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European Commission

MOLDOVA

2024 Digital Public Administration Factsheet

Supporting document

Main developments in digital public administrations and interoperability

JULY 2024

nifo

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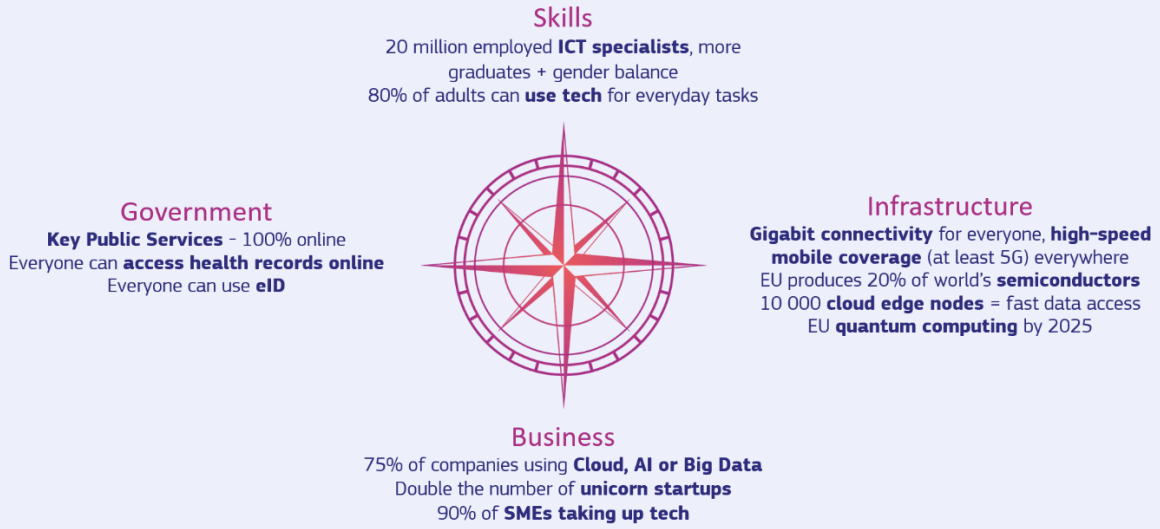
2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

1) a digitally skilled population and highly skilled digital professionals;
2) secure and sustainable digital infrastructures;
3) digital transformation of businesses;
4) digitalisation of public services.



The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.

1. Interoperability State-of-Play

This country is not yet part of the EIF data collection.

Curious about the state-of-play on digital public administrations in this country?

Please find here some relevant indicators and resources on this topic:

- Eurostat Information Society Indicators
- Digital Economy and Society Index (DESI)
- eGovernment Benchmark
- Repository of good practices on the EIF implementation

2. Digital transformation of public administrations

Main Digital Strategies, Action Plans and Legislations

Digital Transformation Strategy 2023–2030

The Digital Transformation Strategy of the Republic of Moldova (MDTS) for 2023–2030 is a vision document for the digital transformation of the country. This document sets the objectives until 2030 and reaffirms the commitment of the Ministry of Economic Development and Digitalization to build a modern digital society, centred on citizens and aligned with the European integration agenda. The key objectives of the strategy, which are ambitious and oriented towards Moldova's sustainable development, are the following:

1) Develop a digital society
2) Grow a robust and competitive ICT environment
3) Create an innovative and resilient digital economy
4) Establish an efficient, smart, and transparent digital state
5) Create a secure digital accessible and inclusive environment
6) Make Moldova a trusted and reliable digital nation

To implement the strategy, the Ministry is developing three sectoral action programs:

1) Digital Society Development Program
2) ICT Sector and Digital Economy Development Program
3) Public Sector e-Transformation Program

These programs will address the set objectives and will outline clear actions for achieving the 33 indicators by the end of 2030. Digitalisation is a priority at the Government level, included in several key documents:

- The National Plan "Building a European Moldova" was adopted by the Government of Moldova in 2023 and outlines the country's priorities for European integration. Digitalization is the priority number 5 of the plan.
- Moldova Development Strategy 2030 (MDS) adopted by the Government of Moldova in 2022, which outlines the country's long-term development goals. The Strategy does not include a separate pillar focused on ICT, but the MDTS aligns with 2 of the 4 pillars of MDS 2030, namely: sustainable and inclusive economy, and robust human and social capital.
- The Public Administration Reform Strategy (PARS) 2023–2030, approved by government in 2023. Among of the PARS goals are the administration debureaucratisation and the development of electronic services with three priority directions: modernizing 100% of the public services; consolidating the eGovernment ecosystem; and digitalizing the activity of the local public administration authorities.

The emphasis on digitalization in these documents reflect the importance of this issue to the Moldovan government. Digital transformation is seen as a key driver of economic growth, job creation, and social development. The government is committed to working with the private sector and civil society to ensure that Moldova benefits fully from the digital revolution.

Boosting Digitalisation of National Economy and Development of e-Commerce

The Moldovan government is making digitalisation a top priority for economic growth.

- The government has made significant progress in digitalizing public services, with 60% of services for businesses now online. The government aims at a fully digitalize G2B environment by 2026, with the innovative EVO app offering a one-stop platform for all government services.
- By simplifying trade procedures and regulations, especially for cross-border e-commerce with the EU, Moldova is making it easier for businesses to sell internationally, increasing visibility and sales opportunities.

- Promotion of 'Contactless Business' with the aim of providing a complete set of digital tools necessary for Moldovan companies to manage activities remotely, fostering a more efficient and digital business landscape.

The Ministry of Economic Development and Digitalisation (MEDD) is leading the digitalisation of Moldova's economy, working alongside the Advisory Council to the Prime Minister for the Digitization of the Economy (iCouncil), and with the support and commitment of development partners and private sector associations.

Together with the Organisation for the Development of Entrepreneurship (ODA), MEDD has created programs to help businesses go digital, including a new one for small and medium businesses (SMEs) that focuses on improving their internal processes and competitiveness. Another program supports digital innovation and tech startups.

Furthermore, MDED is also working on a long-term plan (2025-2030) for the digital economy, which will align with Moldova's overall digital transformation strategy.

Digitalisation of Internal Processes

Public Sector e-Transformation Programme 2025–2030

In its effort to enhance efficiency and effectiveness across government operations, the Ministry of Economic Development and Digitalisation (MEDD), in collaboration with external partners, is developing the Public Sector e-Transformation Programme 2025-2030 (nr. 3 under the MDTS). This plan will entail a comprehensive reengineering and redesigning of internal government processes, paving the way for a more streamlined and modernized public sector landscape.

The Programme is guided by a set of priority directions, ensuring a focused and strategic approach to digital transformation:

- Innovative eGovernment solutions and products to be actively promoted across the public sector and society, fostering a culture of innovation.
- A robust methodological framework to be developed to guide the digitalisation of public services and the establishment of State information systems.
- A comprehensive interoperability framework to be established to ensure seamless data exchange and communication across different systems.
- A thorough cybersecurity audit of sectoral electronic services and State information systems to be conducted to safeguard against cyber threats.

The Public Sector e-Transformation Programme specifically aligns with objectives 2 and 3 of the MDTS, playing a crucial role in driving the development of a strong ICT sector and an innovative digital economy.

Digitalisation Supporting the EU Green Deal

Helping Businesses Go Green: Moldova's Green SME Programme

The Moldovan government, along with the European Union, launched a program to help small and medium businesses (SMEs) become more environmentally friendly. This program, called the Programme for the Greening of Small and Medium Enterprises, is managed by the Organisation for the Development of Entrepreneurship (ODA). The program aims to create a business environment that encourages sustainable practices. This means businesses will use less energy and resources, reduce waste, and have a smaller impact on the environment. It offers financial support and guidance to SMEs as they adopt "green measures." These measures could include using less water in production, switching to renewable energy sources, or developing eco-friendly products. This program is part of Moldova's bigger goal of transitioning to a "green and circular economy." This means focusing on sustainability and using resources efficiently. The government is also working on:

- Adopting European environmental policies.
- Encouraging all businesses to use sustainable practices.
- Helping businesses become more innovative and environmentally compliant.

3. Interoperability and data

Interoperability Framework

Moldova eGovernment Interoperability Framework

For a smooth and sustainable digital transformation, government agencies must be able to work together seamlessly. This means their systems can share data efficiently, leading to a more modern and user-friendly public administration.

In 2012, Moldova recognized this need and launched the Moldova eGovernment Interoperability Framework (MeGIF) Programme. The goal was to improve public service delivery (both online and offline) and enhance government performance.

The overall objective of this initiative was to promote the interoperability within the public sector, reducing the administrative burden and making the public services offered by the government more efficient, freeing citizens from having to submit the same information to different agencies.

Currently, the general architecture of data exchange is regulated from a legal and technical point of view:

- Law No. 142/2018 on data exchange and interoperability;
- Government Decision No. 211/2019 on the interoperability platform (MConnect); and
- Government Decision No.323/2021 on the approval of the 'Semantic Catalogue'.

The eGovernment Agency oversees the implementation of the framework, adhering to the European Interoperability Framework which sets out the: organizational interoperability; legal interoperability; semantic interoperability; and technical interoperability.

MConnect

After the launching of the eGovernment Interoperability Framework, a pilot of the MConnect Governmental Data Exchange Platform was developed (2014–2018), which ensures the interoperability and coherence of IT systems and data exchange.

MConnect aims to:

- Secure data exchange, connect government systems and ensure data availability.
- Ensure real-time access to accurate data, eliminating the need for citizens to repeatedly submit information.
- Offer more electronic services through data reuse and process automation.

As more public and private entities connect to MConnect, the platform will become an even more valuable tool. With an increasing number of participants, data availability and integrated projects will continue to grow. This will ultimately lead to a more streamlined and efficient public service experience for everyone in Moldova.

Data Access, Management and Reuse

Law on the Reuse of Information in the Public Sector

Law No.305/2012 on the Reuse of Information in the Public Sector was adopted to remove barriers to the reuse of public sector information, to create new information products and services based on open data, and to ensure fair, proportionate and non-discriminatory conditions for the reuse of documents in public authorities and institutions. Furthermore, other related legal acts have been adopted, such as government Decision No.886/2013 on the Approval of the Methodological Norms for the Application of Law no.305/2012, and government Decision No.700/2014 on Open Government Data.

Law on the Access to Information of Public Interest

On 9 June 2023, the Law No.148/2023 on the Access to Information of Public Interest was adopted. This new law replaces the previous legislation and is a key step towards fulfilling the European Commission's recommendations for Moldova's EU accession process. The new law aims

to make it easier for citizens to access information held by public institutions, promoting transparency and accountability in government.

MLog

MLog is a data surveillance tool designed to ensure transparency in government information systems. It acts like a secure logbook, recording every action taken within a system. This includes details like: Who accessed the data? What changes were made? Why the access happened? Legal basis for access?
By keeping a detailed record of activity, MLog helps ensure public institutions are using information systems responsibly and transparently.

MCabinet

MCabinet is a single online portal designed to make interacting with the Moldovan government easier for both citizens and businesses. It acts like a virtual cabinet, providing access to a wide range of official information and documents:

- **Citizens**: Individuals can access personal information held by government agencies, such as birth certificates, education records, and medical data.
- **Businesses**: Businesses can find relevant regulations, licenses, and other official documents they need to operate.

This user-friendly platform eliminates the need to visit multiple government websites or offices. Instead, citizens and businesses can access everything they need in one convenient location.

Open Data

Open Government Data Portal

In April 2011, Moldova launched the Open Data Initiative to promote transparency, efficiency, and public trust. The Open Government Data Portal (date.gov.md) acts as a one-stop shop for public sector data. It offers a user-friendly experience for anyone seeking information generated by government agencies and public institutions.

Key Objectives:

- Provide citizens with easy access to relevant government data.
- Reduce duplication of effort and improve data access for all users.
- Encourage innovation and development by allowing anyone to use the data freely.

What data can be found on the portal?

- A wide range of public sector data (excluding sensitive information).
- User-friendly tools for searching and retrieving data.
- Controlled access for authorized entities with specific needs.

By making government data readily available, Moldova is fostering a more transparent, accountable, and innovative society.

Base Registries

The following table lists the Moldavian base registries:

National	
Business and Tax	• The Public Services Agency • State Tax Service
Transportation / vehicles	• The Public Services Agency • National Auto Transport Agency
Land	• The Public Services Agency

	• Agency for Geodesy, Cartography and Cadastre
Population	• National Bureau of Statistics In accordance with the provisions of Law No. 467/2003 on Informatics and State Information Resources (Article 12), the basic information resources are the State Register of the Population and the State Register of Legal Entities.
Other	The Public Services Agency • State Register of Controls: This centralized database provides a record of all planned and completed government inspections, along with their results. It's managed by the central government authority responsible for overseeing inspections. • State Register of Local Acts: This electronic resource stores the official documents issued by local government bodies. It allows for central registration, storage, and access to these local acts, ensuring citizens and businesses can easily find relevant information.

Interconnection of Base Registries

While Moldova has made significant progress in digitalising its basic data, some physical archives still exist. Most data, especially related to economic activities, is stored electronically in various registries. The MConnect interoperability platform allows users to access information stored in these registries.

The laws governing data access in Moldova are:

- Law No. 142/2018: Defines how data exchange happens through MConnect.
- Law No. 71/2017: Sets regulations for accessing data stored in registries.
- Law No. 467/2003: Identifies the State Register of the Population and the State Register of Legal Entities as core information resources.

These resources, along with the MConnect platform, offer a centralized approach to accessing public data in Moldova. While some challenges remain, Moldova is on the right track towards a more comprehensive and accessible data ecosystem.

Data Platforms and Portals

The following table provides an overview of Moldova's data platforms and portals:

MCabinet	Launched in October 2020, this portal allows citizens to access official public information and personal documents held by various government agencies. It functions like a virtual cabinet, offering a single point of entry to a wide range of data blocks (currently 17).
Business Government Portal	Launched in December 2020 as an extension of the Citizen Portal MCabinet, this portal refers to businesses. It provides access to digital services relevant to the business environment, currently featuring 11 data blocks.
MConnect Platform	The MConnect Platform facilitates the exchange of data between the authorities, to increase the efficiency and quality of public service delivery. All the 'M' related infrastructure (Mcloud, MPass, MLog, MDocs, MSign, MPay, MPower, MDelivery, MNotify etc) have the same status as the MConnect Platform.
Open Data Portal	The Open Data Portal is a one-stop shop for government data, making it easy to find information from public institutions and authorities.

Public Services Portal	The Public Services Portal acts as a central hub for both businesses and government agencies involved in the permitting process. Entrepreneurs and public authorities can access all the tools needed to manage and obtain permits in one convenient location.
Integrated Government Mobile Application for Electronic Services	The EVO app is your one-stop shop for interacting with the Moldovan government on the go. This mobile app allows both individuals and businesses to: • Easily find and use various government e-services. • Access your personal information stored in government databases. • Securely hold digital versions of your ID card, and other key documents.
MTender Portal	The MTender system is an online multi-platform e-procurement system consisting of a web portal, an Open Data Central Data Unit and a network of accredited private sector platforms to support e-procurement for public and private sector customers.
Education Management Information System	The Education Management Information System (SIME) is a platform designed to optimise resources and improve the performance of schools, colleges and universities by automating routine processes and creating powerful data analysis tools. It is an integrated solution that offers a wide range of features, including planning and scheduling, performance monitoring and evaluation, resource management, reporting and analysis.

Cross-border Infrastructure

The following table lists the European cross-border infrastructures which Moldova is part of:

EU Digital Wallet	Included in EVO's development.
Trans-European Transport Network	Moldova has recently signed an High-level Understanding with the Commission to revise the trans-European transport (TEN-T) network in its territories and improve the connections with the EU.
EU Trust MD	EU TRUST MD is a tool for verifying digital signatures issued by qualified service providers across the European Union and the European Economic Area. It aligns with the eIDAS Regulation and ensures the authenticity and integrity of digital documents.

4. Digital transformation of public services

Digital Public Services for Citizens

Public Services Portal

The Public Services Portal (services.gov.md) serves as a single point of entry for individuals and businesses seeking information on administrative public services offered by Moldovan institutions. Designed for user-friendly navigation, the portal ensures users can easily locate information about specific services. The services.gov.md portal provides users with access to:

- Information about services categorized for citizens (G2C), businesses (G2B), and foreigners (G2F).
- Services relevant to specific life stages or business needs, categorized by life events and business-related events.
- Contact details and other information about the government agencies providing the services.

MEDD Interactive reporting

Digital Moldova page provides a valuable tool for monitoring the progress of Moldova's digitalization efforts. It enables users to:

- Evaluate the digitalization status of each government institution, identifying both digitized and yet-to-be-digitized services.
- Delve into the digitalization level of each service offered by an institution.
- Collaborate with the government by providing feedback and suggestions to accelerate the implementation of new digital services and enhance the adoption of existing ones.

EVO app

EVO is a groundbreaking mobile application that revolutionizes the way citizens interact with the Moldovan government. Available on both iOS and Android devices, EVO is poised to become the one-stop shop for accessing public information and services.

Evo is a user-friendly modular app with:

- a Profile, Notifications and QR module as core elements;
- a digital wallet with electronic verifiable documents (ID, driving licence, etc.);
- a Payments module based on current MPay features;
- a module with data held by state institutions (MCabinet);
- a module which provides acces to a wide range of informational and transactional public services (Public Service Portal);
- a module which provides information about health matters;
- a module for managing electronic powers of attorney (MPower);
- a module for appointments to state institutions;

Mpower

MPower is a government service launched in 2020 and designed to provide a secure, flexible, and convenient mechanism for managing authorizations for representation.
With MPower, both natural and legal persons can create powers of attorney with an electronic signature, empowering another person to interact on their behalf with state institutions. The service is free and does not require the presence or signature of a notary.
The power of attorney in MPower is equivalent to the power of attorney issued by a notary public

eInvoicing

eFactura

The e-Invoice service on the Electronic Fiscal Services platform, streamlines the creation and electronic circulation of bills and invoices. This software solution ensures legal validity, enhances data accuracy, and minimizes counterfeiting risks. Advantages include improved operational efficiency, immediate registration and cancellation, taxpayers error prevention, heightened data security, and substantial cost reductions compared to traditional paper-based processes. The service is available for citizens, legal entities and public authorities.

eHealth and Social Security

Energy Vulnerability Information System

The Energy Vulnerability Information System (SIVE) is an online platform that allows for the registration and processing of requests for compensation of the population's energy consumption expenses.

ePrescription

On 10 January 2024, the government approved the project for the Automated Information System called 'ePrescription for Reimbursable Medicines and Medical Devices'. Through this system multiple drugs and reimbursable medical devices can be prescribed on one electronic prescription form, which entails a reduction in time and human errors when prescribing, processing and dispensing prescriptions, the effective monitoring of the use of reimbursed drugs and medical devices, and better resource management.

Other Key Initiatives

ePayment

MPay is a governmental electronic payment service in Moldova in place since 2020. It allows individuals and businesses to make electronic payments for various government services, such as paying taxes, fees, fines, or accessing specific government programmes that involve financial transactions. The service is designed to provide a convenient and efficient way for people to handle financial transactions related to government services.

eParticipation

Particip.gov.md is a platform that promotes the idea of participatory democracy as a way to address the limitations of the traditional representative democracy. It acknowledges that the typical election cycle of four years might not align with the rapidly changing world and evolving priorities. While citizens participate through voting every few years, the platform argues for more continuous engagement in decision-making processes.
The platform allows citizens to play a more active role in shaping policies and priorities beyond the electoral period. It emphasizes citizens' right to participate in drafting laws, organizing referendums, and being consulted on various decisions, as constitutive elements of participatory democracy.

Digital Public Services for Businesses

Business Government Portal

In June 2024, 60% of public services for businesses are available online. Three out of five entrepreneurs prefer to use online services and only 20% of requests are still made at the counters.
The Automated Information System for the Management and Issuance of Permissive Acts (SIAGEAP) serves as the basis for the single window for the issuance of permissive acts, through which communication and exchange of information is carried out between the public authorities

involved in the issuance of permissive acts and their applicants. The technical concept of SIAGEAP is approved by Government Decision no. 550/2018.

Public Procurement

MTender

All public tenders are accessible online on the MTender platform and every procurement decision is transparently published online in real time. The platform was launched in 2017.

Digital Inclusion and Digital Skills

Digital Society Development Programme

The Ministry is currently developing the Digital Society Development Programme (nr. 1 under the MDTS) which envisions digital literacy and inclusion as an integral part of basic literacy education and digitalisation.

The program focuses on five key objectives:

- Ensuring everyone has access to reliable and affordable internet connectivity.
- Encouraging the ownership and accessibility of smart devices needed to engage with digital technologies.
- Equipping citizens with the knowledge and skills to confidently use digital tools and resources.
- Promoting awareness about the diverse digital content, services, and technologies available.
- Fostering a culture of digital engagement by making content relevant and appealing to users.

By addressing these five pillars, the Digital Society Development Programme aims to bridge the digital divide in Moldova.

5. Trust and Cybersecurity

eID and trust Services

MPass

The Government Authentication and Access Control Service MPass provides secure access to electronic services and integrates various authentication methods, including Mobile Signature, Electronic Signature, and 2-Step Authentication.
MPass ensures user authentication and authorization in public services and makes it possible to manage users for information services.

EVOSign

EVOSign is a new initiative by the EGA and MEDD that streamlines digital signing experiences in Moldova. This innovative solution aligns seamlessly with the European Union's Digital Wallet standards and eIDAS regulation. The solution is to be launched by the end of 2024.

Law on eID and Trust Services

On May 19, 2022, the Moldovan Parliament enacted Law No. 124/2022, the Law on Electronic Identification and Trust Services. The Law establishes two types of signatures: advanced and qualified, and specifies the specific requirements for the issuance of public key certificates.

Cybersecurity

Law on Cybersecurity

Moldova has taken a significant step towards strenghtening its cybersecurity defenses with the adoption of Law No. 48/2023 on Cybersecurity. This new framework, scheduled to take effect on January 1, 2025, establishes a comprehensive set of regulations to protect critical infrastructure and public sector organizations. The law establishes a national cybersecurity authority tasked with safeguarding public and private sectors from cyber threats.

Following the law, several secondary acts were approved:

- Government Decision No. 1028/2023 formalizes the creation of the National Agency for Cybersecurity. This agency will serve as a central point of contact, manage incident response team (CSIRTs), and oversee cybersecurity policy implementation.
- Government Decision No. 1186/2023 outlines the establishment of a Cybersecurity Coordination Council, as mandated by Article 6(2) of the Law. This council will play a strategic role in coordinating cybersecurity policies and ensuring effective cyber infrastructure protection.

National Agency for Cybersecurity

In February 2024, the National Agency for Cybersecurity was launched. The Agency is responsible for implementing national cybersecurity policies to ensure a high level of security for the networks and information systems of service providers. Key Responsibilities:

- The Agency oversees the implementation of national cybersecurity policies.
- A national cybersecurity incident response team is established within the Agency to effectively address cyber threats.
- The Agency will serve as the central point of contact for national authorities and institutions, coordinating with counterparts in other countries.
- The Agency will be responsible for the safety of the critical infrastructure, ensuring its resilience against cyberattacks.
- The Agency will maintain a registry of trusted service providers, ensuring their compliance with cybersecurity regulations.
- The Agency will implement a mandatory mechanism for reporting cybersecurity incidents.

National Institute of Innovations in Cybersecurity "Cybercor"

The National Institute of Innovations in Cybersecurity "Cybercor" established in partnership with the Technical University of Moldova, is dedicated to promoting innovation and excellence in cybersecurity education. The institute offers comprehensive training programs for public officials and students, preparing them to address the ever-evolving challenges of the cybersecurity sector.

6. Innovative technologies

Artificial Intelligence (AI)

White Paper on Data Governance and Artificial Intelligence

In February 2024, the Ministry of Economic Development and Digitalization presented the White Paper on Data Governance and Artificial Intelligence. This document outlines the ministry's vision for building a robust data management ecosystem and harnessing the power of Artificial Intelligence (AI) to fuel Moldova's sustainable development.

Distributed Ledger Technologies

No particular initiatives in this field have been reported to date.

Big data

No particular initiatives in this field have been reported to date.

Cloud & Edge Computing

MCloud

MCloud is a shared government information infrastructure that leverages cloud computing technology to deliver IT services from a consolidated data center network. Launched in 2013, MCloud has transformed IT service delivery in Moldova through efficiency, security, and cost-effectiveness in the delivery of public services.

Internet-of-Things (IoT)

No particular initiatives in this field have been reported to date.

Quantum Computing

No particular initiatives in this field have been reported to date.

Gigabit and Wireless High-speed Networks

EU Directive 61/2014

Moldova is currently transposing the European Union's "Directive on measures to reduce the cost of deploying high-speed electronic communications networks" (2014/61/EU). This initiative aims to streamline and incentivize the rollout of high-speed internet infrastructure across the country.

GovTech

Moldova Digital Transformation Strategy (2023-2030)

The Moldova Digital Transformation Strategy, detailed in Chapter 1, champions a whole-of-government approach to public sector modernisation.

Others

IT Sector overview

Moldova's IT sector stands out as the country's most developed and dynamic economic engine. In 2022, the sector's value surpassed MDL 13.6 billion (approximately EUR 680 million), contributing a significant 5% to the nation's GDP.
Moldovan IT exports are booming, reaching USD 469 million in 2022, a remarkable 32% annual increase. Foreign markets, particularly the USA, Romania, Germany, Italy, and the UK, remain key destinations for Moldovan IT products and services.
This impressive growth is largely attributed to the favorable conditions provided by the Moldovan Information Technology Park's special tax regime. This innovative model offers:

- A single, low 7% tax rate for IT park residents simplifies administration and fosters business growth.
- Companies can function virtually, offering greater operational freedom.

To maintain predictability for investors, the Moldovan government extended the IT park's operating term and the 7% tax guarantee until 2035. Additionally, the list of eligible activities has been expanded to include contact centers and labor supply services within the international business services sector. This fosters further investment and job creation in this high-growth field.
Moldova's IT sector presents a compelling case study for success. By fostering innovation, streamlining regulations, and attracting foreign investment, Moldova has positioned itself as a leading IT outsourcing destination, paving the way for a prosperous and digitally driven future.

7. Digital Public Administration Governance

For more details on Moldova's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the NIFO collection on Joinup.

National

Ministry of Economic Development and Digitalization

The Ministry of Economic Development and Digitalization (MDED) is the central body in charge of the promotion of state policies in the field of economy and digitalization. The Ministry's mission is to ensure the growth of the national economy by optimizing the regulatory framework for entrepreneurial activity, thus creating the conditions for the business environment development and for technological development, ensuring competitiveness, and creating an attractive environment for investments.

eGovernance Agency

The e-Governance Agency stands as a driving force behind Moldova's digital transformation, fostering a more accessible, efficient, and secure government for all citizens.

The EGA works to ensure that government services are delivered efficiently and effectively through digital channels. The agency leads the charge in implementing e-government solutions, making it easier for citizens to interact with the government online, and fosters seamless communication and data exchange between different government agencies, creating a more unified and efficient system.

National Regulatory Agency for Electronic Communications and Information Technology

The National Regulatory Agency for Electronic Communications and Information Technology (ANRCETI) is the regulatory authority overseeing the electronic communications and information technology sectors. Its responsibilities include: licensing; spectrum management; market analysis; consumer protection; and the establishment of technical standards. ANRCETI works to ensure fair competition, protect consumer interests, and maintain the efficiency and integrity of the telecommunications and IT markets in Moldova.

Subnational (Federal, Regional and Local)

No specific public administration body has been identified in this field to date.

8. Cross border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.
Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

Life and Travel

For citizens, the following groups of services can be found on the website:

- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

Doing Business

Regarding businesses, the groups of services on the website concern:

- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

Last update: July 2024

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Ministerul Dezvoltării Economice și Digitalizării (Ministry of Economic Development and Digitalisation).

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

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