



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Republic of Moldova

30/03/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

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

2. Please also provide **URLs** for below **specific portals**, if exists:

a. E-services³:

<https://servicii.gov.md/>;
<http://www.asp.gov.md/ro/node/2709> (Public Services Agency)
<https://servicii.fisc.md/>
<https://raportare.gov.md/> (legal persons reporting single window)
<https://semnatura.md/Home/GetSignature> (one-stop shop for digital signatures)
<https://actpermisiv.gov.md/#/home> (issuance of Govt. permits)
e-Customs portal: <http://www.customs.gov.md/ro/content/e-servicii>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

b. [E-participation⁴](#):

[http://particip.gov.md/;](http://particip.gov.md/)

c. [Open government data](#):

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

d. Public procurement:

[https://mtender.gov.md/;](https://mtender.gov.md/)
<http://opencontracting.date.gov.md/>

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

e. Other major portals at the national level:

State Registry of Normative Acts: <http://lex.justice.md/>

State Registry of Local Normative Acts: <http://actelocale.gov.md/>

Government: e-petitions portal: <https://cancelaria.gov.md/ro/apc/petitii-online>

Parliament: e-petitions portal <https://e-petitii.parlament.md/>

State Inspections Portal (managed by State Chancellery): <https://controale.gov.md/acasa>

BOOST Database – public expenditures, Ministry of Finance: <http://mf.gov.md/ro/categoria-documentului/boost>

Foreign Assistance Management Portal: <http://amp.gov.md/portal/>

Statistics databank (National Bureau of Statistics):

<http://www.statistica.md/pageview.php?l=ro&idc=407>

Unified portal for Govt. Permits: <https://actpermisiv.gov.md/#/home>

National Geospatial Data Fund: <http://www.geoportal.md/>

e-Integrity Portal: <http://ani.md/ro/node/62> (submission online of income and interest statements by public servants and public agencies' employees).

Integrity Statements Registry: <https://declaratii.ani.md/searchDeclarations/index>

Ministry of Interiors: statement submission to police - <http://declaratie.mai.gov.md/index-ro.php>; organized crime online declarations/statements: <http://crima-organizata.mai.gov.md/index-ro.php> etc.

National Anti-Corruption Center online requests, complaints and statements' submission portal: <https://www.cna.md/denunt.php?l=ro&idc=141&t=/Sesizati-CNA/On-line/Caz-de-coruptie&#idc=107&>

112 Service – Unified Portal of Emergency Services: <http://112.md/>

e-Apostille Portal: application - <https://apostila.gov.md/apostilaweb/User/site/login> apostille and verification: <https://apostila.gov.md/>

MSign Government Signature portal (signing and signature verification): <https://msign.gov.md/>

Mpass – Government Authentication portal: <https://mpass.gov.md/>

MPay – Government e-Payments portal: <https://mpay.gov.md/>

e-Visa portal: <https://www.evisa.gov.md/>

State Registry of Legal Persons <http://www.asp.gov.md/ro/node/1655>

Portal and State registry of personal data operators: <https://registru.datepersonale.md/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Moldova e-Governance Agency (<http://egov.md/ro/despre>) – national level, cross- and supra- sectorial.

Responsible sectorial ICT policy-making body – Ministry of Economy and Infrastructure, Division Information Society and Digital Economy Policies and Regulations: Energy: Ministry of Economy and Infrastructure: <https://mei.gov.md/>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

Name:

Title:

Organization:

E-mail:

Phone:

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

- a. Planning and Development

http://madrn.gov.md/ro/content/crd;

- b. Education

https://mecc.gov.md/

- c. Health

https://msmps.gov.md/

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

d. Social Protection and Welfare

Ministry of Health, Labor and Social Protection <https://msmps.gov.md/>

e. Employment and Decent Work

Ministry of Health, Labor and Social Protection <https://msmps.gov.md/>

f. Environment

Ministry of Agriculture, Territorial Development and Environment <http://madrn.gov.md/ro/content/crd>

g. Energy/Water

Water: Ministry of Agriculture, Territorial Development and Environment

<http://madrn.gov.md/ro/content/crd>

Energy: Ministry of Economy and Infrastructure: <https://mei.gov.md/>

h. Finance/Taxation

Ministry of Finance: <http://mf.gov.md/ro>. State Tax Service: <http://www.fisc.md/>, <https://servicii.fisc.md/>

i. Industry/Trade

Ministry of Economy and Infrastructure: <https://mei.gov.md/>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

Moldova 2030 National Development Strategy approved via Govt. Resolution #1083 dated Nov. 8, 2018 <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=377985> and Law nr. 333 approved by the Parliament on Dec. 18, 2018

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

(i) Strategic Program for Technological Modernization of Governance (e-Transformation): Govt. Resolution #710 from 09/20/2011 (<http://lex.justice.md/md/340301/>). (ii) National Strategy for Public Administration Reform which incorporates Governance e-Transformation and Govt. Services Modernization agendas: Govt. Resolution #911 from 07/25/2016 (<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209>). (iii) Digital readiness: National Strategy for Devt. of Information Society "Digital Moldova 2020" (<http://lex.justice.md/md/350246/> Gov. Resolution 857 from 10/31/2013)

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

All above mentioned strategy and policy documents related to e-Transformation and Public Services Modernization as part of the National Devt. Strategy Moldova 2030 and of National Strategy for Public Administration Reform, mainstream citizen-centricity, accessibility for socially vulnerable categories of population, and digital-by-default principles on all public administration layers, in all subsequent public administration reforms. The e-Governance Agency and State Chancellery have launched on June 25, 2018 the Modernization of Govt. Services Project 2018-23, financed by the World Bank, which focus is increasing significantly the accessibility, efficiency and quality of public services delivery, focus on socially vulnerable life scenarios, and fundamentally modernize the public service delivery models, frameworks, institutional arrangements: <http://projects.worldbank.org/P148537?lang=en>

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

Yes for all. See the list of acts attributed to each subject.

Access to information such as Freedom of Information Act

Law #982 from May 11, 2000 on Access to Information

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=311759>)

Personal data protection including digital security

Law #133 from July 8, 2011 on Personal Data Protection

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=340495>)

Government Decision #1123 from December 14, 2010 regarding the approval of the Requirements for ensuring security of personal data to their processing under the personal information systems

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=337094>)

Government Decision #201 from March 28, 2017 on the approval of the Minimum Requirements cyber security

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=369772>)

Open government data

Law #305 from December 26, 2012 on Reuse of Information in the Public Sector

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=347200>)

Government Decision #700 from August 25, 2014 on approving the Concept of Open Data Principles

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=354533>)

Government Decision #701 from August 25, 2014 on approving the Methodology for Open Data Publishing

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=354534>)

Digital identity

Law #273 from November 09, 1994 on identity documents in the national passport system

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=311641>)

Government Decision #841 from October 30, 2013 on the implementation of the electronic identity

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=350151>)

Digital certification/signature

Law #91 from May 29, 2014 on Electronic Signature and Electronic Document

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=353612>)

Government Decision #1090 from December 31, 2013 on the governmental electronic service of access authentication and control (MPass)

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=351035>)

Government Decision #405 from June 2, 2014 on Integrated Governmental Electronic Service Electronic Signature (MSign)

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=353239>)

Government Decision #1140 from December 20, 2017 to approve the Regulation on the activity of certification service providers in the field application of the electronic signature

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=373494>)

e-procurement

Law #131 from July 03, 2015 on public procurement

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=377937>)

Government Decision #705 from July 11, 2018 regarding the approval of the Technical Concept of the Automated Information System "State Procurement Register" (MTender)

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=376903>)

Government Decision #985 from October 10, 2018 to approve the Regulation on electronic procurement platform accreditation under the Automated Information System "State Procurement Register" (MTender)

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=377584>)

Government Decision #986 from October 10, 2018 to approve the Regulation on how to hold the State Procurement Register of the Automated Information System "State Procurement Register" (MTender)

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=377585>)

Digitally publishing government expenditure

Law #181 from July 25, 2014 on public finances and fiscal-fiscal responsibility

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=354213>)

Note: in Article 12 (3) (c) and (4), this Law establishes the principle of transparency in the management of public financial resources and provides that budgets are drafted, approved and administered in a transparent manner, based on budgetary comprehensive information, prepared and made available to the public in a clear and accessible manner, and approved budgets and reports on their execution shall be made public.

However, Law #181 from July 25, 2014 does not expressly stipulate the obligation to digitally publishing government expenditure.

On policy documents level, we list the National Open Government Action Plan 2019-2020 approved by Govt. Resolution #1172 from 11/28/2018 – see Objective 1, Section 2 (<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=378313>). We note that, since 2011 the Ministry of Finance is using the BOOST database – Republic of Moldova being the first country in the world to implement it with the World Bank's support and publish the first dataset with the budget expenditures - <http://boost.worldbank.org/country/moldova> The previous national Open Government Action Plans and the current one - National Open Government Action Plan 2019-2020 – incorporated all a high-priority section referring to digital publishing of budget expenditure on the Open Data portal, Min. of Finance web page and BOOST database. See the Open Data Catalogue of the Ministry of Finance here: <http://mf.gov.md/ro/content/catalogul-de-date-deschise-al-mf-pentru-anul-2019>

Data interoperability

Law #142 from July 19, 2018 on data exchange and interoperability

<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=376762>

Digital government as a right

Law #1069 from June 22, 2000 on Informatics

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=312902>)

Law #467 from November 22, 2003 on Informatization and on State's Information Resources

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=313189>)

Law #64 from April 23, 2010 on Freedom of Expression

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=335145>)

Law #239 from November 13, 2008 on transparency in decision-making process

(<http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=329849>)

Government Decision #967 from August 09, 2016 on the public consultation mechanism with civil society in the decision-making process

(<http://lex.justice.md/md/366274/>).

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes No

11. If yes, do you publish results online and share those with the public institutions concerned?

Yes. Sectorial e-Services providers publish their statistic data per service on their web resources. Moldova e-Governance Agency published its data – on e-Government platform and enabling products, G2G products managed by the Agency on its web page: <http://egov.md/ro/resources/infographics>

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned?

Yes.

<http://egov.md/ro/resources/polls> ; <http://egov.md/ro/resources/polls/sondajul-national-perceptia-asimilarea-si-sustinerea-de-catre-populatie-e-2>

Sectorial or Institutional examples – State Tax Service (<http://www.fisc.md/opinionpoll.aspx> - questionnaire, and results published in real-time: <http://www.fisc.md/OpinionResult.aspx>)

State Chancellery: State inspections Portal (pop-up survey since 2013):

<https://controale.gov.md/acasa>

National Bureau of Statistics (<http://www.statistica.md/polls.php?l=ro>; periodics national surveys – http://www.statistica.md/public/files/despre/evaluare_opinii/CBS_Axa_2013/Rezultate_sondaj_2013.pdf)

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

100% of Ministries have social media presence. Social Media presence is compulsory in the CPA authorities' Communication and Advocacy Strategies and Action Plans.

A Social Media Guide for the Public Authorities has been elaborated within the partnership Moldova e-Governance Center/Agency – U.S. Embassy, to ensure the standard framework of social media activity of PA authorities: <http://egov.md/en/resources/guides-and-documents/rules-using-social-media-government-institutions>

Note: In 2012 specialized trainings for all content managers, communication officers and CIOs from the CPA authorities have been organized by eGov Center/Agency and US Embassy (<http://egov.md/ro/communication/news/social-media-training-14-martie>, <http://egov.md/en/communication/news/we-want-know-how-social-media-changes-world>). A number of other institutionally- or sector- focused trainings on use of Social Media by Public Authorities have been organized since then within a range of partnerships with devt. Partners.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

Please explain further including relevant **links** (Max 250 words).

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

Not at the moment. Moldova e-Governance Agency is the first public agency currently working to pilot AI, robotics, IoT, AR elements within the existing or under development e-Governance Products (services portal, open data portal, unified center for services provision and unified client support call center etc.) within the Public Services Modernization Agenda, and provides support to a range of public, non-public and development partners in implementing at the local level smartcity initiatives. But still these aspects have not been embedded for now into the functional institutional mandate of the institution – planned for 2019–2020.

Note: Devt. Partners are already piloting several blockchain initiatives as well as VR projects based on which Moldova Government including e-Governance Agency will scale further such initiatives to govt. platforms. Some examples would be:

(a) VR apps for prevention of violence against women (eGov Agency met the UNW partners to discuss ways to further scale this products' use on possibly administrative routine levels and provide at the relevant stage the needed assistance, as one strategic partners of UNW Moldova in a range of initiatives) – see <http://moldova.unwomen.org/en/noutati-si-evenimente/noutati/2018/04/realitatea-virtuala-pentru-eliminarea-violentei>

(b) prevention of child trafficking (IoM and LaStrada – see: <https://cryptovest.com/news/moldova-closer-to-anti-child-trafficking-blockchain-pilot/>)

(c) piloting blockchain in transportation management (UNDP – see <http://www.md.undp.org/content/moldova/ro/home/blog/2019/undp-moldova-pilots-blockchain-for-effective-management-of-its-c.html>).

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

Data for 2019 on national level will be available in October 2019 after the performance (in August-September 2019) of the 2019 National Survey on e-Governance and Services' Modernization Perception and Uptake. CPA perform satisfaction surveys per e-services, on institutional levels. The most recent data on general national level of satisfaction with the quality of public e-services available now is from the National Survey 2016 and is: 66.4%. (<http://egov.md/en/resources/polls/citizens-perception-uptake-and-support-e-transformation-governance-republic-moldova>)

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

18. What percentage of your GDP is allocated for ICT investment in the public sector?

Data for 2017: 1% of country's GDP: 1,743.3 thou Moldovan Lei.
Source: Ministry of Economy and Infrastructure quoting National Bureau of Statistics 2017 Annual Report 1-inf <http://www.statistica.md/pageview.php?l=ro&id=5477&idc=536>
The 1-inf 2018 Annual Statistic Report will be available in May-June 2019.

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

100% Sources: Ministry of Economy and Infrastructure and State Chancellery

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

100% Source: Ministry of Economy and Infrastructure and State Chancellery

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

IX.

Access to and use of computers in households and in the workplace;
Access to Internet and use of Internet in households and in the workplace;
Level of e-Governance concept knowledge;
Level of e-Gov and e-services' advantages understanding, and de facto benefits as a result of accessing e-services;
Level of openness to use e-services if both (online and offline) regimes are available, and reasons for which citizens have not accessed e-services in the preceding 12 months (incl. lack of digital literacy)
Level of e-services' uptake (incl. disaggregation by platforms, instruments, and devices etc.)
Frequency of computer use;
Frequency of Internet use;
Purpose of Internet use.
See: <http://egov.md/en/resources/polls/citizens-perception-uptake-and-support-e-transformation-governance-republic-moldova>;

Data on level of informatization (access to computers, Internet, digital skills etc. is also collected annually via the legal persons reporting to National Bureau of Statistics (form 1-inf Report) in methodological collaboration with the Ministry of Economy and Infrastructure, ICT Division, and once in 4 years – among citizens/physical persons – via the population census.

International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Yes.

- ICA (<http://egov.md/en/communication/news/republic-moldova-became-member-ica>).
- ENISA (<https://www.enisa.europa.eu/>).
- More than Cash Alliance: <https://www.betterthancash.org/news/blogs-stories/moldova-pledges-to-digitize-payments-for-all-public-services-joins-better-than-cash-alliance>
- Eastern European Partnership, PADOS I and II Projects (Participatory Democracy, Open Governance and Efficient e-Government Services) implemented through multilateral cooperation within the framework of the EaP Initiative.
- World Bank South-South Knowledge Exchange Facility (includes many Governance reforms-focused exchange programs, among which e-Governance and public Services Modernization.
- CEEGov

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

Yes. We already offer support in various fields and sub-areas of e-Governance to Kyrgyzstan, Ukraine, Belarus, Kazakhstan, Tajikistan, Uzbekistan, Sri Lanka, Uganda etc., and – as we receive an increasing number of requests for knowledge sharing, mentoring, experiential learning and other types of assistance - from other countries' Governments, non-Govt. organizations, development programmes' implementing agencies in the fields of e-Governance and Public Services Modernization, Paperless Government, Open Government, the e-Gov Agency has overtaken the former Moldovan-Korean Center from the former Ministry of ICT, and institutionalized it as Moldova e-Governance Agency's Learning Centre, which serves - since 2018 – as a platform for capacity building and knowledge sharing both internally and externally, with partners and beneficiaries from abroad as well.

Links to some of activities in these contexts:

- <http://www.egov.md/en/communication/news/electronic-services-developed-moldova-prototype-creating-information-systems>
 - <http://www.egov.md/en/communication/news/republic-moldova-shares-its-colleagues-kyrgyzstan-best-practices-implementation>
 - <http://egov.md/en/content/republic-moldova-shares-colleagues-kyrgyzstan-best-practices-implementation-etransformation>
 - <http://egov.md/en/communication/news/benchmarking-visit-uganda-0>
 - <http://www.egov.md/en/communication/news/republic-moldova-estonia-and-poland-shares-their-ukrainian-colleagues-e>
 - <http://www.egov.md/en/communication/news/moldova-shares-belarus-results-eu-integration-and-e-government-agenda>
 - <http://www.egov.md/en/communication/news/republic-moldova-shares-its-ukrainian-colleagues-best-practices-e-transformation>
 - <http://www.egov.md/en/communication/news/moldovan-experience-e-government-field-shared-kiev>
 - <http://www.egov.md/en/node/3065>
 - <http://www.egov.md/en/communication/news/moldova-shares-belarus-results-eu-integration-and-e-government-agenda>
 - <http://cancelaria.gov.md/ro/content/schimb-de-experienta-intre-republica-moldova-si-ucraina-domeniul-controlului-de-stat> <http://www.egov.md/en/communication/news/best-innovative-e-governance-practices-shared-sri-lanka>
- and many others (additional links can be provided).

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Yes.

- PPP between Moldova e-Governance Center/Agency with the Mobile Phone Operators Orange and Moldcell, as well as with the Information Technologies and Cybersecurity for the implementation and maintenance of the Mobile Digital Signature since 2012.
- Multi-stakeholder partnership UN Women Moldova – Sida - e-Governance Agency - TEKEDU for the GirlsGoIT initiative since 2014
- e-Governance Agency – UNDP and a range of CPA authorities multi-stakeholder partnership in the context of Interoperability (support in the development of legal and regulatory framework on data exchange and interoperability of the digital content of state information registers - see <http://www.md.undp.org/content/moldova/en/home/presscenter/articles/2017/10/06/platforma-mconnect-acces-rapid-simplu-i-gratuit-la-serviciile-institu-ilor-publice-.html>)
- Multi-stakeholder partnership within EDMITE Project: <http://www.md.undp.org/content/moldova/en/home/projects/enhancing-democracy-in-moldova-through-inclusive-and-transparent.html>
- Multi-stakeholder partnership (e-Governance Agency – UNDP Moldova – State Chancellery – Moldcell (Telia Sonera Group) for the creation of MILAB/Social Innovation Lab in the Government (see milab.md)
- e-Governance Agency – IREX Moldova / NOVATECA Project – Min. of Education, Culture and Research Partnership for the librarians / e-ambassadors training, certification and capability strengthening as e-services and e-data access facilitators in the regions (1 000 libraries technologically and conceptually modernized within the NOVATECA/IREX Moldova implementing 2 country-wide Bill&Melinda Gates Foundation-supported programmes)
- Partnerships for Green Sustainable Cities: Ministry of Agriculture, Regional Development and Environment, Municipality of Chisinau, Energy Efficiency Agency, Energy Efficiency Fund, licensed urban design companies, Technical University of Moldova, Agency for Innovation and Technology Transfer, European Bank for Reconstruction and Development, European Investment Bank, World Bank, E-Government Agency: see <http://www.md.undp.org/content/moldova/en/home/projects/Moldova-Sustainable-Green-Cities.html>
- PPP in organization of a range of OpenGovernance and e-Democracy initiatives, including Open Data Hackathons, Social Innovation contests, Journalists Boot Camp and Open Data trainings for different categories of population - with private companies and NGOs (OpenGovernment Institute, Microsoft, Center of Independent Journalism, Open Society Foundation, SOROS Foundation Moldova, Transparency International, Expert-Grup, IDIS Viitorul, Starnet private company, TEKWILL, Sida and many others. Open Contracting and e-Procurement – EBRD – Public Procurement Agency – Ministry of Finance – Moldova eGov Agency and Private ICT Companies maintaining the existing 3 e-Procurement platforms
- Multistakeholders partnerships with the business incubators, Ministry of Economy and Infrastructure, Organization for SME Support (<https://www.odimm.md/en/noutati/item/631-garanția-financiară-odimm-accesibilă-online/631-garanția-financiară-odimm-accesibilă-online.html>)
- A range of partnerships with academic institutions (Moldova State University, State Technical University of Moldova, Free International University of Moldova, Academy of Economic Science, Academy of Public Administration;
- A number of learning and training activities on as-needed basis implemented with pro bono assistance and support received from private companies after e-Governance Agency made the call for pro bono support in 2012, and created the private companies/pro bono pool: <http://www.egov.md/ro/communication/news/microsoft-desfasoara-instruiri-domeniul-guvernarii-electronice>
- A number of partnerships with foreign parntesr (Estonian e-Governance Agency and Academy, FEDICT Belgium, Belarus Government (Interoperability), Kyrgyzstan Digital CASSA Project and World Bank, OpenGovernment knowledge exchange and mentoring partnership with Kyrgyzstan Govt., UGANDA (via the World Bank knowledge exchange platform etc.)

X. Contact and Additional Information

Name:

Title:

Email:

Organization:

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

e-Governance Agency responded to most of the questions, except Qst. 18-20 responded by our colleagues from the Ministry of Economy and Infrastructure, Division Information Society and Digital Economy Policies and Regulations, and background data for Qst. 1920 (on central government agencies' employees) provided by the State Chancellery (Division Public Administration)

2.

How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other:

and from our Ministry of Foreign Affairs and European Integration

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.