection is being guided by the Constitution of the Republic of Moldova, the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data, the Additional Protocol to the Convention, other international agreements to which the Republic of Moldova is a party, the Law on the Personal Data Protection, the Regulation of the National Centre for Personal Data Protection, its structure, staff limits and financing, approved by Law No. 182/2008, as well as other normative acts.

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

Law no.48/2023 on cyber security, which will come into force on the 1st of January 2025

(https://www.legis.md/cautare/getResults?doc_id=136732&lang=ro). It aims to transpose into national legislation the provisions of the Directive (EU) 2022/2555 of the European Parliament and of the Council on measures for a high common level of cybersecurity across the Union, repealing Directive (EU) 2016/1148 (NIS2 Directive).

The law regulates the legal, organizational and cooperation framework in the field of cyber security, establishes the competence of public authorities and institutions in the field of cyber security, determines the general national crisis management framework in the field of cyber security, establishes requirements, measures and mechanisms to ensure network security and computer systems that are essential for the functioning of society, as well as the management of cyber incidents. Additionally, the Law provides for further creation of the National Cyber Security Incident Response Centre (National CERT).

The Law on cyber security has been drafted by the Ministry of Economic Development and Digitalization, together with the Moldova Cybersecurity Rapid Assistance Project's group of experts, aimed to transpose the provisions (partially transposed: art. 1; 2; 3, para. (1)-(3); art. 4, para. (1), (2); art. 6, para. (1)-(17); art. 8, para. (1)-(5); art. 9, para. (1)-(4); art. 10, para. (1)-(4); art. 11, para. (1) let. (a)-(f), para. (3) let. (a)-(e), (g), (h); art. 12, para. (1); art. 20; art. 21, para. (2), (3); art. 23, para. (1)-(3), (4) let. (a), (b), (d), (e); art. 24, para. (1); art.25, para. (1); art. 29, para. (1) let. (a), (b), para. (2)-(4); art. 30, para. (1) let. (a), (b); para. 2; art. 31, para. (1); art. 32, para. (1)-(8); art. 33, para. (1)-(5); art. 34; art. 35, para. (1); art. 36) of Directive (EU) 2022/2555 of the European Parliament and of the Council of 14 December 2022 on measures for a high common level of cybersecurity across the Union, amending Regulation (EU) No 910/2014 and Directive (EU) 2018/1972, and repealing Directive (EU) 2016/1148 (NIS 2 Directive).

Government Decision no. 201/2017 on the approval of Minimum compulsory requirements of cyber security (https://www.legis.md/cautare/getResults?doc_id=98644&lang=ro);

Government Decision no. 482/2020 on the approval of necessary measures on ensuring cyber security on the governmental level and amending Government Decision no. 414/2018 on measures to consolidate data centers in the public sector and to rationalize the administration of state information system (https://www.legis.md/cautare/getResults?doc_id=122272&lang=ro)

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

Law no. 124/2022 regarding electronic identification and trust services

https://www.legis.md/cautare/getResults?doc_id=131642&lang=ro

Law partially transposes EU Regulation no. 910/2014 of the European Parliament and of the Council of July 23, 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC, published in the Journal Official Journal of the European Union L 257 of August 28, 2014.

Also, in order to provide a unified technical interface to all government information systems, the Government implemented a shared authentication and access control service named MPass. The Government Decision 1090/2013 regulates the MPass service. For a more accessible electronic identity, the Government is implementing the next generation mobile identity (a solution consisting of two parts - a mobile app on the client and hardware security modules on the server). Its main objective is to provide an accessible authentication and e-signature tool. The governmental e-identity and mobile e-signature service (MobiSign) is planned to be launched during 2023.

Although being a software based solution (on the client), the government identity and mobile electronic signature (MobiSign) service will provide the level of security and protection of private keys similar to secure signature creation devices. This solution relies on advanced cryptographic algorithms, whereas the security of a similar implementation shall be certified as advanced, in line with Moldova's legislation. The solution implements cryptographic algorithms in the user's software, which permits the rapid evolution of algorithms through regular updates if needed.

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

The legal framework that regulates the electronic signature is composed of the following:
Law no. 124/2022 regarding electronic identification and trust services
https://www.legis.md/cautare/getResults?doc_id=131642&lang=ro
Government Decision no. 405/2014 on the governmental integrated electronic signature service (MSign) – https://www.legis.md/cautare/getResults?doc_id=128352&lang=ro.
Government Decision 1140/2017 for the approval of the Regulation on activity of certification service providers in the field of electronic signature
SIS Order 70/2016 on the approval of some normative acts regarding the organization of the activity of certification service providers in the field of electronic signature;
- SIS Order 69/2016 on the approval of the Technical norms in the field of qualified advanced signature;
- SIS Order 25/2017 on the approval of the Regulation of the procedure for endorsement of the devices related to electronic signature.

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

Law no.131/2015 on public procurement – which transposes Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC, published in the Official Journal of the European Union L 94/65 of 28 March 2014, as amended by Commission Delegated Regulation (EU) 2017/2365 of 18 December 2017 amending Directive 2014/24/EU of the European Parliament and of the Council as regards the thresholds of application for procedures for the award of public contracts, as well as Council Directive 89/665/EEC of 21 December 1989 on the coordination of laws, regulations and administrative provisions relating to the application of review procedures to the award of public supply and public works contracts, published in the Official Journal of the European Union L 395/33 of 30 December 1989 (https://www.legis.md/cautare/getResults?doc_id=125108&lang=ro).

Thus, starting with October 1, 2018, according to Art. 33 of Law No. 131/2015, which transposes Art. 22 of Directive 2014/24/EU, all contracting authorities were obliged to use the automated information system "State Register of Public Procurement" for the publication of invitations/notices of participation, for the submission and evaluation of tenders, the award of public contracts.

The system creates a unitary information space and an official source of data on the public procurement procedures carried out and the results of their organization.

At the same time, the functionalities of the electronic purchasing system are aimed at promoting transparency and developing a competitive market in the Republic of Moldova, being available to all local and international users.

The MTender is a multi-platform networking digital procurement IT service, comprise a government-operated web portal and the Open Data central database unit and is networking with several procurement electronic platforms which support electronic tendering procedures for public sector and commercial clients.

The owner of the central data unit is the Ministry of Finance, which ensures the implementation, operation and development of the System in accordance with the legislation and international

agreements to which the Republic of Moldova is a party.

The holder and the technical-technological operator of the central data unit of the System is the Public Institution "Center of Information Technologies in Finance", responsible for the maintenance of the unit, maintenance and development of the single governmental online access portal and ensuring the interoperability of the System with the common governmental technological platform "MCloud", as well as integration with relevant state information resources and government electronic services available in the Republic of Moldova.

Public Procurement Agency, provider and recipient of System data, coordinates, monitors and assesses through system functionalities based on risk indicators, the manner in which contracting authorities comply with public procurement and award procedures.

National Complaints Settlement Agency, provider and recipient of System data, records complaints submitted by participants in public procurement procedures and records the results of the examination of the complaints submitted by the participants in the public procurement procedures. Also, we are working on the implementation of a new e-procurement system within the project of the European Union Delegation of "Technical assistance on developing e-procurement system in the Republic of Moldova" in order to enhance the compliance with the national and European rules and procedures and make the procurement activities more efficient for all users.

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

Law on accounting no.113/2007;

Government Decision no.188/2012 regarding the official pages of public administration authorities on the Internet - https://www.legis.md/cautare/getResults?doc_id=103186&lang=ro; According to the art.15, subart.14, on the official website of the public administration authority, depending on the specifics of its activity, will be published information about planning and execution of budgets by public administration authorities.

Law no.181/2014 on public finances and budgetary-fiscal responsibility (https://www.legis.md/cautare/getResults?doc_id=126152&lang=ro).

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

Law no. 142/2018 on data exchange and interoperability – The law aims to facilitate and streamline the exchange of data and interoperability within the public sector, as well as between the public and private sectors, in order to increase the quality of the provided public services, create new electronic public services and ensure information security. The law regulates the relations that appear in the process of data exchange between public authorities and institutions (public participants in data exchange), which hold state information systems, as well as between private law legal entities that, on behalf of public authorities and institutions, manage or hold state information systems. The law also regulates the relationships that occur in the process of data exchange between information systems owned by public authorities and institutions, on the one hand, and, on the other hand, information systems owned by private legal entities and individuals, the latter in the extent to which intends to voluntarily participate in the exchange of data. The law on data exchange and

interoperability stipulates that if the international treaties to which the Republic of Moldova is a party establish other rules than those provided by this law, the rules of international treaties shall apply. At the same time, according to the law, in case of exchange of data attributed to state secret, bank secret or other data with special legal regime, the special legislation in force applies. By the Law on data exchange and interoperability, an interoperability platform - an information system designed to ensure the exchange of data between the information systems owned by the participants in the data exchange was instituted by the Government. As to cross-border cooperation by connecting to the interoperability platform, the Law on data exchange and interoperability stipulates that the connection to the interoperability platform of participants holding information systems of other states takes place under international treaties and under the legislation of the Republic of Moldova on the protection of personal data, as well as the legislation applicable to data with special legal status. We would like to mention that the national normative framework in this field was based on the European Interoperability Framework, as well as the good international practices.

https://www.legis.md/cautare/getResults?doc_id=129134&lang=ro.

In accordance with the provisions of Law no.142/2018 on data exchange and interoperability and Government Decision no.211/2019

(https://www.legis.md/cautare/getResults?doc_id=128349&lang=ro), the Interoperability Platform (MConnect) was established to facilitate and streamline data exchange and interoperability in order to increase the quality of public services provided, create new electronic public services and ensure information security, including all the technical, organizational, institutional and legal elements necessary to ensure the exchange of data.

The implementation of the interoperability framework through the MConnect Platform aims to achieve the following objectives:

- Ensuring the interoperability of information resources in the public sector through the efficient and secure operation of the data exchange platform, connecting state information resources and ensuring the availability of administrative data;
- Guaranteeing the quality and operability of the decision-making act by ensuring real-time access to authentic, complete and truthful administrative data, without requesting them from citizens;
- Creating the favorable framework for optimizing public services, increasing the supply of electronic services by reusing information, automating operational and functional processes.

Overall, more than 350 data exchange scenarios have been configured so far. The assimilation of MConnect and its smart use by the authorities in the reform of the modernization of public administrative services makes the platform a key product in the modernization agenda. The interoperability platform implements data exchange based on the following fundamental principles: Free Data - data held by public participants is made available to other public participants free of charge. The provision of data held by public participants to private participants is carried out for consideration in the cases provided for by law and on the basis of the mechanism established by the Government;

Data Availability - The data held by the participants in the data exchange are equally available to any other participant in the data exchange, based on its legal mandate, ensuring the requirements of legal, organizational, semantic and technical interoperability;

Legality of the Data Exchange - the data held by the participants in the data exchange are provided through the interoperability platform to another participant provided that he invokes a purpose and a legal basis for the processing of the requested data set and complies with security and confidentiality requirements the legal regime of the data concerned;

Data Authenticity - the data in the information systems of the participants in the data exchange, provided through the interoperability platform, are presumed to be authentic, are considered complete and truthful and are the basis of legal acts, and data providers are obliged to ensure integrity and their veracity;

Shared Responsibility - each of the participants in the data exchange is responsible, depending on

their role in the data exchange process, for that part of the process.

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

In the Republic of Moldova, the Open Data Initiative was launched in April 2011, by creating the Open Government Data Portal, in order to promote transparency, administrative efficiency, public accountability and the economic potential of reuse.

In order to capitalize on the economic potential of government data, were adopted Law no. 305/2012 on the reuse of information from the public sector, and subsequently - Government Decision no. 886/2013 "For the approval of the Methodological Norms for the application of Law no. 305/2012 on the re-use of public sector information", which eliminates barriers in accessing and re-using public data and information.

In this sense, Law No. 305/2012 on the re-use of public sector information, governs the reports that appear in the process of re-use of documents held by public authorities and institutions and / or held by other legal entities on their behalf for commercial or non-commercial purposes and aims to facilitate the re-use of held documents by public authorities and institutions, which they have created within their own public activity and which may subsequently be used for commercial or non-commercial purposes.

Subsequent by Government Decision No. 886/2013 were approved the Methodological Norms for application of Law no. 305 of December 26, 2012 on reuse of the public sector information. This Government Decision seeks to facilitate access to government data (open data), high-value computer-processed data generated and hosted by and for government institutions. This will allow the public to find, access, understand, use and reuse data generated by government institutions.

Open government data allows creation of advanced functionality and services, such as innovative visualizations, analytics, and richer content offerings. Any citizen or economic agent accessing a page can find the requested information in any field that has been prepared by a central public authority. At the same time, the primary data are accessible, which were the basis for the elaboration of the above-mentioned documents. The adoption of this Government Decision increased the effectiveness of the re-use of information, documents in public institutions, which in turn strengthened democracy by enabling citizens to observe how the government fully fulfills its tasks, functions and participates more in public affairs.

At the same time, we will mention about Government Decision No. 700/2014 on open government data, which establish the principles of open data and is essential for the public sector due to ensuring transparency in the given sector and capitalizing on the economic potential of public data (https://www.legis.md/cautare/getResults?doc_id=18535&lang=ro).

This regulatory act aimed the following specific objectives:

- the publication of as many governmental data of a public nature as possible in open and processable computer formats for re-use by the general public, according to the established principles;
- standardization of requirements for the structure and formats of published data;
- increasing the degree of transparency of the Government's activity and making the civil servants accountable;
- facilitating citizens' access to valuable public information both in terms of transparency and economic benefits;
- liquidation of sectoral normative and legal barriers for the publication of open governmental data;
- identification of open data that can be published and offered for reuse free of charge. It is important to inform citizens what government data will be provided for re-use for a fee, the amount of the payment and the method of calculating the payment;

- reducing the time and expenses related to the answers to petitions by publishing the structured primary data online.
All these normative acts come to ensure in a certain extent the alignment to the Directive (EU) 2019/1024 of the European Parliament and of the Council of 20 June 2019 on open data and the re-use of public sector information.

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

N/A

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

N/A

D. Strategy and Implementation

20. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

The National Strategy for the Development of Information Society „Digital Moldova 2020” (Government Decision no. 857 of 31 October 2013 on the National Strategy for the Development of Information Society ‘Digital Moldova 2020’) has been finalized and another strategy has not yet been adopted. The vision, objectives and priority actions for the period up to 2020 of the Digital Moldova Strategy have been formulated according to the example and priorities of the European Union and of the most advanced countries in the digital field. The general objective of the strategy was the creation of favorable conditions for the development and widespread use of ICT potential by public institutions, business and citizens in order to achieve their economic, social and cultural goals for the benefit of all, by focusing on three development pillars: Pillar I: Infrastructure and access - improving connectivity and network access; Pillar II: Digital content and electronic services - promoting the generation of digital content and services; Pillar III: Capacities and use - strengthening digital literacy and competencies to enable innovation and use.

Considering the global and European trends, but also Moldova’s digital readiness for digital transformation, a new policy document was drafted, publicly consulted and were received the opinions of the public institutions and is expected to be approved in the last week of 2023 i.e. the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030. The new strategy is aligned to EU 2030 Digital Compass, while the main intervention areas are EU legislation harmonization and standards implementation, infrastructure and connectivity, cyber security, digital skills, business environment and innovations, and electronic services development.

The Digital Transformation Strategy cover a large variety of preconditions, including understanding the benefits of being online, motivation, trust, skills, technical aspects and elements, database

interconnectivity and interoperability, internet access, unified service, design approach, closure of digital gap, etc. The general objective is to create a functional and safe environment for the growth and large-scale use of digital solutions in all the fields. Each objective set out in the Strategy is accompanied by a set of key performance indicators that will, later on, be measured and applied to assess the progress in digitalisation of the public and private sectors.

Also, the Government approved the National Development Plan for the years 2023-2025 and the Government's Action Plan for the year 2023 during the Government meeting on 28 of February 2023.

Source: <https://gov.md/sites/default/files/document/attachments/subiect-02-nu-907-cs-2022.pdf>

<https://gov.md/sites/default/files/document/attachments/subiect-03-nu-77-cs-2023.pdf> For both planning documents, were organized a public consultation session on January 19, 2023, on the Digital Transformation sector, which was attended by representatives of the associative sector, the research community, the donor community, public authorities and institutions, as well as other interested actors. The purpose of these public consultations was to present and consult with the interested parties the strategic vision and medium-term development objectives related to the digitization sector, proposed for realization in the immediate perspective and until the end of 2023. Source:

<https://particip.gov.md/ro/document/stages/proiectul-planului-de-actiuni-al-guvernului-pentru-anul-2023-domeniul-transformare-digitala/9997>. On 28.02.2023 by Government Decision no. 90 the Action Plan of the Government of the Republic of Moldova for the year 2023 was approved. Source:

https://www.legis.md/cautare/getResults?doc_id=136209&lang=ro On 28.02.2023 by Government Decision no. 89, the National Development Plan for the years 2023-2023 was approved.

Source:https://www.legis.md/cautare/getResults?doc_id=136163&lang=ro

No less important, is that on March 15, 2023, by Government Decision No. 126/2023, the Public Administration Reform Strategy of the Republic of Moldova 2023-2030 (PARS) was approved, representing a unitary, coherent and comprehensive public policy document that describes the vision, the purpose, the objectives, actions and resources necessary for the process of transformation/ improvement of the public administration in the Republic of Moldova at central and local level. Thus, one of the PARS component represents the debureaucratization and the development of the electronic services with three priority directions: - 100% of the public services provided will be modernized by 2030, by revising and automating the process of providing them, in order to comply with the provisions of Law no. 234/2021 regarding public services, so that the Republic of Moldova is a digital society, able to take advantage of the opportunities of information technologies and electronic services; - the e-Government ecosystem of the Republic of Moldova will be consolidated, until the end of 2030, by maintaining the existing systems and developing new shared government solutions, to ensure the necessary conditions for the efficiency of administrative processes and the provision of public services; - the activity of the local public administration authorities will be digitized, by the end of 2030, through the operation and functioning of an information platform, as well as through the establishment of the necessary regulatory framework.

21. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
 Three-year
 Five-year
 Ten-year

Other: The new Moldova Digital Transformation Strategy is for the period of 7 years (2023 – 2030)

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

Public Institution e-Governance Agency, Public Institution Public Services Agency and Public Institution Information Technology and Cyber Security Service are responsible for their part of the IS policies implementation, according to the of digital government development. Typically, all capital investments for policy implementation are done through externally financed projects while maintenance activities are financed from the state budget.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

In the Republic of Moldova, the 2030 Agenda is used to determine the long-term development priorities for the country's development, as reflected in the "Moldova 2030" National Development Strategy, approved by Law no. 315/2022. The specification of development priorities is directly related to the identification of objectives for the digital development of the Republic of Moldova. At the national level, according to the NDS, there are seven objectives that have been selected for alignment in the e-government strategy:

- Development of opportunities for innovation and entrepreneurship (O.D. 1.2)
- Ensuring universal access to the Internet and electronic services (O.D. 2.2)
- Training of relevant skills in professional and higher education (O.D. 3.2)
- Development of a flexible and relevant adult continuing education system (O.D.3.3)
- Orientation of public services towards people's needs (O.D. 7.2)
- Integration of science, technology and data in the Governance process (O.D. 7.3)
- Increasing security in the operation of critical infrastructures and systems (O:D. 9.3)

Source: https://www.legis.md/cautare/getResults?doc_id=134582&lang=ro

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

Please, see the answer to question no.23

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

As was mentioned at the answer provided for the question no.20, the National Strategy for the Development of Information Society „Digital Moldova 2020” (Government Decision no. 857 of 31 October 2013 on the National Strategy for the Development of Information Society ‘Digital Moldova 2020’) has been finalized and another strategy has not yet been adopted. But a new policy document was drafted, publicly consulted and were received the opinions of the public institutions and is expected to be approved in the last week of July 2023 i.e. the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030. According to the strategy, it serves as a guidance document for central and local authorities, the business community, academia, civil society, and all sectors of the national economy, and can be used by practitioners to direct, plan, finance, implement and monitor their digital transformation agenda for the 2030s. Also, the strategy brings to the fore three general defining principles for the established mission, vision, and objectives, one of them being shared responsibility in implementing the strategy between central and local public authorities, the private sector, development partners and society as a whole. The experience of previous strategies has shown that the involvement of only a few stakeholders in implementation and the exclusion of others inevitably leads to the development of solutions that operate in isolation, trying to solve complex problems from the perspective of narrow institutional interests. Also, in the strategy is

expressly specified about the involvement of local authorities in all stages of digital transformation: Local authorities must be a strong catalyst for all digital transformation activities at local level and are essential for promoting digital skills and opportunities. This requires, above all, strengthening the digital skills and capabilities of local authorities.

There is also important to mention about the Public Administration Reform Strategy of the Republic of Moldova 2023-2030 (PARS) approved in 2023, representing a unitary, coherent and comprehensive public policy document that describes the vision, the purpose, the objectives, actions and resources necessary for the process of transformation/ improvement of the public administration in the Republic of Moldova at central and local level. Thus, one of the PARS component represents the debureaucratization and the development of the electronic services with three priority directions one of them being: the activity of the local public administration authorities will be digitized, by the end of 2030, through the operation and functioning of an information platform, as well as through the establishment of the necessary regulatory framework.

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

The Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030 refers to e-participation, engagement and digital inclusion. Link:

<https://particip.gov.md/ro/document/stages/proiectul-hotararii-guvernului-pentru-aprobarea-strategiei-de-transformare-digitala-a-republicii-moldova-pentru-anii-2023-2030/10429>

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes No

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, some factors for successful strategy implementation relate to interoperability and the 'only once' principle - these are essential to provide seamless, accessible and citizen-centric e-services. In this sense, standardization and unified principles for the development of electronic services, as well as the reuse and combination of data from various sources and sectors are important aspects to be considered; digitization of public sector data - eliminating dependence on paper archives is still a fundamental aspect of digital transformation. It must be complete, including (primarily) basic records such as marital status, cadastre, criminal record. There were also some key indicators in the strategy related to data governance as Exchange of documents and data in the public sector - the share of the exchange of documents and data in electronic format of the total data shared which should be at the level of 60% in 2026 and rich 100% by 2030.

Also, according to the Public Administration Reform Strategy of the Republic of Moldova 2023-2030 (PARS), at the chapter dedicated to debureaucratization and the development of the electronic services, are mentioned 2 outcome indicators: I.2.1. The degree of compliance of the public administration authorities in the exclusive use of the electronic circuit of documents both within them and in the interaction with other entities; and I.2.2. The degree of compliance of public administration authorities in aligning their information systems with existing standards to ensure full interoperability of platforms and data. For this several activities were approved: Activity 2.2. Improving the way data is collected, managed and shared, as well as harmonizing data from different legacy registers and prioritizing the digitization of registers not available electronically, having at the end of 2030 at least 10 modernized and electronically available registers (State Register of Legal Entities, Register of Real Estate, State Register of Population, etc.); Activity 2.3. Increasing the availability and quality of open government data that is of value to the economy and society, including by adopting an open approach and enabling more automated connections to databases (eg through APIs). Monitoring

indicator (output): I2.3.1. Number of open government datasets available and published; Activity 2.5. Increasing the possibilities for citizens and the business environment to electronically manage personal data held by the public administration (for example, accessing, verifying, requesting information, sharing it with third parties, giving and withdrawing consent to the processing of personal data electronically etc.).

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes No

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, for the priority 4.2. Developing a digital society, one main indicator is that at the end of 2030 more than 70% of citizens have an active digital identity.

https://www.legis.md/cautare/getResults?doc_id=136555&lang=ro

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, for the priority 4.5. Creating an efficient, intelligent and transparent digital state, some of key intervention relate to: Automation of government processes - ensuring interoperability between different government registries, which will reduce the amount of data repeatedly requested from citizens, improve data accuracy and increase the amount of information that can be pre-filled in online forms of public services and create a set of standards for data entry and collection; harmonizing and updating data on natural persons from different registers, using the person's IDNP, as the case may be, as a unique identifier, to eliminate information inconsistencies between different sources; Implementing AI scenarios in service delivery and data management by leveraging cloud computing capabilities and existing government data sources for decision making and process instrumentation.

Also, in the strategy there is references regarding the factors which are important for the successful implementation of the strategy as:

- Interoperability and the 'only once' principle - these are essential to provide seamless, accessible and citizen-centric e-services. In this sense, standardization and unified principles for the development of electronic services, as well as the reuse and combination of data from various sources and sectors are important aspects to be considered.;

- The "digital-by-default" principle - In addition to recognizing digital sources as primary and truthful sources of information, the next step in applying this principle is the transformation of unnecessary electronic documents into automatically processed digital data.

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

Please, see the answer to question no.29.

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

¹ To provide link or description

The Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030 refers to a life-cycle approach. Link: <https://particip.gov.md/ro/document/stages/proiectul-hotararii-guvernului-pentru-aprobarea-strategiei-de-transformare-digitala-a-republicii-moldova-pentru-anii-2023-2030/10429>

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, some important fundamental elements some of them are related to reducing the digital divide: demand and supply in the digital space must be better balanced, to create premises for the inclusion of those who are currently excluded.

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, there is established an indicator related to the share of essential public electronic services available online, and for 2026 the target is 60% of the public services to be available electronically, and at the end of 2030 to have 100% public services digitalized.

Source: <https://particip.gov.md/ro/document/stages/proiectul-hotararii-guvernului-pentru-aprobarea-strategiei-de-transformare-digitala-a-republicii-moldova-pentru-anii-2023-2030/10429>

Also, according to the Public Administration Reform Strategy of the Republic of Moldova 2023-2030 (PARS), for the 2030 was established the priority direction no.1, as to have 100% of the public services provided modernized, by revising and automating the process of providing them, in order to comply with the provisions of Law no. 234/2021 regarding public services, so that the Republic of Moldova is a digital society, able to take advantage of the opportunities of information technologies and electronic services.

Source: https://www.legis.md/cautare/getResults?doc_id=136555&lang=ro

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail

Robotics; link/detail:

Blockchains; link/detail:

5G; link/detail:

Internet of Things (IoT); link/detail:

Invisible/anticipatory/proactive/seamless services³ [NEW]: According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, one of the key activity is Activity 1.1. Provision of proactive digital services, some simple and intuitive: some of the public services can be offered to people without the need to ask for it, either as a result of certain life events or to

² To provide link or description

³ To explain

complement other public services. And the output indicator is I1.1.1. Annual increase with at least 2 services provided proactively.

Others; link/detail:

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes No

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, in the text of the strategy is mentioned about the alignment with the 2030 Agenda for Sustainable Development adopted by United Nations member states in 2015, the Digital Europe program which is an investment framework of the European strategy for the Digital Single Market, which responds to the trends of the digital era, Europe's Digital Decade: Digital Goals for 2030 (Digital Compass) et.

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes No

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes No

According to Digital Transformation Strategy for the years 2022-2030, one of the main key actions are developed include various pilot projects (sandbox-es). In this sense, we have to mention following: Moldova has made important steps towards strengthening the innovation ecosystem and developing the „soft” infrastructure. Thus, Moldova does have digital capacities in the sense of Digital Europe Programme, specifically in terms of Digital Innovation Hubs, as shortly described below:

- The ICT Centre of Excellence Tekwill, one of the biggest public private partnerships the project has developed programs to provide quality-driven content for all levels of education, as well as enhancing the startup ecosystem through activities directed towards building Moldova’s workforce in tech. The project invests into capacity building of the universities by creating a network of regional centers in the key regions of the country and of satellite centers around Chisinau. Moreover, Tekwill aims to improve the skills needed within the IT sector. Tekwill is created with the support of the United States Agency for International Development (USAID) and the Government of Sweden through Sida/Swedish International Development Agency in the framework of the project “Development of Moldova ICT Excellence Center” implemented by Moldovan Association of ICT Companies (ATIC) in partnership with Technical University of Moldova.

- The Center for Creative Industries in Moldova Artcor provides physical space and amenities for aspiring creative professionals, thus giving the opportunity for the development of an alternative learning platform to nurture creative talent and foster the emergence of new creative companies on the market.

- Situated in the heart of Chisinau, iHub provides over 2,000 m2 of coworking space and aims to bring together people, resources, experiences and content to support scalable IT innovation and business, boosting community collaboration and culture, and supporting the development of viable products created by IT entrepreneurs. Residents can enjoy a comfortable environment - workspaces perfectly suited to trends, needs and resources. Through iHUB, they have the ability to connect to local and international networks of investors, meet potential partners, access entrepreneurial events, take advantage of useful programs and transfer know-how.

- Digital Park - The co-working spaces for the creative community occupy two floors of the Digital Park

which is the first technological park in Moldova designed as a complex ecosystem to host local and foreign IT companies, as well as those that promote creativity and innovation. For private meetings there are conference rooms and separate offices with glass walls that will provide better soundproofing and design uniqueness. The co-working residents and guests will have access to fast internet, common and individual working areas, personal wardrobes, rooms for print copy and scan, lounge zones as well as fully equipped kitchen.

- Generator Hub - This HUB was set up to motivate the growth of the Moldovan IT sector by creating an accessible and adjustable common workspace, where startups in the field could gain a totally different experience, forming a community based on the exchange of know-how and ideas. Generator Hub is a coworking space for 60 people with unlimited WiFi access, printer, mini-kitchen, and so on. It also has space for events, with a capacity of about 100 seats. Beneficiaries can select between several types of subscription depending on the frequency of space use (fixed, flexible, day, team, event).

- The digital-media production center MediaCor - is the first center of excellence for digital-media production that marks a new stage in the development of Creative Industries in the Republic of Moldova. The creation of MediaCor was made possible by the partnership between the US Embassy, the United States Agency for International Development (USAID), the Governments of Sweden, the United Kingdom, the Ministry of Education and Research, the Ministry of Culture, the State University of Moldova and the COR Association. The center offers spaces for collaboration, production, filming and post-production that will allow students, professionals and production studios to make media products to the standards of the media industry, applying new technologies in step with global trends in digital media.

- FabLab& Fab Lab network in Moldova, which is constantly growing. Currently, this network includes Fab Lab Chisinau, which operates in the Technical University of Moldova, and in three Fab Labs within the district libraries of Cahul, Drochia and Ungheni. The regional Fab Labs are equipped with 3D printers, laser cutters, computerized sewing and embroidery machines, robotics sets and various electronic tools. They work on the same principle as all other Fab Labs around the world.

- the Regional Center for Innovation and Technology Transfer in Balti. It serves as an innovation and economic accelerator for the northern region of the country, providing students and young professionals access to laboratories, training rooms, co-working areas, and business offices for startups in ICT, automotive, fashion manufacturing, and other regional industries. It has a positive impact on over 4500 students of the University of Bălți Alecu Russo who benefit from laboratories, 3D printing areas, robotics, microelectronics, etc. Also, the companies in IT, creativity and road in the region can create collaboration, research and technological development projects within the center. The centre aims at setting a favorable and innovative business environment in the region.

- the Digital IT Hub in Comrat. It acts as a coworking center - for startups in order to preliminary test ideas based on the experience of the InnoCentre AI and the Ceadir-Lunga Business Incubator. The Hub is also an IT Park (incubation zone) - for existing entrepreneurs, potential investors and anchor companies "- customers of products and services in IT and BPO. In the same time, the Hub aims to be a Center of Competence and functions as a center for knowledge transfer, implementation of educational programs and business accelerators for unemployed youth and students, economic agents planning to do business in the IT and BPO sector.

- The National Center for Digital Innovation in Education "Class of the Future" - aims at the digital transformation of education, providing a friendly and inspiring learning space with interdisciplinary pedagogical approaches and innovative, through the use of digital technologies and equipment, which favors the process of student-centered learning. In the Future Class, students can develop the digital skills and competencies needed for the 21st century are encouraged and motivated to pursue careers in science, technology and engineering through promoting creative, collaborative, self motivating and entrepreneurial training methods, project-based, integrating knowledge and skills in various subjects, especially: science, technology, engineering, arts and math (STEAM). Today, 42 high schools from the Clasa Viitorului network are part of the whole country and a National Center for

Digital Innovation in Education. In every institution, they have friendly learning spaces with modern technologies and equipment and furniture have been arranged in a flexible manner, and teachers receive a range of training in the effective use of ICT for implementation in the educational process of interactive and innovative pedagogical methods.

- FinTech Hub - aims to catalyze national development strategies and programs, enhancing the entrepreneurial and educational capacity, as well as the research and development potential of higher education institutions in line with industry needs.

- Centre for Innovation and Training in Digital Governance was established under the e-Governance Agency, with a mission to ensure the development and implementation of programmes for training, development and strengthening of fundamental digital skills in order to reduce the digital gap, promote digital governance solutions and products, ensure a widespread uptake and use of information solutions. The Centre will serve as a focal point for all digital governance training and professional development initiatives, for the public sector, the private sector, academia and civil society as a whole. HPC (High Performance Computing) centres:

- Center for Education and Research in Mathematics and Informatics – CECMI

Cybersecurity centres:

- Information Technology and Cyber Security Service - Public Institution

“Information Technology and Cyber Security Service” is designated as the Government Cyber Security Incident Response Center based on the provisions of the Government Decision no. 482/2020 on the approval of necessary measures on ensuring cyber security on the governmental level and amending Government Decision no. 414/2018 on measures to consolidate data centers in the public sector and to rationalize the administration of state information systems.

- Center of computer security incidents analysis of the national research and educational networking infrastructure

- CERT Orange Moldova

- Military CERT.

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

According to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030, the leadership and monitoring mechanism will ensure adequate coordination of the implementation of the strategy and will be based on the Ministry of Economic Development and Digitization (MEDD), together with the Electronic Government Agency (EGA), which will ensure a complete and transparent picture of the entire portfolio of digital initiatives within the strategy.

MEDD is the public authority responsible for developing policies in the field of the digital economy, the ICT sector, cyber security and the digitization of public services.

EGA is responsible for implementing policies regarding digital transformation, modernization of public services and the use of ICT and technological innovations within government institutions. Given the importance of implementation capabilities, the Electronic Government Agency will therefore be strengthened with additional capabilities in the form of an organizational structure - the Strategic Implementation Unit.

The Strategic Implementation Unit will be responsible for implementing the core initiatives within the strategy, and is essential to ensure its successful implementation. As implementation capacity is an ongoing challenge for the public sector, the Strategic Implementation Unit will help alleviate this problem by having complex project management and implementation capabilities. Hierarchical proximity to MEDD and EGA will ensure short and efficient escalation paths, as well as mechanisms to quickly remove operational blockages.

Also, the strategy establishes the basic indicators for evaluating the level of achievement of its

objectives. Considering the status of a candidate country for accession to the European Union of the Republic of Moldova, the framework for monitoring and evaluating the digital transformation will be based on the DESI indicators and on the Methodological Reference Document on e-Governance for the years 2020-2023 ([https:// ec.europa.eu/newsroom/dae/redirection/document/88734](https://ec.europa.eu/newsroom/dae/redirection/document/88734)) which measures the performance of the member states of the European Union.

According to Government Decision no. 386/2020, during the implementation of STDM, the following monitoring and evaluation procedures will be carried out:

- The annual monitoring will be carried out by the Ministry of Economic Development and Digitization, based on the information presented by the sectoral implementing authorities/institutions. Annual progress reports on MDTS implementation will be drawn up based on (i) subsequent public policy documents (medium-term programs), (ii) planning documents of public authorities responsible for MDTS implementation, and (iii) collected monitoring indicators. The annual reports will include a presentation of the degree of implementation of the actions/programs derived from the strategy; of the degree of compliance of the actions undertaken with the plan; an identification of the causes of delays and changes to improve the program implementation process; and an analysis of the dynamics of the evaluation indicators included in the MDTS, including those related to risk management. Recommendations will be made to improve the implementation process of the programs derived from the strategy.
- In 2026, upon the expiry of the intermediate stage of MDTS implementation, an intermediate evaluation report will be developed. Criteria such as relevance, effectiveness, efficiency, sustainability and impact of strategy implementation will be considered. When evaluating the implementation of the MDTS, progress against intermediate indicators will be taken into account and an adjustment of activities and final indicators will be proposed, depending on progress and trends at national and international level.
- Upon completion of MDTS implementation, a final implementation report will be developed with input from key implementation stakeholders. The annual reports will be published on the MEDD website. The interim and final evaluation reports will be made public. The final evaluation will involve both key partners and key constituents of the specialized central body to ensure an objective and comprehensive process.

Apart from formal reporting mechanisms, given the rapid pace of development of the digital environment, EGA will develop and make public a real-time reporting dashboard to provide constant progress indicators and possibilities for intervention and corrective activities in due time.

MEDD and EGA will continuously ensure broad coverage of the implementation process of this strategy, tailored to different audiences, including the general public, the business environment and development partners.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

39. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

According to Digital Transformation Strategy for the years 2022-2030, one of the main priority objective is development of a digital society, which will underline the importance of the implementation of the whole of society concept in the digital transformation effort of the Republic of

Moldova, where every citizen of the country should benefit from the digital transformation policies and solutions and no one should be excluded from them.

40. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

N/A

41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

For all e-services which are available is ensured the same level of connectivity/access by women and other vulnerable groups.

In addition to this, an initiative driven by e-Governance Agency which offers a common access points to a wide range of public services available in electronic format is the establishment of Unified Public Service Centers (CUPS), approved by Government in November 10, 2021 . The provision of public services through CUPS does not replace the actual activity of service providers, but comes as a specific tool dedicated to diversify public service delivery channels, specifically to remote rural areas. From January to December 2022, through 17 CUPS (16 opened in 2022), 12,862 electronic public services and payments were provided. Currently more than 40 public e-services provided by the Public Institution "Public Services Agency" (ASP) and the National House of Social Insurance (CNAS) are available through CUPS. The number of services available through CUPS is constantly increasing as new services are digitalized. The list of services is placed on the Public Services Portal, CUPS compartment. At the moment a total number of 100 Universal Service Provision Centres (CUPS) were established, which not only implies the creation of some optimal conditions to access e-public services, but also promote digital literacy among vulnerable groups who don't have a personal computer and lack digital skills to access the services. Thus, citizens from rural areas are offered support, are informed and gain knowledge on how to access electronic public services at the CUPS. Source: <https://servicii.gov.md/ro/cups>

42. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups?

Yes No

If yes, please provide link and detail.

All e-services which are available are commonly for the use by the population, including women and other vulnerable groups.

43. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

44. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

According to Digital Transformation Strategy for the years 2022-2030, one of the main priority objective is development of a digital society, which will underline the importance of the implementation of the whole of society concept in the digital transformation effort of the Republic of Moldova, where every citizen of the country should benefit from the digital transformation policies and solutions and no one should be excluded from them. The following key actions are developed: widespread use of digital services; a pro-active educational system that supports digital transformation; more involvement of all sectors in the development of digital goals, including various pilot projects (sandbox-es), widespread dissemination of information, including national general and focused informational programs; reducing the digital divide between rural and urban areas, young and adult population, etc; developing digital literacy for everyone (benefits, possibilities and risks of the digital society); involvement of the members of the diaspora in all projects related to digital Moldova; the importance of digital skills for new business opportunities and present/future jobs; developing the skills and competencies of teachers and students, in all types of educational institutions (kindergarten, school, vocational, universities, life-learning, specialized, etc); promoting digital knowledge/competencies as a life skill and national educational priority; strong involvement of local authorities in all phases of digital transformation; supporting initiatives from the diaspora in the digital sphere; development of specialized studies and research areas in the digital field; digitally educated society, public and private sectors and highly qualified professionals in the digital field". The Digital Transformation Strategy is a follow-up of the National Strategy for the Development of Information Society 'Digital Moldova 2020' and the Strategy of Development for the Information Technology Industry and Digital Innovation Ecosystem for 2018-2023. The main measures to encourage digital skills lay in strategies and policies adopted by the Government in this sense. For example, some objectives in this sense were achieved as mandatory Digital Education module for primary school at the national level, approval and implementation of the educational standards for digital skills, Education Management Information System and Concept approved by Government Decision no. 601 of 12 August 2020 on the approval of the Concept of the Management Information System in Education, update of the Informatics Curriculum for the compulsory general education, moderate signs of progress on implementation of the Ministry of Education Action Plan on computerization of the general education, mainly with the support of donors and local authorities for robotics kits, teachers training, digital laboratories, digital manufacturing equipment (3D printers), multimedia classes. Some key achievements have been registered with external support, such as the implementation of the Novateca Program for public libraries' digitalization supported by the Foundation of Bill and Melinda Gates. During this five-year program, public libraries were transformed into vibrant digitized community platforms to provide universal access to technology and to offer basic training for the population in the use of ICT and public electronic services. Novateca has expanded its network of over 1,070 modernized public libraries, fully equipped with computers and free Internet access all over the country. Under the 5 years program, over 1,500 librarians were trained in the field of PC use and the creation of new library services. Also, during this period, support was provided for the organization of different public awareness events. Now, Novateca delivers over 350 modern services in various fields for about 400,000 users. Structure of training by fields: digital inclusion - 28%, education - 22%, communication - 20%, culture and recreation - 14%, health - 10%, e-government - 5%, economic growth - 2%.

Generally speaking, digital skills are largely encouraged in schools especially in the last two years. Teaching personnel being exposed to various ad hoc trainings on using digital tools and teaching digital skills. On behalf of the private sector, the main measure to encourage the acquisition of digital skills is promotion of competitiveness among the sectors.

An important step towards supporting acquiring new digital skills was the establishment of the Centre for Innovation and Training in Digital Governance under the E-Governance Agency, whose mission is to ensure the development and implementation of training, core digital skills development and building programmes to close the digital gap, to promote digital governance solutions and to secure large-scale assimilation and usage of information solutions. The Centre serves as a focal point for all the training and professional development initiatives in the field of digital governance, for the public and private sector, academia and civil society.

Development of the Governmental e-Learning Platform. The Governmental Platform was created by the Government Decision no. 411/2020 and represents a platform-based information system, a part of the state information resources of the Republic of Moldova, whose aim is to provide natural and legal persons (of both public and private law) an efficient, viable and modern staff training mechanism by creating, developing and offering online educational resources, as well as access to information to be used for staff professional development.

Establishment of 100 Universal Service Provision Centres (CUPS) implies the creation of some optimal conditions to access e-public services but also promote digital literacy among vulnerable groups who don't have a personal computer and lack digital skills to access the services. Thus, citizens from rural areas are offered support, are informed and gain knowledge on how to access electronic public services at the CUPS.

Social media Campaign "Innovation for women". In March 2023, EGA organized a campaign to promote electronic services through the lens of women who develop important projects in the field of digital transformation. 8 video materials were made and broadcast with the women from the AGE team who manage projects and processes within the institution.

<https://www.youtube.com/watch?v=33LLveul69c&t=24s>

Seminar series "Using digital public services in everyday life". As part of the "Digital Nation" campaign, 135 women and girls from the Republic of Moldova and Ukraine benefited from free training on the use of digital public services in everyday life, organized between May 13 and June 9, 2023 in Chisinau, Cahul, Comrat and Balti. The training series "Using digital public services in everyday life" was aimed at popularizing among women and girls in the Republic of Moldova, including refugees from Ukraine, survivors of gender-based violence, and those at risk in rural areas from the Republic of Moldova, regarding the most important government digital services and solutions available in the Republic of Moldova, but also how they can be used in everyday activities. At the same time, the refugees from Ukraine were guided how to access and capitalize on the resources on the <https://dopomoga.gov.md/> platform, dedicated to Ukrainian citizens who are on the territory of the Republic of Moldova, and were given other useful information for integration them in the local community.

The seminars were organized in accordance with the Collaboration Agreement between EGA and ATIC, including as part of the project "Creating opportunities for economic resilience of women from local communities and refugee women from Ukraine", implemented by the National Association of ICT Companies (ATIC) and the Electronic Government Agency (EGA), with support from UN Women and financial support from the Government of Japan.

Public event "Empowering Women in a Digital World" in 2023. The event was organized by UN Women Moldova with the aim of raising awareness of the gender gap in digitalization and illustrating the role of women in the advancement of information technologies, as well as strengthening intersectoral collaboration and encouraging women and girls from Moldova and refugee women from Ukraine, to pursue a career in IT. Also, the participants had the opportunity to interact with people who share the same visions and with whom they could establish professional partnerships etc.

45. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Social media used for e-information and e-consultation:

Facebook: <https://www.facebook.com/GuvernulRepubliciiMoldova/about>

Telegram: https://t.me/prima_sursa_md?fbclid=IwAR3u8WZUYEKuoHJ2YrpFN-KA7qQXVcgPx5dmFmoL75CzoW9_u6cawVD-wtU

LinkedIn:

[https://l.facebook.com/l.php?u=https%3A%2F%2Flinkedin.com%2Fin%2FGuvernul%2520Republicii%2520Moldova%3Ffbclid%3DIwAR1H0SXyWciv_Jsrm-](https://l.facebook.com/l.php?u=https%3A%2F%2Flinkedin.com%2Fin%2FGuvernul%2520Republicii%2520Moldova%3Ffbclid%3DIwAR1H0SXyWciv_Jsrm-Jg12_fNveMkTjzsu7YxcwBr3OwLumKqUTKiY1qmVI&h=AT1pPsL_xdFUGbLhBFK3eiLCZ__MJhfyfoeYJKA)

[Jg12_fNveMkTjzsu7YxcwBr3OwLumKqUTKiY1qmVI&h=AT1pPsL_xdFUGbLhBFK3eiLCZ__MJhfyfoeYJKA](https://l.facebook.com/l.php?u=https%3A%2F%2Ftwitter.com%2FGuvernulRMD%3Ffbclid%3DIwAR3ERMkbiY6JvK7JHA13qt93PApk8i0I3ihqeVbmRgJt5pdI3Es1sgJ-wUE&h=AT38VF1QlbiMKHmxheRTBwTOwZjuzRkOG2IA3NbsGtCmO_4eIWikQUS754gxPmsq882JBbWqsv152k-34z8bAQiQ-9jnnxwofr69BNLhYHb5X2n0fvPiMVQA8KizNJWghYZn8A)

Twitter:

[https://l.facebook.com/l.php?u=https%3A%2F%2Ftwitter.com%2FGuvernulRMD%3Ffbclid%3DIwAR3ERMkbiY6JvK7JHA13qt93PApk8i0I3ihqeVbmRgJt5pdI3Es1sgJ-](https://l.facebook.com/l.php?u=https%3A%2F%2Ftwitter.com%2FGuvernulRMD%3Ffbclid%3DIwAR3ERMkbiY6JvK7JHA13qt93PApk8i0I3ihqeVbmRgJt5pdI3Es1sgJ-wUE&h=AT38VF1QlbiMKHmxheRTBwTOwZjuzRkOG2IA3NbsGtCmO_4eIWikQUS754gxPmsq882JBbWqsv152k-34z8bAQiQ-9jnnxwofr69BNLhYHb5X2n0fvPiMVQA8KizNJWghYZn8A)

[wUE&h=AT38VF1QlbiMKHmxheRTBwTOwZjuzRkOG2IA3NbsGtCmO_4eIWikQUS754gxPmsq882JBbWqsv152k-34z8bAQiQ-9jnnxwofr69BNLhYHb5X2n0fvPiMVQA8KizNJWghYZn8A](https://l.facebook.com/l.php?u=https%3A%2F%2Ftwitter.com%2FGuvernulRMD%3Ffbclid%3DIwAR3ERMkbiY6JvK7JHA13qt93PApk8i0I3ihqeVbmRgJt5pdI3Es1sgJ-wUE&h=AT38VF1QlbiMKHmxheRTBwTOwZjuzRkOG2IA3NbsGtCmO_4eIWikQUS754gxPmsq882JBbWqsv152k-34z8bAQiQ-9jnnxwofr69BNLhYHb5X2n0fvPiMVQA8KizNJWghYZn8A)

If yes, please include any guidelines for government officials/institutions on the use of social media.

Government Decision no.188/2012 regarding the official pages of public administration authorities on the Internet - https://www.legis.md/cautare/getResults?doc_id=103186&lang=ro

46. Does the Government publish information on how people's voices, including those among women and/or vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

The procedures for public consultation are established by Law No. 239/2008 on transparency in the decision-making process and Law No. 100/2017 on normative acts. In addition, the Government Decision No. 967/2016 provides the mechanism for consultation with civil society in the decision-making process. According to Article 3 of Law No. 239/2008, public consultation is required for all draft normative and administrative acts that may have a social, economic, and environmental impact on the way of life and human rights, on culture, health and social protection, on local communities, public services. The Government Decision No. 967/2016 establishes that information about the organisation of public consultations regarding the draft decision is presented in the form of an announcement, accompanied by the draft decision and related materials (comprehensive information notes, analytical studies, ex-ante analyses, tables of consistency with Community legislation, other materials that served as a basis for the elaboration of the draft decision, etc.) It stipulates that the announcement regarding the organisation of public consultations and the related materials are made public at least 15 working days before the finalisation of the draft decision.

According to Article 32 of the Law No. 100/2017, following the completion of public consultation, the lead ministry responsible for the draft needs to prepare a summary of the objections and the proposals of the public authorities, as well as the synthesis of the comments of civil society

representatives, in which the acceptance or argumentation of the non-acceptance of the submitted objections, proposals and recommendations will be indicated.

The main central government consultation Particip.gov.md portal is generally not used by stakeholders, and a more proactive communication of open consultations is needed.

F. Usage, User Satisfaction and Evaluation

47. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

A series of key performance indicators were set up and monitored during the Governance E-Transformation (GeT) Project. They convey an objective and complete picture concerning the level of access, the perception and support of the population to e-governance products, the degree of confidence in the quality and security of public services provided by state authorities, the digitalisation progress in the public and private sectors. Between 2012-2016 during the GeT Project, these indicators tracked the progress on some aspects related to public sector digitalisation, such as data sets available on the OGD website; uptake of shared eGov infrastructure MCloud, etc.

Since 2019, EGA conducts the National Annual Survey within the project “Modernisation of governmental public services” (MGPS) to assess the opinion of Republic of Moldova’s citizens concerning the degree of satisfaction with the quality and efficiency of e-public services. The indicators monitored by the MGPS are both quantitative and qualitative and track the degree of e-public services use, degree of satisfaction, and population’s openness towards the use of e-public services. The project monitors, through the Outcomes Framework, certain performance indicators, among which are the number of automated public services at levels 3 or 4. The Indicator monitors the cumulative number of automated services at levels 3 and/or 4, in line with the maturity level of the UN’s four stages of E-government. According to this model, Level 3 corresponds to transaction services: a two-way interaction with citizens is possible; Level 4 corresponds to “connected services”. The Digital Economy and Society Index (DESI) indicators were not yet collected in the Republic of Moldova and therefore the data which summarizes the national level of digital performance and the evolution in terms of digital competitiveness can only be extracted from different studies, reports and surveys. Currently, the DESI indicators are being piloted in the country and are planned to be collected by the National Bureau of Statistics starting from 2023. The Republic of Moldova initiated the development of Digital Transformation Strategy for the years 2022-2030, whose general objective is to create a functional and safe environment for the growth and large-scale use of digital solutions in all the fields. Each objective set out in the Strategy will be accompanied by a set of key performance indicators that will, later on, be measured and applied to assess the progress in digitalisation of the public and private sectors.

48. Does the Government measure usage data with dis-aggregation by gender?*

Please, see the answer to question no.47

49. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Please, see the answer to question no.47

Does the Government collect user satisfaction data with dis-aggregation by gender?*

Please, see the answer to question no.47

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

The Republic of Moldova is a member of the following relevant international organisations, association and platforms:

- International Telecommunication Union (ITU) - the United Nations specialized agency for information and communication technologies – ICTs. Moldova holds membership within ITU since 20 October 1992;
- Open Government Partnership (OGP) – On 17 April 2012, the Republic of Moldova joined this global initiative to strengthen the quality of governments through governance improvement, enhancement of public institutions’ transparency and their accountability, provision of IT tools to empower the citizens and advance the interaction between the government and civil society. By joining this Partnership, the Republic of Moldova signed the Declaration of Principles regarding the Open Government Partnership, the commitment of the Moldovan Government being embedded in the four Action Plans implemented so far, which resulted in measures related to making the public data open, public services modernisation by harnessing the power of technology and innovation, promoting dialogue and constant cooperation between public institutions and civil society.
- European Conference of Postal and Telecommunications Administrations (CEPT);
- EUTELSAT IGO (European Telecommunications Satellite Intergovernmental Organization);
- Regional Commonwealth in the Field of Communications;
- RIPE Network Coordination Centre (RIPE NCC);
- Forum of Incident Response and Security Teams.

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

Please, see the answer to question no.50

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

Legal Framework:

In order to prevent and fight cybercrime and to establish the framework for mutual assistance in preventing and fighting cybercrime, to protect and provide assistance to service providers and users of information systems, the Law no. 20/2009 on preventing and combating cybercrime was adopted. In the light of the primary legislation and to organise its enforcement, the Government adopted

several normative acts. Some of the main normative acts, which constitute the secondary legislation of the IT sector, especially in the public sector, are:

- Government Decision no. 562/2006 on the creation of state automated information systems and resources;
- Government Decision no. 1123/2010 on the approval of Requirements for ensuring personal data security upon their processing within personal data information systems;
- Government Decision no. 201/2017 on the approval of Minimum compulsory requirements of cyber security;
- Government Decision no. 1140/2017 for the approval of the Regulation on the activity of certification service providers in the field of application of the electronic signature;
- Government Decision no. 1141/2017 for the approval of the Regulation on the procedure of application of the electronic signature on electronic documents during their electronic circulation by civil servants of the public law legal entities;
- Government Decision no. 414/2018 on measures to strengthen the data centres in the public sector and streamlining the administration of state information systems;
- Government Decision no. 544/2019 on some measures for organising the procurement process in ICT;
- Government Decision no. 128/2014 on the governmental common technology platform (MCloud). Secondary legislation relating to the regulation of IT in the public sector is supplemented by Government decisions regulating the use of shared information systems in the public sector (reusable information systems, established by the Government, which provide generic functionalities for other state information systems):
- Government Decision no. 211/2019 on the interoperability platform (MConnect);
- Government Decision no. 1090/2013 on the governmental electronic authentication and access control (MPass);
- Government Decision no. 405/2014 on the governmental integrated electronic signature service (MSign);
- Government Decision no. 708/2014 on the governmental electronic logging service (MLog);
- Government Decision no. 376/2020 for the approval of the Concept of the governmental electronic notification service (MNotify) and the Regulation on the functioning and use of the governmental electronic notification service (MNotify);
- Government Decision no. 712/2020 on the governmental electronic payment service (MPay);
- Government Decision no. 180/2022 for the approval of the Regulation on the functioning and use of the governmental delivery service (MDelivery);
- Government Decision no. 375/2020 for the approval of the Concept of the automated information system „Registry of authorisations based on electronic signatures (MPower) and the Regulation on keeping the Registry of authorisations based on electronic signature;
- Government Decision no. 657/2012 for the approval of the Regulation on the administration of the content of the unified governmental portal of public services and integration of electronic public services in the portal and completion of a Government decision;
- Government Decision no. 717/2014 on the governmental platform of registries and permits (PGRAP);
- Government Decision no. 413/2020 for the approval of the Regulation on the use, administration and development of the Governmental portal of the citizen;
- Government Decision no. 412/2020 for the approval of the Regulation on the use, administration and development of the Governmental portal of the business person;
- Government Decision no. 411/2020 for the approval of the Concept of the information system „Governmental e-Learning platform” and the Regulation on its use and administration;
- Government Decision no. 152/2021 for the approval of the Concept of the governmental delivery service (MDelivery).

Primary and secondary legislation in the field of cyber security:

- Parliament Decision no. 257/2018 on Information Security Strategy of the Republic of Moldova for the years 2019-2024 and the Actions Plan for its implementation;
- Government Decision no. 735/2002 on special telecommunication systems of the Republic of Moldova;
- Government Decision no. 1487/2003 on special measures applied for the implementation of Government Decision no. 735/2002;
- Government Decision no. 840/2004 on the creation of the Telecommunications system of public administration authorities;
- Government Decision no. 546/2011 on the approval of Regulation on the telecommunications system of the public administration authorities services supply and operation of amendments to some government decisions;
- Government Decision no. 188/2012 on the official pages of public administration authorities on the Internet;
- Government Decision no. 822/2012 on the email system of the public administration authorities;
- Government Decision no. 1140/2017 on Regulation of the certification services providers activity in the field of electronic signature application;
- Government Decision no.201/2017 on mandatory minimum cyber security requirements;
- Government Decision no. 482/2020 on the approval of necessary measures on ensuring cyber security on the governmental level and amending Government Decision no. 414/2018 on measures to consolidate data centers in the public sector and to rationalize the administration of state information system.

About public services:

Pursuant to the Law no.160/2011 on regulation by authorisation of entrepreneurial activity, Annex 1 "Nomenclature of permits issued by issuing authorities to natural and legal persons to conduct entrepreneurial activity" specifies the list of permits that can be requested at <https://actpermisiv.gov.md/#/home>. Of those 151 permits mentioned in the Nomenclature, 126 are available online on the mentioned platform, which represents 81% of services for businesses specified in the Law no.160/2011. The average usage rate of online services is 56%.

The implementation of the one-stop shop for the delivery of electronic public services is carried out through the government Public Services Portal (services.gov.md) as a single point of access for individuals and legal entities to information on public administrative services provided by the institutions of the Republic of Moldova.

Others:

At the national level there is no single authority in charge with supervision of digital services. Each public service provider is responsible on its own with regard the service it is providing in electronic format. However, IP „e-Governance Agency” (EGA) is mandated with development, maintenance and continuous improvement of shared digital services like those that are part of the E-Government infrastructure, reused for further development and configuration of sectorial digital services. In the same time, one of the main EGA competence is the modernization of public services, that besides reengineering through simplification, optimization, standardization means also digitalization for granting better accessibility and enhance the quality of public service provision process. In this regard, EGA streamlines the use of ICT to increase the number of digital services, but also plays a coordination role in this process. Needs to be mentioned also, that according to Law no 467/2003 on informatization, the development of new information systems, digital tools, applications, etc., is mandatory to be coordinated with EGA, in order to ensure the reuse of the existent digital solutions and shared infrastructure, to grant the integration of the new solution in the national digital ecosystem, but also in order to ensure the opportunity and rationality of the new proposed solution. From this point of view, EGA plays an important coordination role related to development of digital services, information systems and their further efficient use and exploitation. Not least is important

to highlight that EGA coordinates and approves all expenditures that public institutions plan to have for the ICT domain. This is done in order to ensure the intelligent investment in ICT on one hand, but also to ensure that the developed and implemented digital solutions, services are sustainable and have the required resources for efficient operation and use.

[Consent to publish this Questionnaire](#)

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.