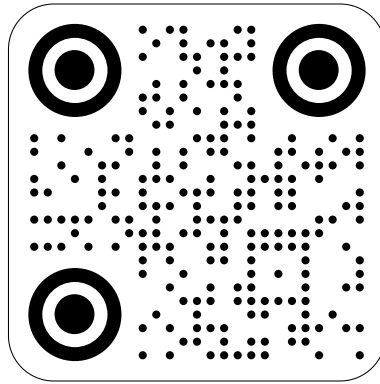
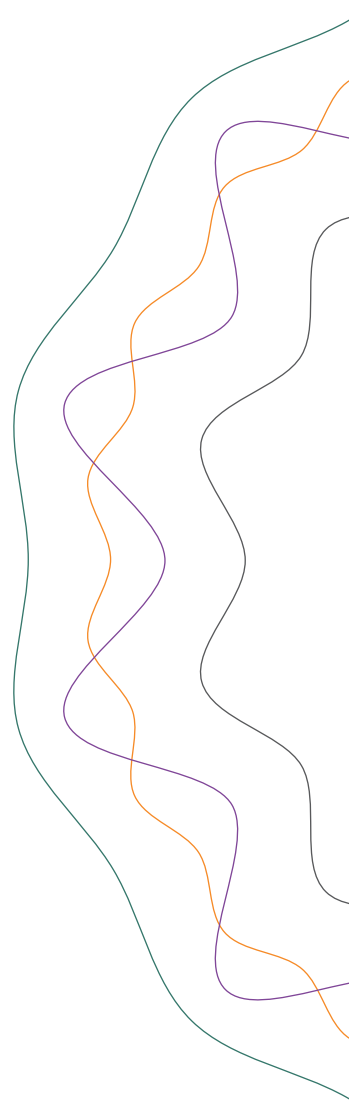




egov.md





Since 2010, the Republic of Moldova has been going through an intense and transformative process of digital modernization and innovation. This sustained digital transformation effort has had a significant impact on various aspects of society and public administration. Digital transformation has brought many benefits, including more efficiency and innovation, better public services, and new economic opportunities.

The digital transformation of the country has been more visible in the field of e-governance and electronic services. While no public service was available online in 2010, in 2023 as many as half of the public services are digitized and can be requested remotely, while the medium-term goal is to make the public sector 100% DIGITAL. The Government of the Republic of Moldova has focused its efforts on developing digital services for citizens and businesses. The e-governance platforms, developed over the years by the Electronic Governance Agency with the support of the World Bank Group under the *Government e-Transformation and Modernization of Government Services* project, allow citizens to access public services remotely, file applications, make payments online and track the status of the administrative processes, reducing bureaucracy and the time spent for receiving the services provided by public institutions.

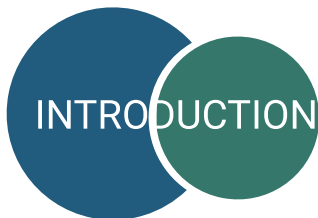
The increase in the use of technology has made the Government of Moldova pay more attention to cyber security and personal data protection. New legislation has been put in place to ensure data confidentiality and security in the digital space. One of the major legislative achievements is the enactment of the Law no. 234/2021 on public services, which introduces "digital-first approach in service delivery".

The Electronic Governance Agency has demonstrated a strong commitment to digital transformation, bringing significant innovations in delivery of public services, economy, cyber security and many other areas. This continuous process of modernization and adaptation to technology is essential to building a more efficient, connected and future-ready society.



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Purpose of the Practical Guide

The purpose of the Practical Guide is to provide users with the information needed to understand, access and use digital public services in an efficient, secure and easy way.

The Guide prepares you for a new relationship with the government institutions, where technology is becoming a reliable partner. Here you will find answers and solutions that will make it easier for you to pay your taxes online, access official documents or apply for various government benefits. The recommendations you will find here will guide and help you to explore the available digital government platforms with more confidence and enjoy the benefits of technology in your interaction with the government.

You will learn about the evolution of the interaction and communication with authorities, about the wide range of the public services that are available for individuals and/or businesses in the Republic of Moldova, the available and free of charge digital solutions developed by the Electronic Governance Agency with the support of the World Bank Group.

The Guide helps you to become digitally active citizens, digitalize your business, create new start-ups or develop new applications using the electronic infrastructure services described here. It will guide you through the steps to log into public IT systems, create an account on the digital government platforms, successfully use digital signature, sign digital documents, safely use online services, monitor the status of applications and enjoy the benefits of technology for a no stress interaction.

Whether you are a beginner or experienced digital user in the digital world, an entrepreneur, an employee, a volunteer, a student or a retiree, this Guide will be your go-to resource on how to use digital public services. We encourage you to harness your potential, take control and enjoy the efficiency and convenience offered by digital interactions.

The Practical Guide will take you through every step of your interaction with the government, ensuring a smooth, secure and positive experience, full of digital opportunities and discoveries.

ELECTRONIC GOVERNANCE AND ITS BENEFITS

Electronic governance, also known as e-governance, refers to the use of information and communication technology (ICT) to improve efficiency, transparency and participation in the government processes. It involves transforming services and interactions between citizens, business and public administration through a range of digital measures and solutions. Successful implementation of e-governance requires not only advanced technology, but also an integrated approach, appropriate legislation and a constant concern for data security and privacy.

Electronic services without borders

Delivery of public services through online platforms and applications offers citizens a digital alternative to access information, request and receive documents, make payments, without them having to physically visit government institutions; real-time access to quality, accurate and reliable data.

Security and data protection

Government data and information is protected from unauthorized access by implementing advanced cybersecurity measures. They ensure security and confidentiality of data, events, information systems involved in providing public services.

The major benefits of electronic governance are:

Efficient administration and de-bureaucratization

Government uses technology to streamline internal administrative processes, such as human, financial and data management. The traditional processes are replaced by technology, so as to minimize the impact of bureaucracy.

Implementation of technology leads to a more efficient, agile, transparent administration focused on the needs of citizens and businesses. Through digitization, public administration can become more flexible and able to respond faster to changes and unforeseen situations.

Economic development

Although in the beginning digital infrastructure may require significant investments, in the long run, digitalization can lead to significant savings. Reducing paper use, streamlining business processes and eliminating manual tasks can reduce the administrative costs in the long run. Digitization is a catalyst for economic growth, while innovation creates opportunities for new business models and reduces business operation and administration costs.

Reducing human error

The use of online platforms significantly reduces the risk of human error associated with manual data entry for data processing resulting in more accuracy and better quality of data and services.

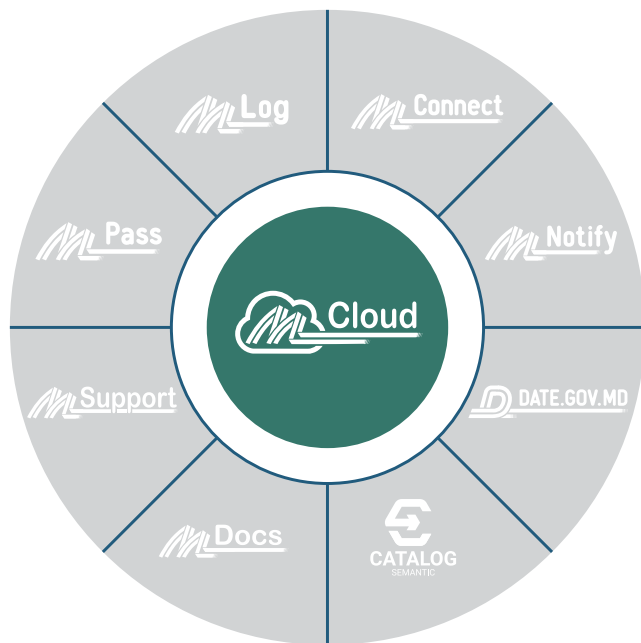
Technological development and innovation

Development and implementation of digital platforms and services fosters technological development across all levels of government. Promoting modernization and implementation of innovative technological solutions secure the compatibility of IT systems and data models and formats according to international common standards.

DIGITAL INFRASTRUCTURE PLATFORMS AND SERVICES



The digital government infrastructure services are a set of innovative digital solutions developed by the Government to create the digital ecosystem. These services serve as a solid foundation on which platform services and IT systems of various institutions which have digitized their services for citizens have been further built and as a basis for the modernization of the administrative processes.



All these services make the digital infrastructure of the government. They have been developed by the Government using the most advanced digital technology, state-of-art cyber security solutions and are made available free of charge to the public authorities of the Republic of Moldova to further use them to digitize their public services and integrate them into their own IT systems.

In addition, any person of public or private law of the Republic of Moldova can request, on the basis of a legal agreement, to integrate with these digital infrastructure services managed by the Electronic Governance Agency and available 24/7.

Ensuring the success and increased uptake of the digital government infrastructure services requires taking into account the issues related to cyber security and users' data protection. A robust and secure infrastructure can help increase citizen's confidence in using these services.



GOVERNMENT
HOSTING
PLATFORM

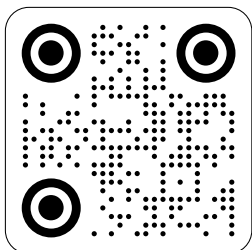


MCloud is a shared government IT infrastructure made available to all public entities to host their own information systems, which operates based on the cloud computing technology.

The purpose of the shared government technology platform **MCloud** is to optimize the costs related to the use of IT services. It contributes to reducing costs significantly, to improving performance of employees and, finally, to delivering better services.

Cloud technology allows different entities to use common applications, stored in a single data center. For this, they do not need servers and storage spaces. All they need is internet connection. In other words, by using MCloud, entities save resources, avoid maintenance costs and improve data management and information security.

The common technology platform MCloud was launched during the international seminar "Promoting Efficiency and Innovation across Government through Cloud Computing Technologies" and has brought the Republic of Moldova the international award «Best Cloud Project in Central & Eastern Europe». As of 2018, the Information Technology and Cyber Security Service is responsible for the development, implementation and maintenance of the shared infrastructure for Government - MCloud.



ELECTRONIC GOVERNMENT
AUTHENTICATION AND ACCESS
CONTROL SERVICE



mpass.gov.md

MPass is a government service providing a secure mechanism for authentication and control of access of users to the IT systems, including for using electronic services.

It is **MPass** that makes electronic authentication in the public platforms possible. Due to its integration with all types of valid digital signatures in the Republic of Moldova it allows for single sign-in; thus, no additional sign-ups on the platforms of service providers and creation of personal accounts are required.

Public institutions integrate their information systems and services with **MPass** in order to identify the users of online services. Sign in to **MPass** is possible with an electronic signature in a safe, controlled and secure way.





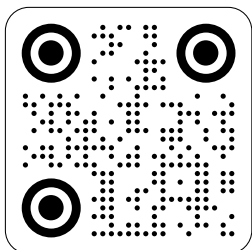
ELECTRONIC
GOVERNMENT
LOGGING SERVICE

MLog is intended to provide a secure mechanism for logging and auditing the events, which have a legal effect or value in process, taking place in an IT system. Logging involves recording events, time and actions, as well as other details of the events, so as to respond to the audit requirements of the owners of IT systems.

The principles of **MLog** operation are underpinned by the need to comply with the regulations on security of information protected by law, in particular those provided by the business sector, and protection of individual's personal data.

MLog makes it possible to monitor the use of IT systems depending on the purpose of use, such as accessing, processing and sending information, and the legal basis for such actions, in order to detect cases of unauthorized processing of information to prevent cases of abuse of office or other illegal activities.

MLog allows generating reports and analyses on the operation of IT systems, which can be used to assess the performance of public authorities or entities managing IT systems. The service is hosted by the technology platform **MCloud** and can be used free of charge under law by public authorities, autonomous public institutions and legal entities subject to private law.



INTEROPERABILITY
PLATFORM

MConnect is the national data highway and government technology solution, which ensures real-time data sharing between IT systems and authorities, without requiring individuals and businesses to provide certificates, paper evidence, extracts, supporting documents, reports etc.



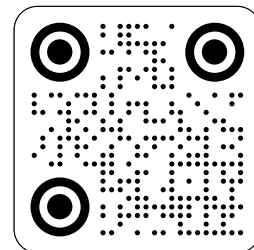
mconnect.gov.md

Objectives of MConnect

- Connecting IT systems and cooperation between public administration institutions for data sharing and delivery of efficient and quality services
- Improving the use of public funds
- Creating more convenience for citizens
- Implementing *ONCE ONLY* principle

The principles of data sharing through MConnect

- **Free data** – data are made available to the public participants free of charge
- **Availability** – data is equally available to any participant in data sharing
- **Legality of data sharing** – data is provided to a participant on condition that the latter mentions the purpose and the legal basis for processing the requested data set and complies with the security and confidentiality requirements
- **Authenticity** – data is presumed to be accurate, complete and reliable, while data providers must ensure their integrity and accuracy



The government data portal date.gov.md is a public information resource and serves as a one-stop shop for accessing open data, collected by authorities, public institutions, Government, except for the information that falls under the legislation on state secrets or other special legislation.

[Date.gov.md](https://date.gov.md) responds to 3 data-related initiatives of the Government of the Republic of Moldova:

- publishing open data sets (of ministries and central public administration institutions)
- implementation of public data search and access mechanisms
- ensuring controlled access to information for the entities that have a legal basis and purpose for this

Data is retrieved automatically and in real time through the **MConnect** interoperability platform by journalists, analysts, researchers, entrepreneurs, activists, people interested in preparing statistics, comparative analyses.

The data displayed on date.gov.md are grouped into two categories:

1

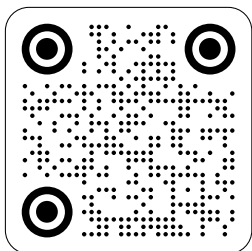
Public data

Data on legal entities (tax code, date of registration, legal address, information on administrator, debts to the state budget, permits).

2

Authorized data

for participants in data sharing, based on a legal basis and purpose.



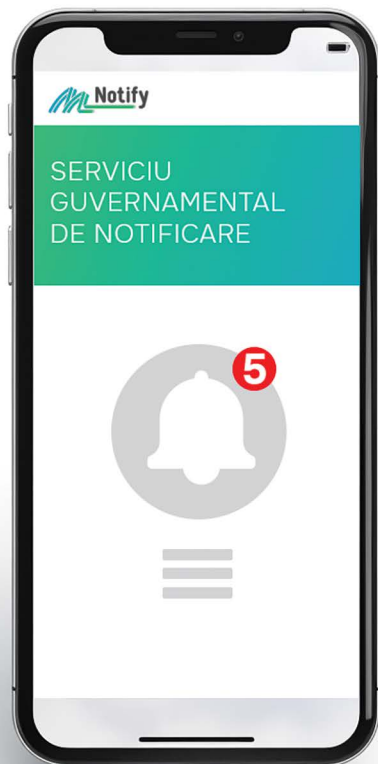
The **Semantic Catalog** is a digital government working tool intended for public authorities and institutions, autonomous administrative authorities owning state information resources, as well as for private legal entities which, on behalf of public authorities and institutions, manage or hold public information resources.

The **Semantic Catalog** ensures unification and standardization of definitions and classifiers, unambiguous description of data structures, re-use of such data and facilitates interaction on the **MConnect** interoperability platform.

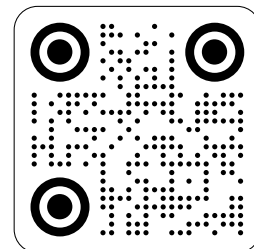
semantic.gov.md

The **Electronic Governance Agency** (EGA) is the entity designated to ensure data exchange and interoperability through the interoperability platform based on the semantic assets in the Semantic Catalog established by the Government. **EGA** manages the Semantic Catalog by identifying, entering, publishing, updating and deleting semantic assets.





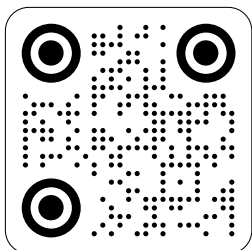
mnotify.gov.md



MNotify is a government service intended for electronic notification of public or private persons, allowing service providers, public authorities and institutions (senders) to send notifications to users (recipients) on issues related to application or processing steps or other important information. This relates to debts, fines, payments, allowances and other types of interactions between citizens and the State.

MNotify uses the following notification channels:

- ✓ the email indicated by the recipient
- ✓ the Citizen's Portal (mcabinet.gov.md)
- ✓ push notifications
- ✓ short messages (sms)
- ✓ instant messaging (chat) – Viber, Telegram, Whatsapp, Facebook Messenger



CENTRALIZED GOVERNMENT
PLATFORM INTENDED FOR STORING
AND SHARING DOCUMENTS

MDocs aims at improving public services by means of the digital government platforms available in the Republic of Moldova and reducing the use of paper documents.

The implementation of **MDocs** has multiple technological and organizational benefits:

- ✓ serves as a centralized data repository containing all documents generated during service delivery
- ✓ standardized process for sharing documents generated during service delivery
- ✓ digitization of the document sharing process for the public authorities that do not have their own high-performance IT solutions
- ✓ reduced service delivery costs
- ✓ encourages the electronic exchange of documents between citizens and public institutions
- ✓ document management



mdocs.gov.md

The government customer support service is a single point of contact with users of public services for handling incidents, complaints, queries, **FAQs** and requests for assistance in using public services in one place.

The automated mechanism for liaison with service users **MSupport** has been designed as a single interface, a point of contact between service users and providers, to provide advice and information and respond to the feedback received from service users, including recommendations from the latter on improving the quality of public services.

MSupport objectives:

- ✓ Improve quality of public services
- ✓ Increase efficient interaction between service providers and service users
- ✓ Reduce failures in IT systems
- ✓ Quickly fix deficiencies when requesting services
- ✓ Record and manage all incidents
- ✓ Reduce time for handling citizens' complaints
- ✓ Eliminate redirection from one official/institution to another
- ✓ Social inclusion of vulnerable groups
- ✓ Increase satisfaction among service users
- ✓ Improve quality of public services delivered to citizens
- ✓ Increase public trust in digital public services

ELECTRONIC PORTALS AND SERVICES FOR CITIZENS AND BUSINESSES

The wide range of electronic government services presented below includes digital platforms and services that allow individuals to obtain information, fill in and file applications, start and close businesses, pay taxes and fines, sign electronic documents and receive documents without going to public service providers. These digital services and platforms have been developed by the Electronic Governance Agency with the World Bank Group support to contribute to the digital transformation objective of the Government of the Republic of Moldova in order to eliminate bureaucracy and burdensome procedures, thus enabling a simple, quick and transparent interaction between citizens and public administration and high quality public services in line with the European and international standards.

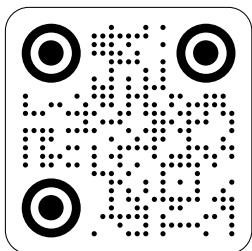
The benefits of online interaction in service delivery

- ✓ **reduced corruption**
- ✓ **better public services**
- ✓ **increased participation of citizens in decision-making**





- ✓ **Accessibility and availability 24/7:** Digital services can be accessed any time of the day, any day of the week, without bureaucratic barriers, barriers related to borders, travel, with reduced time and financial costs and with no need to stand in line. It eliminates the limitations imposed by traditional working hours and reduces queues and waits in government institutions.
- ✓ **Reduced corruption and extra costs:** Citizens can submit applications and documents online without interacting directly with the human factor, thus minimizing corruption scenarios. The access to electronic services reduces the travel costs to the governmental institutions and allows citizens to save time – the most valuable resource.
- ✓ **Transparency and traceability:** Citizens can check the status of their applications in real time, which leads to greater transparency in dealing with the public administration.
- ✓ **Financial savings:** Both citizens and government institutions can save money by eliminating the costs related to the use of paper, travel and handling of paper documents.
- ✓ **Digital inclusion and reduced inequality:** The electronic government services contribute to increasing the access to public services for the individuals from remote areas or who have mobility issues. Using the e-government tools, anyone can use public services, control the data about themselves held in the state registers, involve, participate and engage in the social life, without discrimination based on gender, religion, social status etc.



GOVERNMENT
ELECTRONIC SIGNATURE
SERVICE

The electronic signature is a person's identity in the online environment. According to the law, the signature applied on an electronic document has the same legal effect as the handwritten signature (holographic).

The electronic signature is issued to natural and legal persons for the purpose of legal, secure and safe interactions in the online environment.

Types of electronic signatures:

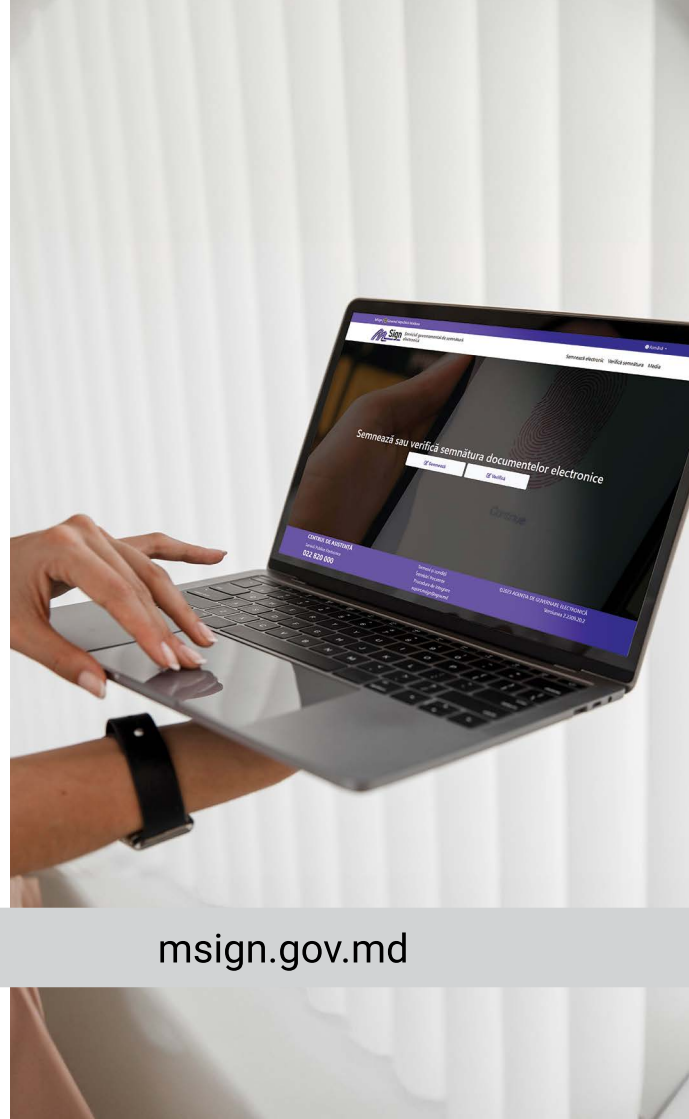
- Electronic signature on **USB token**, issued by **STISC**
- Mobile electronic signature from mobile network operator, installed on the **SIM card**

Benefits:

- ✓ Access to all the electronic public services
- ✓ Simplified process of requesting services
- ✓ Allows granting electronic powers
- ✓ Allows signing and verification of documents
- ✓ Allows authentication in IT systems

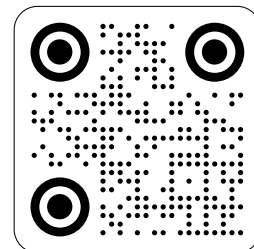


msign.gov.md





ELECTRONIC GOVERNMENT PAYMENT SERVICE



MPay is the only government platform that allows paying online for public services, any time of the day and regardless of where you are, without having to go to service providers or stand in line. It is an electronic mechanism for paying taxes, fees, fines, licenses, records, extracts, certificates and other, including for transferring salary payments, allowances to citizens and other payments relating to the national public budget.

The benefits of MPay:

- ☒ payments can be made with any available payment methods
- ☒ no extra fees
- ☒ safe and easy
- ☒ public services are just a click away

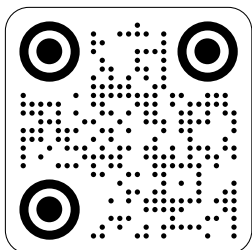
Payment methods:

- 1** go to mpay.gov.md and select the service
- 2** scan the **QR code** of the invoice
- 3** pay at payment terminal

mpay.gov.md



MPay can be accessed by users who do not hold an electronic signature



SERVICE
FOR GRANTING
POWERS REMOTELY

With the help of **MPower**, holders of electronic signature can independently authorize third parties to obtain public services such as: file applications, receive documents, register vehicles, receive civil status documents, permits, cadastral documents, submit registration documents to educational institutions and dozens of other public services available on the basis of electronic powers.

The regularly updated full list of powers available through **MPower** can be found on the website mpower.gov.md.

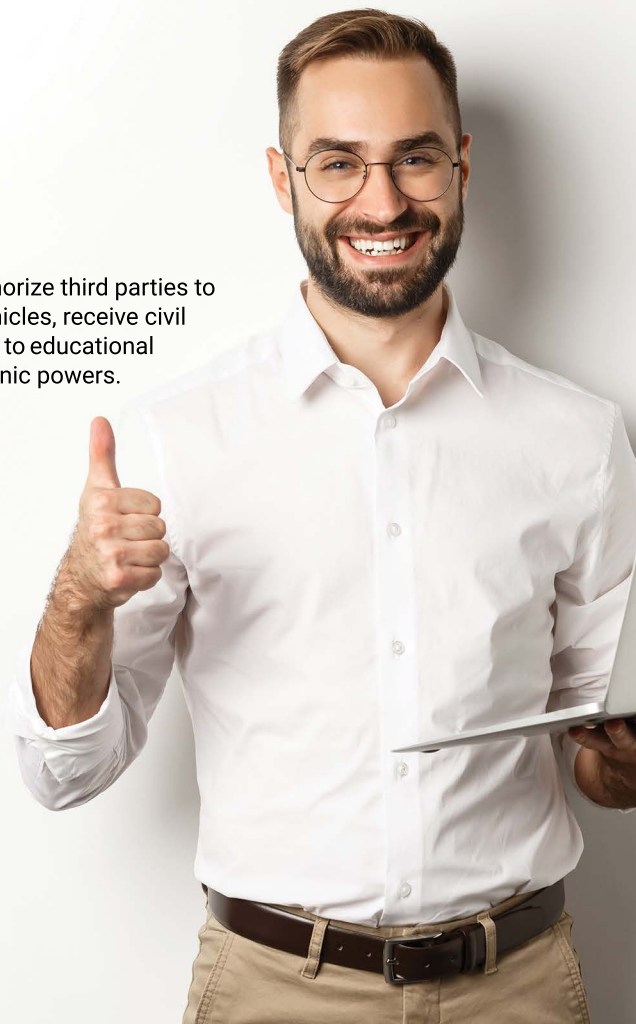
The remote authorization service MPower is free of charge and can be successfully used by all the citizens of the Republic of Moldova who hold electronic signatures.

With the help of the mpower.gov.md platform, natural or legal entities can grant, check or withdraw powers.

The person granted any specific powers can reject them.

To grant powers to a person, follow the steps indicated on the website. The process is intuitive and many sections will be pre-filled after the system identifies you based on the electronic signature.

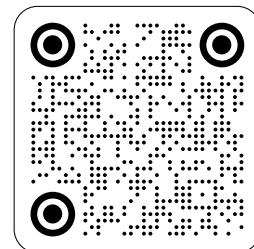
mpower.gov.md





Delivery

GOVERNMENT DOCUMENT
DELIVERY SERVICE



MDelivery is an innovative government service enabling the delivery of documents to the indicated address in the Republic of Moldova and abroad.

With the help of **MDelivery**, Government ensures service delivery fully remotely. Therefore, individuals and businesses requesting public services do not need to visit government institutions to pick up paper documents, which can be delivered to their door.

MDelivery

- makes public services more accessible
- automates the process of placing and delivering an order
- reduces the costs of interaction between service providers – service suppliers – individuals and businesses

To place a delivery order on MDelivery choose one of the two options:

Remotely:

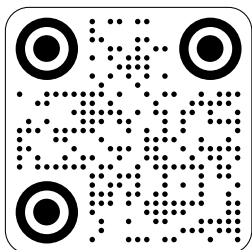
- 1 Visit the public services portal
- 2 Choose the service
- 3 Log in through **MPass** with the help of the electronic signature
- 4 Tick the box document delivery and fill in delivery data
- 5 Pay the fee for the requested document and the delivery fee using **MPay**
- 6 Track order status through **MPay** using the tracking number

In the multifunctional center:

- 1 Fill out the application at the Multifunctional Center
- 2 Tick the **MDelivery** option for delivery
- 3 Tell the operator all the delivery information
- 4 Pay the fees for documents and delivery using **MPay**



mdelivery.gov.md



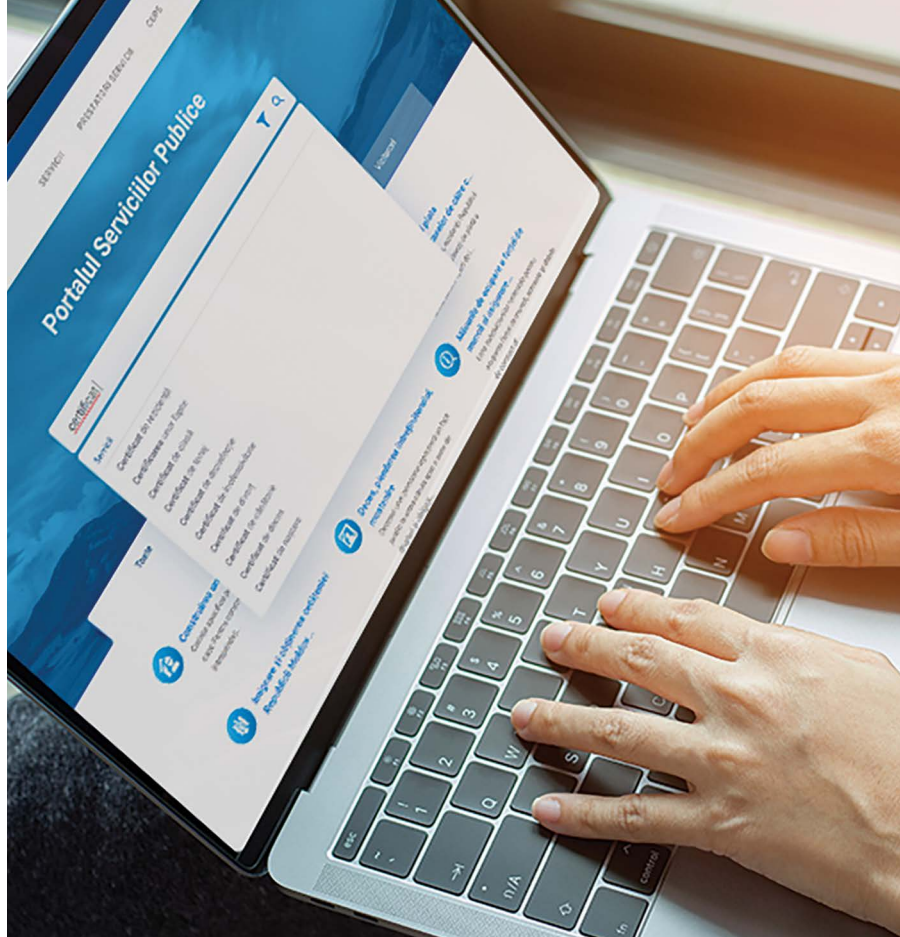
PUBLIC
SERVICES
PORTAL

The Public Services Portal is the single point of access to the information about the public services delivered by the public authorities in the Republic of Moldova.

PSP offers citizens access to hundreds of digital services grouped by life events and has a user-friendly interface and an advanced search engine.

Natural and legal persons can quickly and easily obtain information about all the public services currently available in the Republic of Moldova, the steps, fees and all the details related to the public services intended for nationals, private sector and foreigners, life events, business events and service providers, and the information is adjusted according to the European Vocabulary of Public Services.

Business representatives can find essential information about starting, running and closing a business and have all the tools they need to interact online with all the providers of public services.



servicii.gov.md



GOVERNMENT PORTAL
OF THE CITIZEN AND
LEGAL ENTITIES

MCabinet is an innovative electronic government service intended for all natural and legal persons in the Republic of Moldova, available in any part of the world, stemming from the citizens' right to have access to documented information about themselves and their businesses.

MCabinet gives any citizen access to the data in the state information registers – in one place, with an electronic signature. All the citizens and entrepreneurs in the Republic of Moldova have a virtual personal cabinet, which can be accessed on mcabinet.gov.md using the electronic signature.

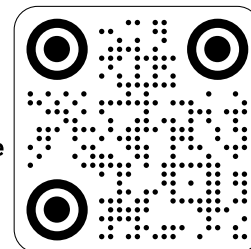
Go to mcabinet.gov.md and choose the option: personal cabinet or corporate cabinet (if you own a business) and explore the displayed data blocks.

In MCabinet data are provided directly by the public institutions and are regularly updated. You can download documents and you can also see when and what institution accessed your data and for what purpose.

- ✓ The information about yourself and your company in one place and access to information 24/24
- ✓ Increased security of data
- ✓ Alert system to notify you when documents expire
- ✓ The possibility to obtain extracts from state registers online

MCabinet contains a wide range of information:

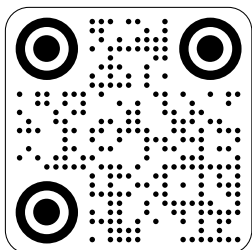
- ✓ your identity documents
- ✓ status of insurance and social contributions
- ✓ assets
- ✓ fiscal status
- ✓ bank accounts and debts
- ✓ education information (diploma)
- ✓ family doctor
- ✓ border crossings
- ✓ representation powers
- ✓ enforcement files
- ✓ information about the owned or managed companies



mcabinet.gov.md



The portal is being developed constantly to provide users useful and quality services.



The automated information system for management and issuance of permits (SIA GEAP) is the single access platform intended for businesses and the public authorities issuing permits, providing all the tools required to manage and receive permits. **SIA GEAP** also serves as a trade-related information resource and as a one-stop-shop for submitting notifications regarding trade activity under law.



actpermisiv.gov.md

Applicants can apply for permits:

Using the **electronic signature** on the Public Services Portal (servicii.gov.md) or the **SIA GEAP** portal (actpermisiv.gov.md)

- 1 Go to actpermisiv.gov.md
- 2 Log in using your electronic signature
- 3 Go to [Personal/Corporate Cabinet](#)
- 4 Choose the document from the list of available documents
- 5 Check the list of supporting documents, legislation, validity, fee and delivery time
- 6 Click [Apply for permit](#)
- 7 Fill in all the required information about **Applicant** and **Beneficiary** (including type of application, ID number, address and other)
- 8 Attach the documents required to receive the permit and sign the application electronically
- 9 Choose the preferred channel for receiving the document
- 10 Pay the fee for issuance of the document (if appropriate)
- 11 Track the status of your application in the [Personal/Corporate Cabinet](#)

Without electronic signature, at the territorial units of the issuing authorities, which will register the application directly in SIA GEAP.

SIA GEAP registrars are:

- 1 local public administration authorities
- 2 authorities issuing permits

INTEGRATED WITH

MPass

MSign

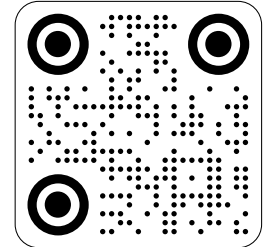
MPay

MNotify

MConnect



REGISTER OF STATE INFORMATION RESOURCES AND SYSTEMS



The “Register of State Information Resources and Systems” (hereafter - Register) is an information system which aims to provide public authorities and institutions with an efficient, reliable and modern mechanism for recording and tracking state information resources and systems.

The objectives of the Register IS:

- 1 keep record of the state information resources and systems
- 2 publish information on state information resources and systems registered in the Register IS
- 3 improve the quality of information on state information resources and systems and facilitate their interoperability
- 4 facilitate the re-use of existing technical solutions
- 5 assist developers of information systems by presenting the ready elements of information systems

The functions of the Register IS:

- ✓ form the information resource held by public authorities
- ✓ ensure availability of information by providing access to the data in the Register IS to public or authenticated users
- ✓ ensure the quality and consistency of information about state information resources and systems

The tasks of the Register IS:

- 1 register, update, and delete state information resources and systems from the Register IS
- 2 keep record of information relating to owners and holders of state information resources and systems
- 3 keep record of information relating to state information resources and systems
- 4 generate statistics and reports
- 5 increase users' awareness of existing and upcoming information resources and systems;
- 6 display data on state information resources and systems

rsi.gov.md

INNOVATIONS IN VERNANCE

Innovation and technologies used in the public interest bring more transparency in the public sector, increase the accessibility of public services, reduce service delivery and administration costs, eliminate complexity by maximizing the re-use of data and opportunities offered by technologies, generate added value for citizens as well as for public administrations, creating alternatives for citizens and providing administrations with efficient solutions.





FRONT OFFICE DIGITIZATION PLATFORM FOR THE DEVELOPMENT OF E-SERVICES

The Front Office Digitization platform (FOD) is a system developed by the Electronic Governance Agency that enables quick development and digitization of public services. FOD parts are used to easily and quickly configure and develop individual systems for public service providers. FOD can be integrated with any information system (back-office) of service providers. The main beneficiaries of the services developed based on the FOD platform are individuals, businesses and public service providers.

FOD platform is a sustainable technical infrastructure that helps to simplify the process of applying online for public services, minimize the processing time and ensure efficient service delivery operations.

As a result, users do not have to go to public service providers to request, pay for or receive a service. When only electronic documents are requested, such documents are delivered exclusively via electronic channels. This platform is integrated with all e-government systems such as MConnect, MPass, MPay, MNotify and many others. A number of public services have already been digitized on the platform, while others are under way.

The Electronic Governance Agency of the Republic of Moldova (EGA) has won the Digital Service Design Special Prize in the contest organized by the International Telecommunication Unit and GovStack. The award was given for the most successful digital solution during the World Summit on the Information Society Forum #WSIS Forum 2023 that took place in Geneva, Switzerland.

e-APL (e-LPA) platform

The **e-APL** (e-LPA) is a platform intended for the local public authorities aimed at:

- ✓ improving interaction with citizens
- ✓ improving performance of local governments
- ✓ reducing administrative burden for both citizens and local governments

Based on the needs and challenges identified by the local governments, 3 key directions for the development of the platform have been established:

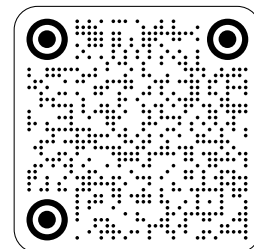
- 1 Ensuring access to the data needed for proper budget planning, delivery of local services, including social services etc
- 2 Digitization of the registrar position in the local governments to ensure registration of LPA's documents and events in the State Registers
- 3 Digitalization of local public services by re-using existing services, information resources, digital tools successfully used by the central authorities

The Electronic Governance Agency is committed to provide all the necessary technological, methodological and legal support for the development and implementation of the e-LPA platform, which will help all local governments align to the provisions of the Law on public services.





CENTRUL UNIFICAT DE PRESTARE A SERVICIILOR PUBLICE



The Unified Service Delivery Centers or **CUPS** are located in various rural localities of the Republic of Moldova and are an innovative concept implemented by the **Electronic Governance Agency** with the support of the **World Bank Group** under the **Modernization of Government Services** project.

CUPS are intended to remove the bureaucratic and financial barriers in service delivery, bring public services closer to citizens, save them trips to the district center and help them to develop digital competences to use confidently electronic public services.

How does it work?

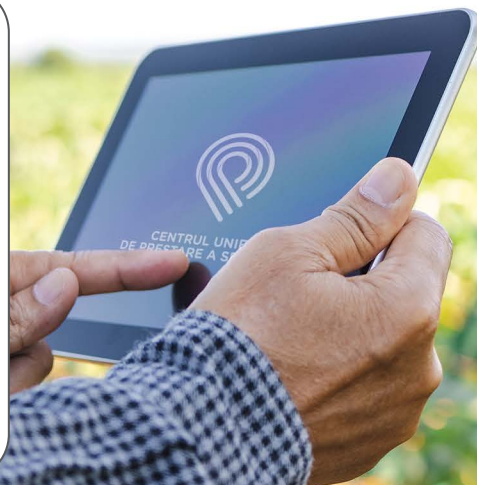
A third party institution (the town hall or consular office where **CUPS** operates) receives the documents from citizens, while the public service provider processes them and issues the document.

CUPS means support in accessing electronic services through:

- ✓ free access to a PC connected to the Internet
- ✓ assistance and guidance from CUPS officers

In CUPS every visitor can:

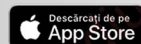
- 1** get information about a public service and the list of documents required to apply for that public service, the responsible institution and how much the service costs
- 2** file applications online, track the status of application or pick up requested documents
- 3** pay for the public services (taxes, fees)
- 4** use the digital government tools





MobiSign

DIGITAL IDENTITY AND SIGNATURE





evo

UNIVERSAL MOBILE
APPLICATION

evo is a government application that brings together various services into one central, modular and easy-to-use platform. It gives citizens access to data and a wide range of public services, from paying taxes to applying for permits and licenses, all from their personal mobile device.

The application has the following modules:

Digital documents

to view and share documents
(ID, driving license etc.)

Payments

to pay fines, taxes, public and private services
through the application

Personal data

to access and view the data held
by state institutions

Public services

reliable information about
public services and how
to apply and receive them online

Smart QR

to generate transactions and documents,
share information, for contactless registration
and mobile payments

Powers and authorizations

to manage powers or authorizations
for natural and legal persons

Notifications

relevant information, such as reminders and
notifications about appointments, invoices,
fines, expired documents etc.

e-Democracy

active participation of citizens in the decision
making process, electronic petitions, opinion
polls etc.

Using **evo** app is a simple, intuitive, enjoyable and effortless experience.

Increased accessibility

Simplicity

Convenience



PRACTICAL RECOMMENDATIONS AND ADDITIONAL RESOURCES

- 1** Use an electronic signature. Choose strong passwords and do not tell them to anyone. Update passwords regularly to keep your data secure.
- 2** Carefully read the requirements and what documents are required to receive a public service on the Public Services Portal (servicii.gov.md). Before filling out the online application form, make sure all the required documents are valid and at hand.
- 3** Before submitting an online application or form, make sure you have filled in all the information correctly and that the application contains no errors.
- 4** Make sure to use the official platforms. Official platforms have the “gov” extension (e.g., mpay.gov.md, mpower.gov.md). Never give personal or financial information through unreliable sources.
- 5** Familiarize yourself with the information platforms and systems, read the guidelines and instructions to understand how to navigate and use public services efficiently. You will find tutorials on each digital service on the websites of the Electronic Governance Agency.
- 6** Follow the website of the Electronic Governance Agency – egov.md to find out about the new functionalities of the electronic services and the latest information about the new e-government products and services.