

# **TERMS OF REFERENCE**

**For the development of the Petition Information Management  
System of the Parliament of the Republic of Moldova  
(e-Petition)**

# CONTENTS

<b>Introduction .....</b>	<b>5</b>
<b>1. Overview .....</b>	<b>7</b>
1.1. Terms used in the terms of reference.....	7
1.2. Legal framework related to the development of the information system .....	9
1.3. Basic principles of the information system.....	10
1.4. Goal, objectives and tasks of the information system.....	11
<b>2. Business model of the object of automation .....</b>	<b>13</b>
2.1. Information objects of the information system.....	13
2.2. Information flows and operational levels.....	15
<b>3. Architecture of the information system.....</b>	<b>16</b>
<b>4. Stakeholders and roles of the information system .....</b>	<b>19</b>
4.1. Business roles of the information system .....	19
4.2. Owner of the information system.....	19
4.3. Administrator of the information system .....	19
4.4. Users and their roles in the system.....	20
4.5. Interaction with other information systems .....	22
<b>5. Functionalities of the information system.....</b>	<b>24</b>
5.1. Functions of the information system.....	24
5.2. Scenarios of access to the services of the information system .....	28
5.2.1. Scenario of processing petitions filed in audience.....	28
5.2.2. Scenario of processing petitions sent by post.....	30
5.2.3. Scenario of processing petitions filed online.....	31
5.2.4. Scenario of appointment for audience with the Leadership of PRM.....	33
5.3. User interface of the information system.....	34
5.4. Reporting, audit and statistics module.....	36
<b>6. Requirements for the information system.....</b>	<b>38</b>
6.1. Functional requirements for the information system .....	38
6.1.1. UC01. Submit petition.....	38
6.1.2. UC03. Submit petition online.....	38
6.1.3. UC04. Import automatically Petitioner data .....	39
6.1.4. UC05. Write petition and attach copy of documents .....	39
6.1.5. UC06. Authenticate and sign petition.....	40
6.1.6. UC07. File petition in audience .....	40
6.1.7. UC08. Receive notifications.....	40
6.1.8. UC09. Track petition.....	41
6.1.9. UC10. Fill in petition file .....	41

6.1.10.	UC11. Attach copies of documents.....	42
6.1.11.	UC12. Enter data related to the petition review process .....	42
6.1.12.	UC13. Print documents.....	43
6.1.13.	UC14. Manage Petitioner Profile.....	43
6.1.14.	UC15. Search information .....	43
6.1.15.	UC16. Generate reports .....	44
6.1.16.	UC17. View petition file.....	45
6.1.17.	UC18. Insert resolution.....	45
6.1.18.	UC19. Process petition.....	45
6.1.19.	UC20. Fill in reply to petition .....	46
6.1.20.	UC21. Insert petition in audience.....	47
6.1.21.	UC22. Fill in petition-related metadata.....	47
6.1.22.	UC23. Monitor petition.....	47
6.1.23.	UC24. Schedule audience with the Leadership of PRM.....	48
6.1.24.	UC25. Approve petition review .....	48
6.1.25.	UC26. Close petition .....	49
6.1.26.	UC27. Delete petition files.....	49
6.1.27.	UC28. Administer roles and rights .....	49
6.1.28.	UC29. Administer nomenclatures and metadata .....	50
6.1.29.	UC30. Administer document templates .....	50
6.1.30.	UC31. Other administrative activities.....	51
6.1.31.	UC32. Register documents .....	51
6.1.32.	UC33. Log events.....	52
6.1.33.	UC34. Notify users.....	52
6.2.	Non-functional requirements of the information system.....	52
6.2.1.	General and performance requirements of e-Petition.....	52
6.2.2.	Security and protection requirements .....	54
6.2.3.	Requirements for software, hardware and communication channels.....	55
6.2.4.	Documentation requirements for the information system.....	57
6.2.5.	Maintenance requirements for the information system.....	57
<b>7.</b>	<b>Output and deliverables .....</b>	<b>59</b>
<b>8.</b>	<b>Implementation stages of e-Petition .....</b>	<b>60</b>
<b>9.</b>	<b>Bidding requirements .....</b>	<b>61</b>
9.1.	Requirements for the institutional capacity of bidders .....	61
9.2.	Requirements for staff qualifications of the bidder.....	61
	<b>Annex 1. Petition register card .....</b>	<b>63</b>
	<b>Annex 2. Guidelines for filling in the petition register card.....</b>	<b>65</b>
	<b>Annex 3. Template of the list of petitions taken under control.....</b>	<b>66</b>
	<b>Annex 4. Template of cover of petition file.....</b>	<b>67</b>

**Annex 5. Template of Audience Sheet..... 68**  
**Annex 6. Template of resolution of the Leadership of PRM ..... 69**  
**Annex 7. Template of PAD performance report by geographic area ..... 70**  
**Annex 8. Template of PAD performance by field ..... 71**



## Introduction

With a view to enhancing the efficiency of organizing and monitoring of the petition management process, the *Parliament of the Republic of Moldova* intends to develop a new information system which will enable a more efficient management of all petition-related information coming to the *PRM*. **The *Petition Management Information System of the Parliament of the Republic of Moldova (e-Petition)*** shall serve as an effective tool for managing the process of petition reception and processing, in compliance with the petitioning procedures as provided for by law.

The developing of an Information System, which will provide for an automated management of information related to the petitions sent to the Parliament of the Republic of Moldova, will enable the *Petitions and Audience Division* of the *PRM* to provide quality services and align the technologies used by the *PRM* to European standards. The use of the information system *E-Petition* will reduce bureaucracy, time and costs of registering and retrieving information related to petitions sent to *PRM*. Also, the *e-Petition* information system will be instrumental in the timely retrieval of data and reports on the activity of the *Petitions and Audience Division*.

This will increase the transparency of the activity of the *Petitions and Audience Division* in particular, and of the Parliament of the Republic of Moldova in general (citizens will be able to file petitions online, track the course of petitions, access public information in the data collection of the *e-Petition*) as well as the performance of the activity of all subdivisions of *PRM* related to the process of petition management and monitoring.

The development and implementation of *e-Petition* will contribute to strengthening the capacity of the Parliament to observe and promote human rights, as well as the access of authorised users within *PRM* to:

- public information;
- decision-making process;
- provision of transparent and effective public services.

In developing and implementing the *e-Petition* system priority shall be given to ICT technologies accepted in the industry, based on web interfaces which can integrate with all relevant internal and external subsystems with which the Parliament interacts. The long-term objective is the transition to using digital documents only, thus significantly reducing the number of persons having access to traditional paper documents.

The direct beneficiaries of the *e-Petition* can be:

- the citizens of the Republic of Moldova;
- Moldovan companies;
- the staff of *PRM*;
- Members of Parliament;
- competent bodies in reviewing petitions (central and local authorities).

Below are listed the advantages the *e-Petition* system will bring to the Parliament of the Republic of Moldova:

- reduction of the costs of petition processing (writing, reception, processing, monitoring, tracking, closing, printing, archiving, etc.)
- automatic notification and information of petitioners about the stage of processing their petitions;
- provision of interfaces and mechanisms to file petitions online;
- effective control of access to digital documents and files of petitions;

- better quality of documents and files;
- shorter times for retrieving and accessing documents and petition files;
- keeping track of the activity and performance of authorised users;
- standardisation of documents, exclusion of redundancy, diminishing complexity of the system of process documents (standardisation and automation of document generation and archiving processes).

This document presents a conceptual vision on the development and functioning of *e-Petition* and covers aspects such as the goal and objectives, the principles, main characteristics, functionality and conceptual architecture of the information system etc.

## 1. Overview

The Information System *e-Petition* represents a software the main goal of which is the automation of management, monitoring and tracking processes of petitions coming to the Parliament of the Republic of Moldova, through which the following objectives will be achieved:

- automation of filing and processing of petitions;
- transition to digital processing of petition files;
- connection with the information subsystems relevant for the activity of *PAD*;
- connection with *LPA* and *CPA* relevant to petition;
- monitoring the compliance of legal procedures of petition filing and examination;
- prevention of abuse and violations of the law during the process of petition examination;
- provide support to the leadership of PRM to monitor the activity of *PAD* in general and of *PAD* staff in particular;
- collection and analysis of information necessary to ensure the enforcement of principles and mechanisms provided for in the law on petitioning;
- ensure the petitioners' right to information on the process of petition examination.

### 1.1. Terms used in the terms of reference

All the acronyms and abbreviations used in this document are presented in the table below.

**Table 1.1. Acronyms and abbreviations used in this document**

Nr.	Acronym/Abbreviation	Description
1.	CPA	Central Public Authorities
2.	DB	Data Base
3.	DBMS	Data Base Management System
4.	e-Petition	The Petitions Management System of the Parliament of the Republic of Moldova
5.	ICT	Information and Communications Technologies
6.	IS	Information System
7.	ISDAP	Information System „Digital Archive of The Parliament of the Republic of Moldova”
8.	IISP	Integrated Information Space of the Parliament
9.	IT	Information Technologies
10.	TLS/SSL	TLS Protocol or its predecessor, SSL Protocol are cryptographic protocols which ensure secure communication between two nodes of a computer network for actions such as visiting web pages, e-mail, internet, fax, instant messaging and other data transfers.
11.	LPA	Local Public Authorities
12.	PAD	Petitions and Audience Division
13.	PRM	The Parliament of the Republic of Moldova
14.	SRP	State Registry of Population

Nr.	Acronym/Abbreviation	Description
15.	SRLE	State Registry of Legal Entities

The terms frequently used in this document are described and explained in table 1.2.

**Table 1.2. Definitions of the terms used in this document**

Nr.	Term	Description
1.	Credentials	Set of attributes that define the identity and authenticity of users and systems within information systems.
2.	Data	Elementary information units about people, subjects, facts, events, phenomena, processes, objects, situations, etc. presented in a form that allows their notification, commenting and processing.
3.	Database	Set of data organized according to a conceptual structure that describes the basic characteristics and the relationship between entities
4.	Digital Document	Information in digital format created, organized, processed, stored, transmitted by computer, other equipments or software and hardware, signed with a digital signature.
5.	Digital file of the petition	The set of all data and digital documents that are related to a petition sent to the Parliament of the Republic of Moldova.
6.	Data accuracy	Level of correspondence of data stored in computer memory or documents to the actual state of the objects in the system that are reflected by these data.
7.	Data integrity	Status of data when it retains its contents and are interpreted unambiguously in cases of random actions. Integrity is considered preserved if the data has not been altered or damaged (deleted).
8.	Document management	The set of procedures used to capture, manage, store, maintain, deliver and destroy documents within an organization. In this context, the term "document" can be attributed to a vast number of information assets, including images, text documents, graphics and drawings, and modern information objects such as web pages, e-mail, instant messages or video files.
9.	Personal data	Any information relating to an identified or identifiable natural person (the subject of personal data). In this respect an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more specific elements of his physical, physiological, mental, economic, cultural or social identity.
10.	Information object	Virtual representation of existing material and non-material entities.
11.	Information system	Information processing system, along with associated organizational resources such as human and technical resources that provide and distribute information.
12.	Information and communication technology	Term that includes all technologies used for sharing and handling of information
13.	IT system	Set of software and hardware which ensures the automated processing of data (automated component of the information system).
14.	Petition	Any request, complaint, proposal or notification addressed to relevant bodies, including the preliminary application contesting an administrative act or a failure to resolve a request within the time established by law.

Nr.	Term	Description
15.	Petitioner	Natural or legal person who files a petition.
16.	Logging	Function of logging information about events. In Information Systems event logs include details such as date and time, user and action taken.
17.	Metadata	Way of assigning semantic value to data stored in the database (data about data).
18.	Workflow	Administrative process of an organization over which tasks, procedures and information are processed and executed in a specific sequence dictated by predetermined rules (rules of procedure) in order to manufacture a product or provide a service.

## 1.2. Legal framework related to the development of the information system

The legislative and normative framework based on which the E-Petition System will be developed is composed of the national legislation, international treaties as well as the European and international recommendations in this area. The procedures for developing and using this information system are regulated by the following legal and normative acts:

1. *Law on petitioning Nr. 190-XII of 19.07.1994*, Official Monitor Nr. 6-8 of 24.01.2003, Official Monitor Nr. 4 of 08.09.1994.
2. *Government Decision Nr. 208 of 31.03.1995 approving the secretarial Guidelines related to petitions of natural a legal persons addressed to state bodies, enterprises, institutions and organizations of the Republic of Moldova*, Official Monitor Nr. 24 of 05.05.1995.
3. *Law on the Code of Conduct of Civil Servants Nr. 25 of 22.02.2008*, Official Monitor Nr. 74-75 of 11.04.2008.
4. *Law on the protection of personal data Nr. 133 of 08.07.2011*, Official Monitor Nr. 171-175 of 14.10.2011.
5. *Government Decision approving the Requirements for securing personal data processed by information systems of personal data Nr. 1123 of 14.12.2010*, Official Monitor Nr. 254-256 of 24.12.2010.
6. *Law on registries Nr. 71-XVI of 22.03.2007*, Official Monitor Nr. 70-73/314 of 25.05.2007.
7. *Law on access to information Nr. 982-XIV of 11.05. 2000*, Official Monitor Nr. 88 art. Nr. 664 of 28.07.2000.
8. *Law on digital document and digital signature Nr. 264-XV of 15.07.2004*, Official Monitor Nr. 132-137/710 of 06.08.2004.
9. *Government Decision on the Centers for the certification of public keys Nr. 945 of 05.09.2005*, Official Monitor Nr. 123-125 of 16.09.2005.
10. *Government Decision approving the Regulation on the mode of application of the digital signature in digital documents of public authorities nr. 320 of 28.03.2006*, Official Monitor Nr. 51-54 of 31.03.2006.
11. *Law on informatization and the state information resources Nr. 467-XV of 21.11.2003*, Official Monitor Nr. 6-12/44 of 01.01.2004.
12. *Law on informatics Nr. 1069-XIV of 22.06.2000*, Official Monitor Nr. 073 of 05.07.2001.
13. *Government Decision approving the Strategic Programme of technological modernization of governance (e-Transformation), nr. 7104 of 20.09.2011*, Official Monitor Nr. 156-159 of 23.09.2011.

14. *Standard of the Republic of Moldova SMV ISO CEI 15288:2009, „System and software engineering. System life-cycle processes“.*
15. *Technical regulation „Software life-cycle processes“ RT 38370656-002:2006, Official Monitor Nr. 95-97/335 of 23/06/2006.*
16. *Instruction on working with documents in the Parliament of the Republic of Moldova, approved by decision of the Standing Bureau of the Parliament of the Republic of Moldova nr. 13-XVI of 07.12.2005.*
17. *Report on IT needs of the Parliament of the Republic of Moldova, developed with support from UNDP, June 2011.*
18. *Plan for the strategic development of the Integrated Information Space of the Parliament of the Republic of Moldova 2011-2015, approved by decision of the Standing Bureau of the Parliament of the Republic of Moldova nr. 13 of 27.07.2011.*
19. Other laws, normative acts, standards in the area of ICT.

According to the *Law on informatization and state information resources Nr. 467-XV*, article 11, the development of *e-Petition* falls into the category of state information resources and therefore, according to art. 21 of this law, it has to take into account the policy of state information resources, developed by the *Ministry of Information Technology and Communications (MITC)* and approved by the *Government of the Republic of Moldova*.

According to the *Concept of the automated information system „Registry of state information resources and systems“* adopted by *Government Decision nr. 1032 of 06.09.2006* it is necessary to certify *e-Petition* and register it in the *Registry of state information resources and systems*, managed by MITC. Following registration an IS identifier will be issued to the owner.

Another legal requirement to be complied with is the securing of personal data processed by *e-Petition*. According to the *Law on the protection of personal data nr. 133 of 08.07.2011* it is mandatory to ensure confidentiality of personal data. Moreover, according to this law, the owner of *e-Petition* is obliged to register these information systems in the *State Registry of personal data operators*, which is managed by the *National Centre for Personal Data Protection*.

### **1.3. Basic principles of the information system**

In the designing, building and implementation of the information system the following principles must be taken into account:

- **Principle of legality:** the creation and usage of the system must comply with the national legislation and international standards;
- **Principle of division on levels of architecture:** independent design of subsystems of *e-Petition* according to interface standards between levels;
- **Principle of Service Oriented Architecture (SOA):** is a distribution of the functionality of an application in structured collections of discrete software modules, known as services, that collectively provide the complete functionality of a large or complex software application.
- **Principle of data security:** entering data in a system using only authorized and authenticated channels;
- **Principle of information security:** ensuring an adequate level of integrity, selectivity, accessibility and efficiency of data protection against loss, alteration, damage and unauthorised access.
- **Principle of accessibility of public information:** implementation of procedures to ensure access to public information provided by the IT solution.

- **Principle of transparency:** design and implementation according to the modular principle, using transparent ICT standards.
- **Principle of expandability:** possibility to expand and new functions to the information system or improve the existing ones;
- **Principle of priority of the first person / single centre:** presupposes the existence of a high-ranking official having sufficient decision making power with a view to creating and using the system;
- **Principle of scalability:** ensuring a stable performance of the IT solution to cope with the increasing amount of data and usage of the information system;
- **Principle of simplicity and user-friendliness:** use of visual, ergonomic and logical principles in the design of all applications, technical means and software accessible to users.

In particular, for the architecture of the information system, emphasis will be made on the following overarching principles:

- Implementation of a client-server solution with authorized access to the interface and to data;
- adequate security to protect information system and subsystem components against unauthorized use or disclosure of personal information or of information with limited accessibility;
- treating information as an asset and its proper management;
- developing and implementing the information system with a possibility of using it for other purposes and with the perspective of developing new functionalities;
- minimizing the number of different technologies and products which provide the same functions or have a similar purpose;
- ensuring a high speed of processing requests;
- a disaster recovery capability needs to be provided for the proposed IT solution (ensuring the physical security of the IT solution ) as part of the implementation plan.

#### **1.4. Goal, objectives and tasks of the information system**

The main goal of the *e-Petition* is to provide the *Petitions and Audience Division* of the *PRM* with an software to be used as support for automating the process of writing, receiving, processing and monitoring petitions addressed to the *PRM*.

The IT solution will automatically log all users' actions with details of parameters of information and requests related to the process of petition management.

The main advantage of *e-Petition* is that it will enable the *PAD* and the authorized users within the *PRM* to follow in real time all the events related to the process of writing/ sending/ receiving/ examining/ closing a petition.

*e-Petition* will provide petitioners with a public WEB interface which will enable them to write and sent petitions online, track their petitions and see the performance indicators of the *PAD* activity.

Therefore, the main objectives of the developed IT solution are:

- to design and implement of modern technologies for receiving, registering, tracking and monitoring of petitions;
- to implement the electronic registry of petitions and related documents;

- to ensure the possibility of networking for the staff of PAD and PRM to effectively use shared resources by implementing a client-server architecture with multiple levels;
- to increase the speed of information;
- to effectively and extensively use the computing equipment of the PRM;
- to control users' access to data and ensure maximum accuracy, security and confidentiality of data which are not public.

The implementation of *e-Petition* in the *Petitions and Audience Division of the Parliament of the Republic of Moldova* will modernize the currently existing system, by automating its process of reception, examination and control of petitions, and will bring a series of improvements as a result of implementing and exploiting the *e-Petition*:

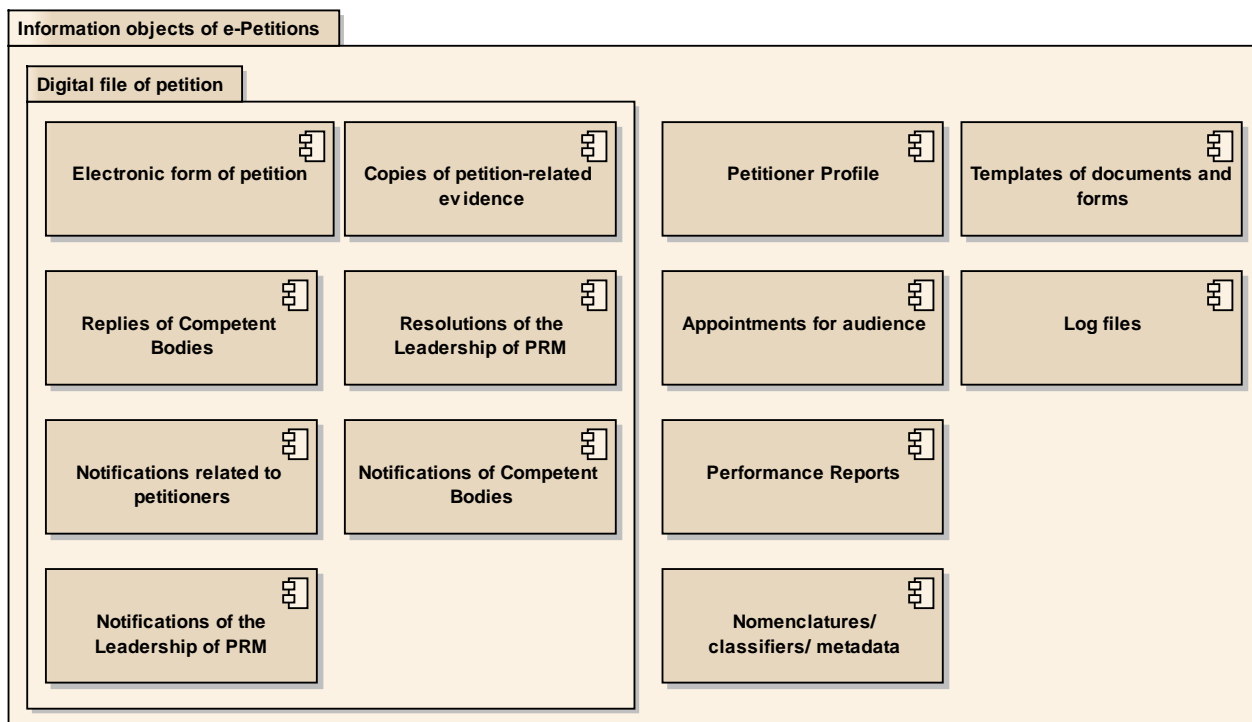
- increase efficiency and transparency of PAD and PRM activity;
- ensure digital data sharing between petitioners, PAD, PRM and concerned central and local authorities;
- monitoring and tracking petition files by automating data collection, digitizing information, automatic notification and retrieval of templates of documents;
- reduce time and costs of PAD for collecting data related to petition files;
- develop an effective tool for generating monitoring and evaluation reports of the performance of PAD activity in general and of its staff in particular;
- detect and prevent abuse, violations of the law or irregularities in the process of petition review;
- cutting costs of processing information on traditional paper forms by transition to the exclusively digital processing of information.



## 2. Business model of the object of automation

### 2.1. Information objects of the information system

Having analyzed the modelled domain (ensuring functionality of *e-Petition*) the totality of information objects can be delimited, which should be taken into account while developing the information system. Chart 2.1 delimitates all objects which will be at the basis of designing the information system.



**Chart 2.1. Information objects of e-Petition.**

As the chart indicates, there are 7 categories of information objects which must be taken into account when designing and implementing this information system:

- Digital file of petition;
- Petitioner Profiles;
- Appointments for audiences with the Leadership of *PRM*;
- Performance reports of *e-Petition*;
- Nomenclatures, classifiers and metadata of *e-Petition*;
- Document templates generated by *e-Petition*;
- Log files.

#### 1. Digital file of petition.

Represents a complex information object which is a digital replica of the traditional file of the petition which includes all metadata, decisions and documents related to the process of petition review, saved in digital format. Using the notion of digital file of petition will enable to build a detailed digital archive, which will include the documents and detailed information related to the petitions received and reviewed by the *Parliament of the Republic of Moldova* with a view to monitor and analyze the activity of *PAD*, as well as to expedite the review of complaints filed to *PRM*.

**1.1. Electronic form of petition.**

Is a complex information object related to the *Digital file of petition*, which represents the electronic version of the template in Annex Nr. 1. The content of the form will be all the fields specified in Annex Nr. 2. In other words, this form will represent the key element for documenting a petition and configuring the process of petition processing and monitoring.

**1.2. Copies of petition-related evidence.**

A category of information objects related to the *Digital file of petition* representing all documents filed by the Petitioner or submitted by *Competent Bodies* based on which starts the process of petition review.

**1.3. Replies of Competent Bodies.**

An information object related to the *Digital file of petition* which represents the reply of public authorities responsible to solve the petition.

**1.4. Resolutions of the Leadership of PRM.**

An information object related to the *Digital file of petition* which represents all resolutions made by the *Leadership of PRM* in the process of reviewing the petition.

**1.5. Notifications related to petitioners.**

An information object related to the *Digital file of petition* which represents a document generated automatically by *e-Petition*, which is emailed to the *Petitioner* (on which digital signature can be applied) when a technological stage of petition review is completed. If the *Petitioner* fails to indicate his/her email address, only a notification of the reply regarding the result of petition review will be generated.

**1.6. Notifications of Competent Bodies.**

An information object related to the *Digital file of petition* which represents a document generated automatically by *e-Petition*, (on which digital signature is applied) by which is notified the *Competent Bodies* about the need to get involved in the process of petition review.

**1.7. Notifications of the Leadership of PRM.**

An information object related to the *Digital file of petition* of petition which represents un document a document generated automatically by *e-Petition*, by which the *Leadership of PRM* is notified about the need to make resolutions related to the process of petition review.

**2. Petitioner Profile.**

*Petitioner Profile* is an information object consisting of all legal and contact data of the *Petitioner*, and the history of his/her interaction with *PRM*.

*The Petitioner Profile* will include all information related to the *Petitioner* (name, surname, IDNP code, related statistical codes, identification data, address, telephone number, email, data related to petitions filed, etc.).

*The Petitioner Profile* will be updated regularly during the functioning of *e-Petition* and will serve as an overarching element of electronic interaction between *PRM* and the *Petitioner* (with notification of the latter on the course of petition review).

**3. Appointments for audience.**

Represents an information object which defines all audiences with the *Leadership of PRM* approved for *Petitioners* and time of appointments. Additionally, it will include all petition-related approvals.

#### 4. Performance Reports.

Represents a set of standard reports (physically incorporated) or ad-hoc generated by *e-Petition* for all levels of access to the resources of the information system with a view to monitoring the activity of PAD staff and of the division in general.

Due to their nature, the reports will be accessible both in the interface with restricted access for the authorized users and in the public web interface for the users of the internet site <http://www.parlament.md> (public statistics).

#### 5. Nomenclatures/ classifiers/ metadata.

Represents an information object consisting of all metadata of the information system. It will include the national classifiers (relatively static) managed by the *National Bureau of Statistics (CAEM, CUATM, UCP, FOJ, etc.)* and internal nomenclatures of the information system which will be developed and updated in course of operation of *e-Petition*. The IT solution will allow to configure particular sets of metadata, classifiers and Nomenclatures related to the work of *Petitions and audience division*.

#### 6. Templates of documents and forms.

Represents an information entity the function of which is to provide templates for forms of entering information and outgoing documents. Thus, *e-Petition* will have a set of templates applicable for all types of forms and documents integrated in the process of petition processing (*ex: Reply of Competent Authority, Notification of Petitioner, Statistics of petition review, etc.*).

Templates of standardized documents will be developed for both incoming processes as well as for outgoing ones.

Document templates will be developed in accordance with the Law on the normative acts of the Government Nr. 317-XV of 18 July 2003, and the Government Decision approving the Guidelines on secretarial work related to petitions of natural and legal persons addressed to state bodies, enterprises, institutions and organizations of the Republic of Moldova Nr. 208 of 31.03.1995

#### 7. Log files.

Represents information objects for the purpose of information audit and implementation of the policy to ensure information security. Any potentially harmful modification: creation, modification, marking when deleting, change of status (closing of file), etc., must be entered in special logs (log files) indicating the time and user who made the potentially harmful change and user location (user's IP address). When the potentially harmful changes will not entail a physical suppression of data, it will be possible to see the user who made the last change for each file.

## 2.2. Information flows and operational levels

In order to ensure the functionality of *e-Petition* it is necessary to implement 4 overarching categories of information flows available to different categories of users of the information system:

- **Petition review in audience.** Represents a workflow which will be used to automate the process of writing and processing petitions coming to the *Parliament of the Republic of Moldova* during the audience of the petitioner at the *Petition and Audience Division*.
- **Processing of petitions in traditional form.** Represents a workflow which will be used to automate the process of writing and processing petitions received by the *Parliament of the Republic of Moldova* in traditional paper form (my post or filed directly by petitioners at *PRM*).
- **Processing of petitions sent online.** Represents a workflow which will be used to automate the process of writing and processing petitions sent online to website of the Parliament of the Republic of Moldova.
- **Appointment of audience with the Leadership of PRM.** Represents a workflow which will be used to automate the process of making a list of petitioners who have appointments for audience with the *Leadership of PRM*.

### 3. Architecture of the information system

*e-Petition* will provide users with a web interface to access information stored in the Database, which can be accessed using an Internet browser (*MS Internet Explorer, Mozilla FireFox, Google Chrome, Opera, Safari, etc.*). From the functional point of view, there needs to be developed a viable and scalable solution, both in the event of growing number of concurrent users who will be using the resources of the information system, and in the event of increasing amount of information and documents to be managed.

Due to the fact that the information processed and stored in *e-Petition* is both public information (reports or *KPI* indicators), and information with limited access, the proposed IT solution will include a dynamic mechanism which will assign rights and roles to users, access parameters for the contents of the *Digital files of petitions*, and will secure access to resources (sending queries, downloading documents, etc) via secure connections (SSL or TLS) between the client station and the server application of the information system.

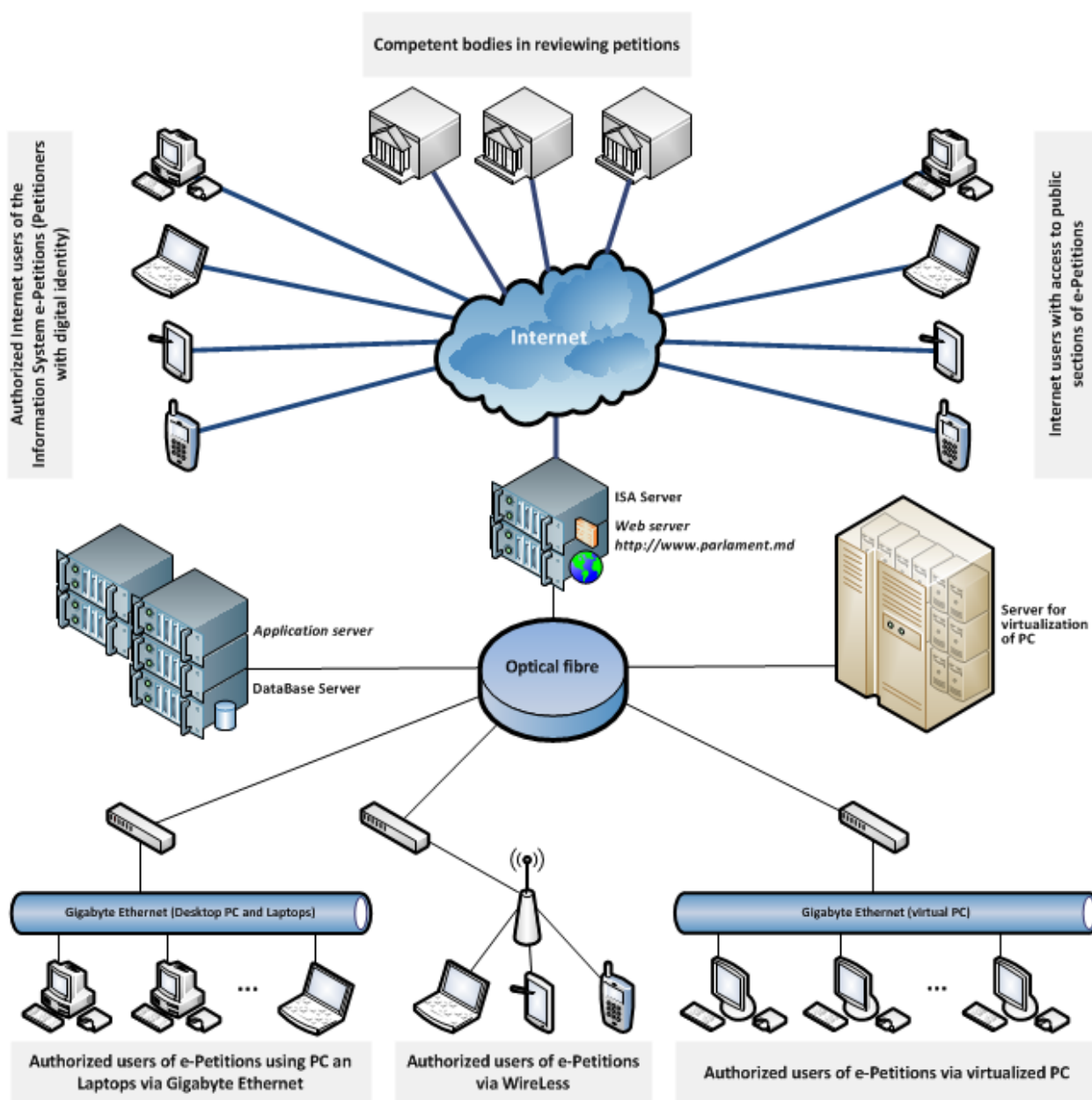


Chart 3.1. ICT architecture of the Parliament of the Republic of Moldova.

As indicated in Chart 3.1, the ICT infrastructure of the Parliament of the Republic of Moldova includes 4 distinct contours of access to the resources of *Information System e-Petition*:

- **Contour of authorised users who will use the wireless network of PRM**, which includes the IT infrastructure used by authorised users of *IISP* and *e-Petition* who use gadgets that connect to the wireless network of the *Parliament of the Republic of Moldova*.
- **Contour of authorised users to use virtual computers connected to the Gigabit Ethernet network** which includes IT infrastructure used by authorised users of *IISP* and *e-Petition* who have virtualised computers.
- **Contour of authorised users who use PCs and laptops connected to the Gigabit Ethernet network** which includes the IT infrastructure used by authorised users of *IISP* and *e-Petition*, who use personal computers and laptops connected by cable to the Gigabit Ethernet network of the *PRM*.
- **Contour of authorised Internet users (online petitioners)** which includes the IT infrastructure used by petitioners who use the online means of *e-Petition* and the digital signature infrastructure to file online petitions accepted by *e-Petition*.
- **Contour of Information Systems of Competent Bodies** which includes the IT infrastructure of central and local public authorities interact *e-Petition on the Internet* to view the *Digital files of petitions* and send replies related to petitions.
- Contour of seekers of public information who represent the totality of users of Internet with unlimited access to public sections of *e-Petition* (reports and *KPI* indicators) using the website [www.parlament.md](http://www.parlament.md).

The access of authorised users to *e-Petition* will be limited, the authentication will be obtained through the *Active Directory* solution of the PRM. Also we consider appropriate to implement the authentication for citizens through a digital certificate (governmental service *M-Pass*). All connections of users to the system will be done through encrypted sessions (SSL, TLS). In order to access and manage the functionalities of *e-Petition* the system will interact with a number of systems and subsystems such as:

- **Internet site of PRM** – represents the official site of the Parliament of the Republic of Moldova (<http://www.parlament.md>) on which petitioners will get access to online mechanisms of writing and sending petitions, while Internet users will have access to the public information of *e-Petition*.
- **M-Pass** – represents the external service for verifying digital certificates used by users for authentication. This service is provided by the *Centre for Special Telecommunications* and allows the use of both digital signature stick and the mobile ID.
- **M-Sign** – government service used to implement and validate digital signatures, including mobile signature;
- **Time stamping service** - represents the service of marking that time of executing transactions in *e-Petition* (this service is provided by the *Centre for Special Telecommunications*);

As indicated in chart 3.2., *e-Petition* publishes several interfaces with one implementation for each, as follows:

1. WEB service **Administer petitioner profile** through which authorized users in the *Parliament of the Republic of Moldova* will have access to all functionalities which will allow them to administer contents of *Petitioner* profile.
2. WEB service **Manage petition file** through which authorized users in the *Parliament of the Republic of Moldova* will have access to all functionalities which will allow them to

configure the principles of reviewing petitions and administer the electronic contents of petitions.

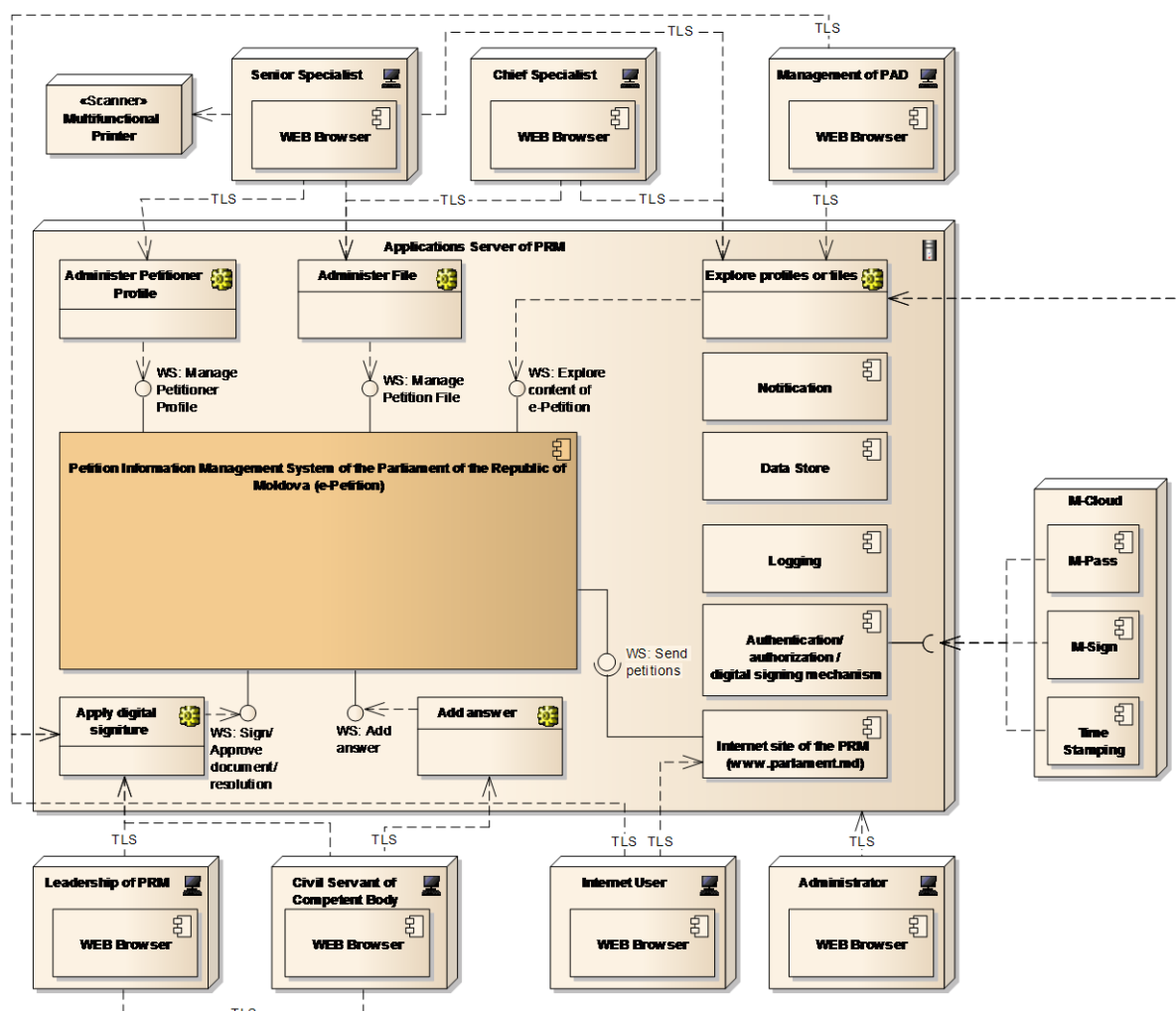


Chart 3.2. Components of the information system e-Petition.

3. WEB Service **Explore content of e-Petition** through which authorised users in the *PRM* and in the *Competent Bodies* will have access to all functions which will enable them to search and view the content of Digital files of petitions and petitioner profiles depending on the rights and roles they have.
4. WEB Service **Send petitions** which interacts with the outside world through the web page of the *Parliament of the Republic of Moldova* in order to ensure access of petitioners to the mechanisms of authentication through the digital certificate or the mobile identity as well as for digitally signing documents and forms.
5. WEB Service **Insert reply** which interacts with the outside world to provide competent bodies with access to the electronic forms in order to insert the reply regarding the result of petition review and processing.
6. WEB Service **Apply digital signature** which provides authorised users in the *Parliament of the Republic of Moldova* and in the *Competent Bodies* with the possibility to authenticate themselves.



## 4. Stakeholders and roles of the information system

### 4.1. Business roles of the information system

The following institutions need to be involved in designing and functioning of **Information System e-Petition**:

- **Information Technology Section of PRM** as an entity which will ensure the environment for the operation and management of the information system. Also, this unit of the *Parliament of the Republic of Moldova* will be in charge of monitoring the activities for developing and implementing *e-Petition*. The technical Administrator of *e-Petition* will be a staff member of *Information Technology Section of PRM*.
- **Petition and Audience Division** as the entity responsible for managing the contents of the database of *e-Petition* and assigning access (configure rights and roles) of authorised users to documents and files stored in the information system.
- **Staff of the Secretariat of the Parliament, MPs, other authorised users in the PRM** who will need to use the system to fulfil their job duties and will need to be informed, consulted and trained in order to ensure the working capability and expected performance.
- **State Enterprise „The Centre for Special Telecommunications”** as the entity which will provide access to *time stamping* services, validation of digital signature and authentication through the digital certificate or *mobile ID*).
- **Citizen and legal persons** as petitioners and beneficiaries of Web services provided by *e-Petition* on the web site of the *PRM* (<http://www.parlament.md>).

### 4.2. Owner of the information system

The owner of the IT solution is the **Parliament of the Republic of Moldova**. The role of owner of the information system reflects the administrative aspect pertaining to the competence of the *PRM* regarding the information system.

The technological aspect of *e-Petition* will be managed by the *Information Technology Section*. The *Petition and Audience Division of the Secretariat of the Parliament of the Republic of Moldova* is responsible for the proper functioning of the information system, digitisation of documents, monitoring, petition review and informing petitioners on the preliminary and final outcomes of the petition review process.

### 4.3. Administrator of the information system

The Information System *e-Petition* will be hosted in the server cluster of the Parliament of the Republic of Moldova, while the management of the information system will be shared between the *Administrator* (staff member of *Information Technology Section*) for the part of the system and the authorised users of the *Petition and Audience Division of the Secretariat of PRM* for the part of the contents of *e-Petition*.

The system Administrator has full access to all the functions of the system, files and databases related to the system, premises where the equipment and hardware are located, or which ensure that data security of *e-Petition*.

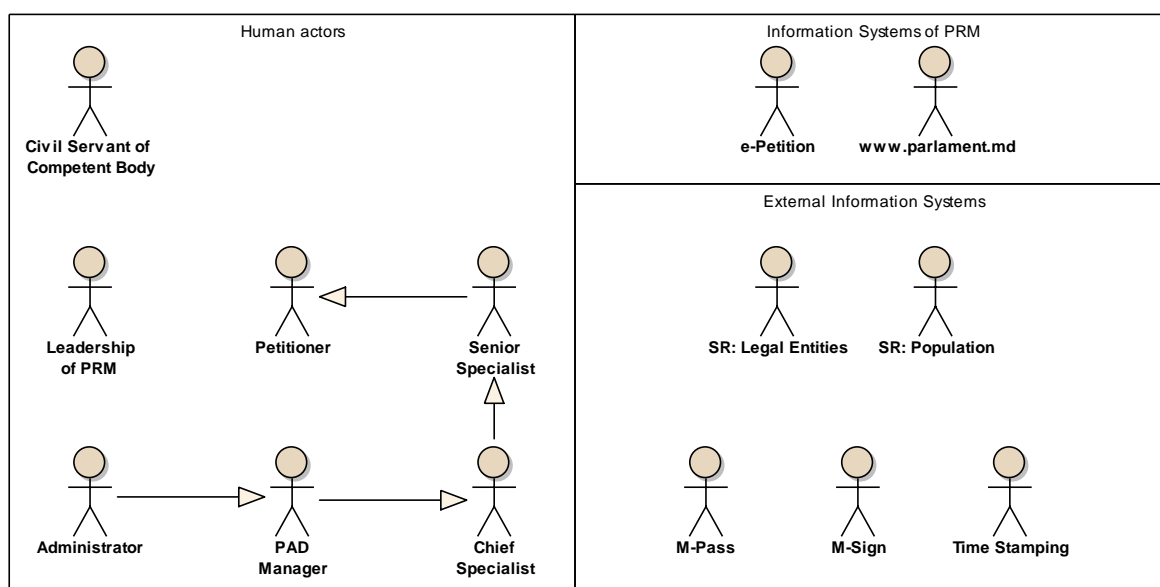
The responsibilities of the Administrator:

- ensure the normal functioning of the system, guaranteeing access to and security and integrity of the data;
- manage the digital certificates of access for users (grant, deny, etc.);

- monitor the activity of users on the system;
- upon the request of decision-makers of the *PRM*, operate changes in the functionality of the system (within limitations allowed by the system), etc.;
- perform technical maintenance of system infrastructure, which includes:
  - a) managing and ensuring functionality of hardware which runs the software applications, including the hardware which secures network perimeter and access to data;
  - b) procure or rent broadband Internet channels;
  - c) manage the WEB applications server on which public services are provided.
- Manage contents and metadata of *e-Petition*.

#### 4.4. Users and their roles in the system

The roles of the human actors and of other information systems which interact with *e-Petition* presented in chart 4.1.



**Chart 4.1. Stakeholders and their Roles in e-Petition.**

**Senior Consultant** - represents all the staff of the *Petitions and Audience Division* who enter primary information related to petition files.

These users of *e-Petition* will have the following roles:

- attach copies of documents to the electronic file of petition;
- fill in metadata related to the documents attached to the electronic file of petition;
- search information;
- receive and enter replies of *Competent Bodies* to petitions;
- print documents based on information from the database and templates configured in **e-Petition**;
- review and manage information related to *Petitioner*;
- retrieve reports of different nature (depending on the rights of access to data);



- other operator activities.

**Chief Consultant** - represents all the staff of the *Petitions and Audience Division* who configure and process petition files. These users of *e-Petition* will have the following roles:

- verify *Petitioners'* applications for appointments for audience with the *Leadership of PRM* and schedule appointments;
- make the electronic file of audience appointment of the Petitioner;
- fill in metadata related to petitions;
- configure petition files;
- monitor the petition review process;
- develop summaries and recommendations for the management of *PAD and the Leadership of PRM* concerning the petition review;
- make replies related to the petition review process;
- use the functions accessible to the *Chief Consultant*.

**Head of PAD** - represents all the management staff of the *Petitions and Audience Division* who manage and monitor the petition review process. These users of *e-Petition* will have the following roles:

- approve /reject the proposals of the Chief Consultant of *PAD* regarding the petition review process;
- approve the decision to close the petition and archive the petition file;
- erase archived petition files after the expiry of the storage period;
- use the functions accessible to the *Chief Consultant*.

**Administrator e-Petition** – person, with functions of delineation of system users, configuration of *e-Petition* and starting system components. This category of actors as the following distinct roles:

- use unconditionally all functions of *e-Petition*;
- view any entry in the database;
- administer the applications server;
- administer database under development;
- administer user roles and rights;
- administer document templates;
- administer the system of nomenclatures and metadata;
- back-up copies of the database and take other measures to ensure the logical and physical security of *e-Petition*.

**The Leadership of PRM** - human actor representing all officials in the *Leadership of the Parliament of the Republic of Moldova* (Speaker, Vice-Speakers) who perform the main activity of supervising the petition review process. These users of *e-Petition* will have the following roles:

- approve /reject the proposals of the Head of *PAD* regarding the petition review process;
- reject the proposals of the Head of *PAD* regarding the petition review process;
- issues resolution for starting and ending the petition review process;
- search information;

- view contents of petition files;
- retrieve reports and statistics.

**Civil Servant Competent Body** - human actor accesses the web interface of *e-Petition* to review relevant petition files and replies to petitions. This category of actors has the following distinct roles:

- receive notifications regarding the need to examine a petition;
- view contents of the file of the petition to be resolved;
- insert replies following petition review.

**Petitioner** - human actor who accesses the public web interface of *e-Petition* on the Web location of the Parliament (<http://www.parlament.md>) to write, send and track petitions. This category of actors has the following distinct roles:

- write, apply digital signature and send petitions to the PRM;
- upload digital copies of petition-related evidence;
- verify traceability of petitions;
- receive notifications sent by *e-Petition*.

**e-Petition** - the information system to be developed based on this TOR.

**www.parlament.md** - the official website of the PRM on which are available the web services for writing, signing and sending petitions (functions available to *Petitioners*) as well as the services for *Competent Bodies* to ensure authorised access to Digital files of petitions and the function to insert replies.

**SR: Legal Entities** - *Stat Registry of Legal Entities*, information system used for entering, verifying identification data and updating the profiles of petitioners legal entities.

**SR: Population** - *State Population Registry*, information system used for entering, verifying identification data and updating the profiles of petitioners citizen.

**M-Pass** – external service, administered by the *Centre for Special Technologies*, to verify digital certificates used by the users of *e-Petition* for authentication.

**M-Sign** – governmental platform service administered by the *Centre for Special Technologies*, used to apply and validate digital signatures, including mobile signature;

**Time stamping** - official service administered by the *Centre for Special Technologies* which provides the standard time (with legal value) for executed transactions.

#### 4.5. Interaction with other information systems

In order to ensure the optimal functioning of *e-Petition* it is necessary to interact with 4 categories of systems and subsystems:

##### 1. Interaction with the Internet Portal of the Parliament of the Republic of Moldova (<http://www.parlament.md>).

This interaction will be used to ensure the possibility of writing and sending petitions in electronic form to PRM, exploring and tracking petitions using the public interface of the Internet Portal of PRM (<http://www.parlament.md>). Thus, Internet users will be able to access forms for writing petitions and applying digital signature, receive notifications and follow the petition review process.

##### 2. Interaction with the Information Systems hosted by the infrastructure of the State Enterprise „Centre for Special Telecommunications”.

Due to the fact that that digital signature or the mobile identity provided by the *Centre for Special Telecommunications* could be used to authenticate petitioners and apply signatures on the forms for

writing and sending petitions through the Internet Portal of *PRM*, we consider appropriate to integrate the services *M-Pass*, *M-Sign* and *M-Stamping* managed by the *Centre for Special Telecommunications*, through which one can:

- authenticate petitioners;
- apply digital signatures or mobile signatures;
- perform time -stamping of transactions.

The functions of time-stamping (state service *Time-Stamping*) will be used in all technological processes which require time stamping of transactions (sending petitions, registering petitions, sending reply, etc.).

### **3. Interaction with the State Population Registry**

This interaction will allow for the retrieval and automatic verification of personal data of *Petitioner* natural person from the *State Population Registry*.

### **4. Interaction with the State Registry of Legal Entities**

This interaction will allow for the retrieval and automatic verification of personal data of *Petitioner* legal entity from the *State Registry of Legal Entities*.

## 5. Functionalities of the information system

### 5.1. Functions of the information system

The functions performed by *e-Petition* and the actors who benefit from them are illustrated in chart 5.1.

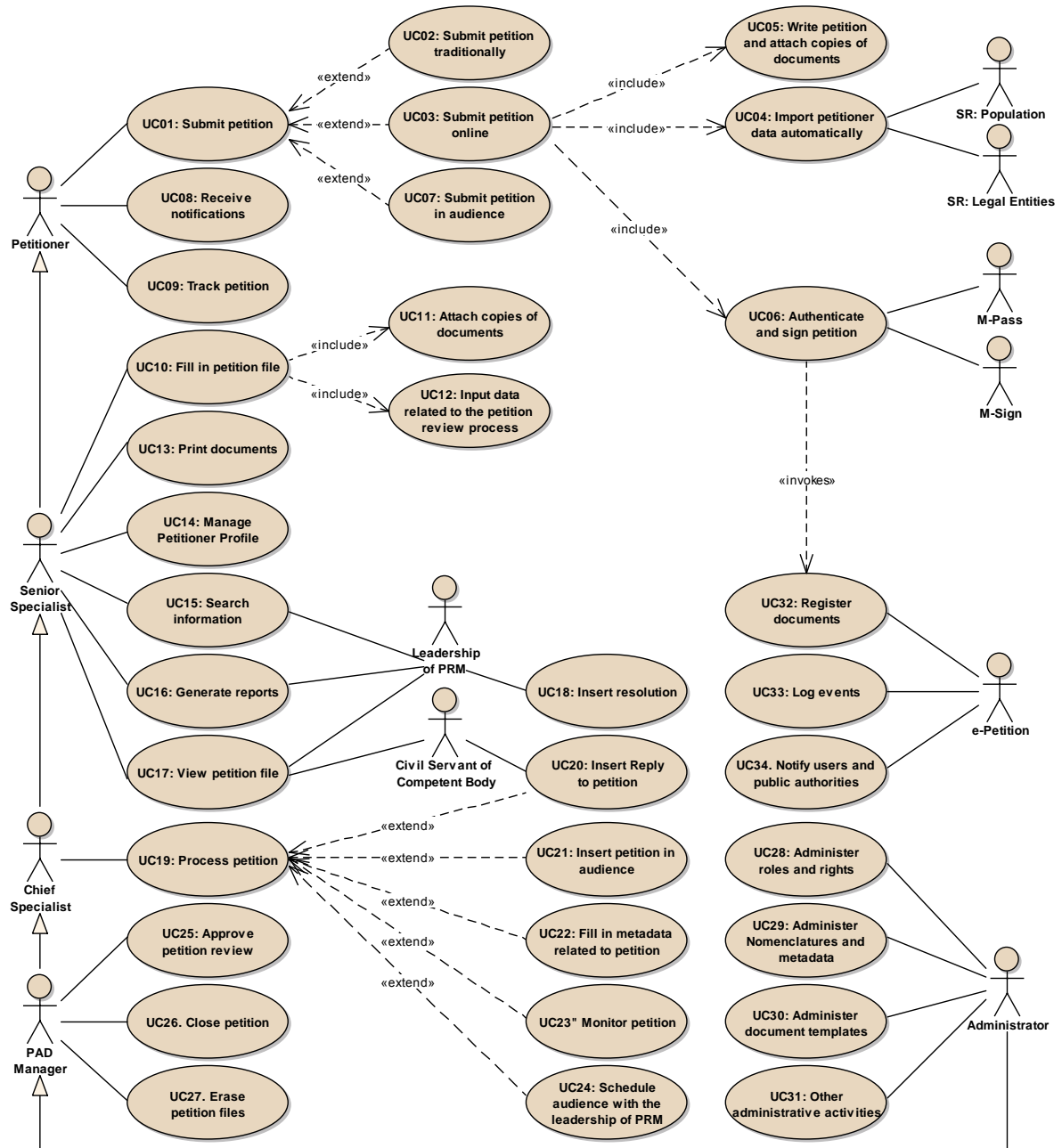


Chart 5.1. Functions accessible for the main actors of the information system

#### UC01: Submit petition

Use case that provides the *Petitioner* possibilities to write and send petitions to *The Parliament of the Republic of Moldova*. Irrespective of the method of filing the petition (traditional or digital) this will lead to the creation of the Digital file of the petition, electronic processing and provision of certain electronic services of notification and tracking of the petition for the *Petitioner*.

**UC02: Submit petition traditionally**

This function is outside the scope of *e-Petition* and represents an alternative for the *Petitioner* to produce a handwritten petition and mail it or put it in the respective mailbox of *PRM*.

**UC03: Submit petition online**

Represents a function available to the petitioner through which he/she can file a petition online and attach documents related to the petition review.

**UC04: Import petitioner data automatically**

Represents an automated function of *e-Petition* which connects this information system with the *SRP* and the *SRLE* to automatically insert into the digital petition file the identification information of the petitioner (name, surname, residence, etc.). This will exclude mechanical errors when filling in petitioner related information.

**UC05: Write petition and attach copies of documents**

Represents a set of functions available to the *Petitioner* to fill in the fields of the electronic form of the petition and upload copies of documents related to the petition onto the server of *PRM* where *e-Petition* is installed.

**UC06: Authenticate and sign petition**

Represents a set of functions of *e-Petition* based on the interaction with *M-Cloud* for applying and verifying validity of digital and mobile signatures through which the *Petitioner* will prove his /her identity and apply digital signature on the electronic form of the petition sent to the *PRM*.

**UC07: Submit petition in audience**

This function is outside the initial process of automated processing of the Digital file of the petition and represents an alternative for the *Petitioner* to request audience with the *PAD* to fill in the application for audience. In the future this use case will be useless because the *Chief Consultant* of *PAD* will be the one to fill in the electronic application for audience.

**UC08: Receive notifications**

Represents a function available to *Petitioners* to receive notifications regarding acceptance/rejection of the petition for review. *e-Petition* will send *Petitioners* notifications concerning any event related to the progress of petition review. This function of receiving electronic notifications will be available to all human actors of *e-Petition* (*Petitioner, Senior Consultant, Chief Consultant PAD, Leadership of PAD, Leadership of PRM, Civil Servant Competent Body*).

**UC09: Track petition**

Represents a function available to *Petitioners* to track the process of petition review. This function will provide the web interface on which the petitioner will follow the process of petition review (will get information regarding the stage of his/her petition review). This web interface will be accessed through the website of *The Parliament of the Republic of Moldova* (<http://www.parlament.md>).

**UC10: Fill in petition file**

Represents all the functions available to the *Senior Consultant of PAD* to fill in the Digital file of the petition. In other words, this use case will allow the digitisation and the insertion into the Digital file of the petition of all petition related documents in order for it to be subsequently processed by other actors of the information system.

**UC11: Attach copies of documents**

This use case includes all functions through which the *Senior Consultant of PAD* inserts into the database of *e-Petition* the electronic copies of petitions received by mail and supporting documents to petitions. Apart from the function of attaching electronic copies of documents to the digital file of the

petitions, the information system will provide functions to input metadata values related to the documents inserted by the *Senior Consultant of PAD*.

#### **UC12: Input data related to the petition review process**

Represents the use case accessible to the *Senior Consultant of PAD* which provides all functions necessary to fill in the electronic form of the petition and other initial metadata assigned to the respective petition file.

#### **UC13: Print documents**

Represents a function available to the *Senior Consultant of PAD* and other actors of the *Petitions and Audience Division* to generate and print documents based on metadata stored in *e-Petition* and on document templates configure and implemented in this information system.

#### **UC14: Manage Petitioner Profile**

Represents a function available to the *Senior Consultant of PAD* and other actors of the *Petitions and Audience Division* to fill in data related to *Petitioner* profiles (input history of interaction with the *Petitioner*), search and view information related to *Petitioner* profiles.

#### **UC15: Search information**

Represents a function available to all the staff of the *Petitions and Audience Division* which can be used to define search queries of Digital files of petitions, documents related to the Digital files of petitions, *Petitioner profiles* and other relevant information for the activity of PAD, stored in the database of *SI e-Petition*.

#### **UC16: Generate reports**

This function is available to all actors of the *Petitions and Audience Division* and is used to generate planned and ad-hoc reports regarding the information contents of the information system, history of interaction with *Petitioners* and the activity of the authorised users of *e-Petition*. These reports are useful for the analysis of the information base of the system, the performance of the activity of authorised users and of *PAD* in general. Additionally, it allows predicting potential information security issues.

#### **UC17: View petition file**

Use case which provides the functions of exploring and viewing the content of Digital files of petitions (including the *Petitioner* profile). It is available to all authorised actors and in *The Parliament of the Republic of Moldova and the Competent Bodies*.

#### **UC18: Insert resolution**

Use case available to the leadership of *PRM* which this category of actors of the information system insert approvals or resolutions (by approving/rejecting or inserting a resolution in text form) at different stages of the work flow related to petition processing.

#### **UC19: Process petition**

This use case provides *Chief Consultants of PAD* with the necessary functions to manage and monitor the technological processes of reviewing petitions sent *The Parliament of the Republic of Moldova*. By transition, these functions are also available to the management of *PAD*.

#### **UC20: Insert Reply to petition**

Use case available to authorised actors of *Competent Bodies* through which this category of actors of the information system insert replies (results) following the petition review.

**UC21: Insert petition in audience**

Represents all the functions available to the *Chief Consultant of PAD* to fill in the electronic form of the audience card of the Petitioner. In other words this use case will allow the document the Petitioner's application for audience and inserted directly into the database of *e-Petition*.

**UC22: Fill in metadata related to petition**

Represents a function available to the *Chief Consultant of PAD* to input data related to the petition file (*type of petition, summary of petition, taking under control of petition, competent bodies, etc.*). In other words– the totality of configurations and metadata related to the process of petition review.

**UC23: Monitor petition**

Represents a petition tracking mechanism available to the *Chief Consultant of PAD* used to track in real time all petitions pending review. This functionality will streamline the activity of the *Chief Consultant of PAD* through the rapid provision of information on critical activities which need to be remedied in order to achieve compliance with the legislation regarding the proper and timely resolution of petitions.

**UC24: Schedule audience with the leadership of PRM**

Use case available to the *Chief Consultant of PAD* which provides this category of authorised users with all functions necessary to review, approve or reject petitioners' audience applications with the *Leadership of PRM*.

**UC25: Approve petition review**

Use case available to the *Management of PAD* which provides this category of users all the necessary functions to review the PAD proposals for petition review and to approve or reject the modality of petition review suggested by the staff of the *Petitions and Audience Division*.

**UC26: Close petition**

Use case available to the *Management of PAD* which provides this category of users all the necessary functions to close the petition file (insert metadata indicating that the petition review process is completed).

**UC27: Erase petition files**

Use case available to the *Management of PAD* which provides this category of users with all necessary functions to erase petition files after the expiry of the storage period (will be erased only the information which is not necessary to analyse *Petitioner's* history, as a rule the digital copies of documents attached to the file).

**UC28: Administer roles and rights.**

Describes the functions for the Administrator of *e-Petition* to administer the roles of authorised actors on the basis of *Active Directory* solution of *PRM*, including the management level, representatives of other authorities who review and input data and who authenticate with a digital certificate or mobile ID, and external IT systems.

**UC29: Administer Nomenclatures and metadata**

Represents a function for the Administrator of *e-Petition* to administer all Nomenclatures and metadata related to *e-Petition* (including the user interface of the information system).

**UC30: Administer document templates**

Represents a use case for system administrators which describes the totality functions available to them to develop templates of documents to be used for each type of incoming or outgoing document.

A document template will contain beacons used to populate it with information retrieved from the contents, approvals and documents of the Digital file of the petition. This will allow standardising the set of documents issued by and processed in *e-Petition*.

**UC31: Other administrative activities**

Set of functions for the Administrator of *e-Petition* which include all operations of administering and ensuring the functionality of *e-Petition*, which are not described in other use cases in Chart 6.1.

**UC32: Register documents**

Represents a set of automated functions of *e-Petition* which assign unique registration numbers to petitions and documents inserted into the Digital file of the petition. In other words, this is the totality of functionalities for forming electronic registries in the process of reviewing petitions sent to *The Parliament of the Republic of Moldova*.

**UC33: Log events**

Any event generated by the business processes implemented in the *e-Petition* will be logged and saved in corresponding tables of the Data Base. The logging mechanism will be developed based on respective standards implemented in the industry.

**UC34: Notify users and public authorities**

This use case describes the behaviour of the automated notification mechanism of *e-Petition*. This is a use case which includes the totality of automated procedures for the notification of *Petitioners*, *Leadership of PRM*, *Competent Bodies* when they are affected by the events of the information system (ex: *the petition has been accepted for review or has completed a technological stage, there is a proposal to close the petition file, etc.*). In the case of the authorised users of the information system, notification can be diverse: notification of the *Management of PAD* regarding sending a petition for review, notification of the *Leadership of PRM* regarding the completion of petition review, etc.

**5.2. Scenarios of access to the services of the information system****5.2.1. Scenario of processing petitions filed in audience**

In order to file a petition in audience, as indicated in Chart 5.2., the *Petitioner* travels to *PAD* and requests audience with the *Chief Consultant of PAD* who covers his/her geographic area of domicile.

*The Chief Consultant of PAD* discusses with the *Petitioner* and fills in the electronic form of the audience card. During the filling in of the electronic form of the audience card the system will connect to *State Population Registry* or *the State Registry of Legal Entities* to automatically fill in petitioner-related data (based on IDNP or IDNO codes). Once the electronic form of the audience card is completed and saved, *e-Petition* assigns a unique identifier to the form (the petition is saved and registered in the electronic Registry of petitions), the *Consultant* then prints 2 copies of the electronic form of the audience card which the *Petitioner* has to sign (the *Petitioner* keeps one copy).

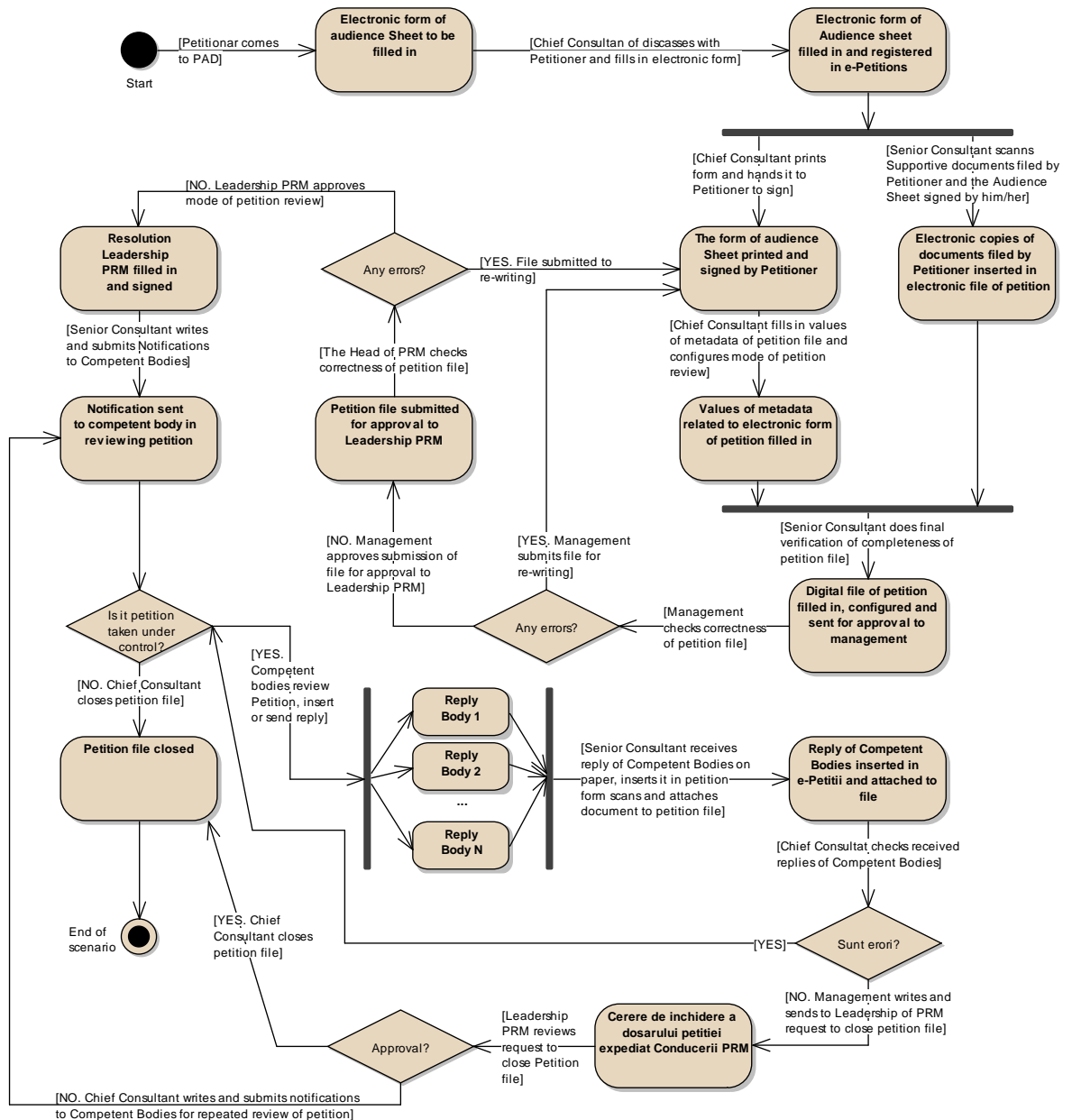
The copies of supporting documents presented by the *Petitioner* and the electronic form of the audience card are submitted to the *Chief Consultant of PAD* to be digitised and attached to the Digital file of the petition (scans documents, fills in metadata related to the digitised documents and attaches digital documents to Digital files of petitions).

*The Chief Consultant of PAD* fills in all metadata related to the Digital file of the petition: writes summary, performs all necessary configurations according to the principles of petition review (type of petition, competent bodies to resolve the petition, etc) and sends the petition file to the *Head of PAD*.

*The Head of PAD* checks the file and if he/she finds irregularities in it he/she sends it back to the *Chief Consultant of PAD*. If the Digital file of the petition is developed correctly it is sent for approval to the *Leadership of PRM*.

*The Head of PRM* reviews the petition and the ways to resolve it suggested by the staff of *PAD* and if he/she finds irregularities, he/she will issue a resolution to send it back to *PAD* for re-examination. If no irregularities are found, *The Head of PRM* will issue a resolution (could be an electronic confirmation) approving the subsequent review of the petition file.





**Chart 5.2. Scenario of processing petitions filed in audience.**

Once the approval of the *Head of PRM* is received, the *Senior Consultant* will send to *Competent Bodies* (LPA, CPA etc.) notifications regarding the need to review and resolve the petition (the notification will be done both in the traditional way, printed on paper from *e-Petition*, and online).

In the case of petitions taken over by *Competent Bodies*, that latter will send a reply to the petition to PAD (or will connect to *e-Petition* and insert the reply directly into the Database, and possibly will apply digital signature on the reply form. There can be multiple replies by the same *Competent Body* to the same petition (requests to extend the review time).

If *Competent Bodies* submit traditional paper-based replies, these documents will be taken over by the *Senior Consultant of PAD*, to be digitised and inserted into the Digital file of the petition.

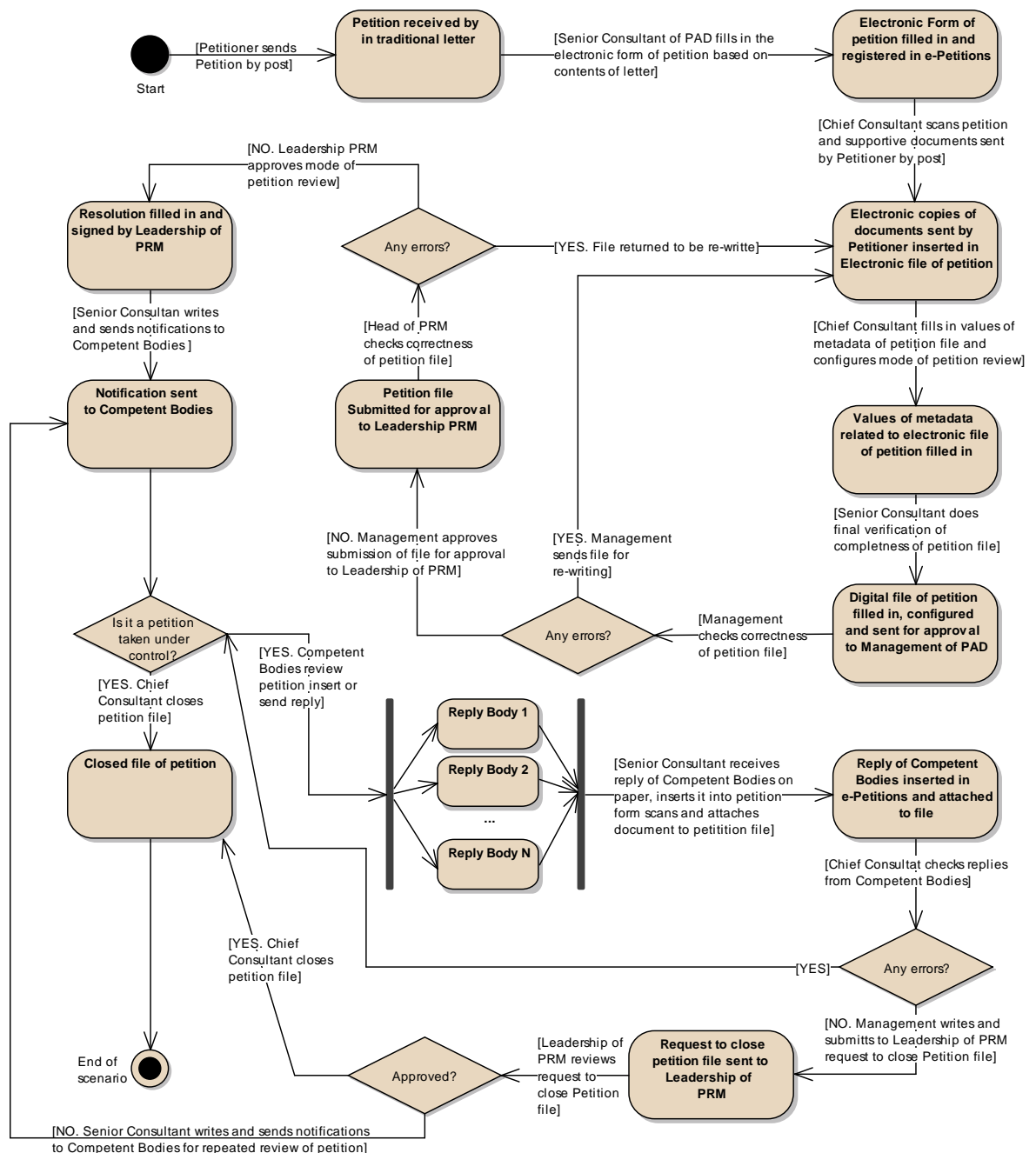
When the replies of *Competent Bodies* have been inserted in the Database of *e-Petition* the *Chief Consultant of PAD* will verify how the petition was resolved and will develop a note to the *Management of PAD*. The *Head of PAD* will perform the final verification of the petition file. If the note developed by the *Chief Consultant* or the *Head of PAD* states that the petition has not been resolved appropriately by the *Competent Body*, the petition is then sent back to the *Competent Body* for re-examination.

In the are no objections regarding the resolution of the petition, the *Head of PAD* sends a request to the *Head of PRM* to close the petition file. If *The Head of PRM* finds irregularities in the petition review, he/she will send it back for re-examination.

If *PAD* is granted permission by the *Head of PRM* to close the file, the *Chief Consultant of PAD* will close the petition file. Once the petition file is closed it has a special status of archived file.

**5.2.2. Scenario of processing petitions sent by post**

Chart 5.3 illustrates the scenario when the *Petitioner* writes the petition and sends it by post to *The Parliament of the Republic of Moldova*.



**Chart 5.3. Scenario of processing petitions sent by post.**

When the petition is received, it will enter the procedure of primary processing by the *Senior Consultant of PAD* who covers the respective geographic area of *The Petitioner's* domicile.

*The Senior Consultant of PAD* reviews the petition and fills in the electronic form of the petition in *e-Petition*. During the filling in of the electronic form of the petition, the system will connect to *State Population Registry* or the *State Registry of Legal Entities* to automatically fill in petitioner-related data (based on IDNP or IDNO codes). Once the electronic form of the petition is completed and saved, *e-Petition* assigns a unique identifier to the form (the petition is saved and registered in the electronic Registry of petitions). If the petition includes some evidence attached to it, the *Senior Consultant of PAD* will digitise them and attach them to the Digital file of the petition (scans documents, fills in metadata related to the digitised documents and attaches digital documents to the Digital file of the petition).

*The Chief Consultant of PAD* fills in all the metadata related to the Digital file of the petition: writes summary, performs all necessary configurations according to the petition review principles (type of petition, competent bodies to resolve the petition, etc.) and sends the file to the *Head of PAD* for confirmation.

*The Head of PAD* checks the file and if he/she finds irregularities in it he/she sends it back to the *Chief Consultant of PAD*. If the Digital file of the petition is developed correctly it is sent for approval to the *Leadership of PRM*.

*The Head of PRM* reviews the petition and the ways to resolve it suggested by the staff of *PAD* and if he/she finds irregularities, he/she will issue a resolution to send it back to *PAD* for re-examination. If no irregularities are found, *The Head of PRM* will issue a resolution (could be an electronic confirmation) approving the subsequent review of the petition file.

Once the approval of the *Head of PRM* is received, the *Senior Consultant* will send to *Competent Bodies* (*LPA, CPA* etc.) notifications regarding the need to review and resolve the petition (the notification will be done both in the traditional way, printed on paper from *e-Petition*, and online).

In the case of petitions taken over by *Competent Bodies*, that latter will send a reply to the petition to *PAD* (or will connect to *e-Petition* and insert the reply directly into the Database, and possibly will apply digital signature on the reply form. There can be multiple replies by the same *Competent Body* to the same petition (requests to extend the review time).

If *Competent Bodies* submit traditional paper-based replies, these documents will be taken over by the *Senior Consultant of PAD*, to be digitised and inserted into the Digital file of the petition.

When the replies of *Competent Bodies* have been inserted in the Database of *e-Petition* the *Chief Consultant of PAD* will verify how the petition was resolved and will develop a note to the *Management of PAD*. *The Head of PAD* will perform the final verification of the petition file. If the note developed by the *Chief Consultant* or the *Head of PAD* states that the petition has not been resolved appropriately by the *Competent Body*, the petition is then sent back to the *Competent Body* for re-examination.

If there are no objections regarding the resolution of the petition, the *Head of PAD* sends a request to the *Head of PRM* to close the petition file. If *The Head of PRM* finds irregularities in the petition review, he/she will send it back for re-examination.

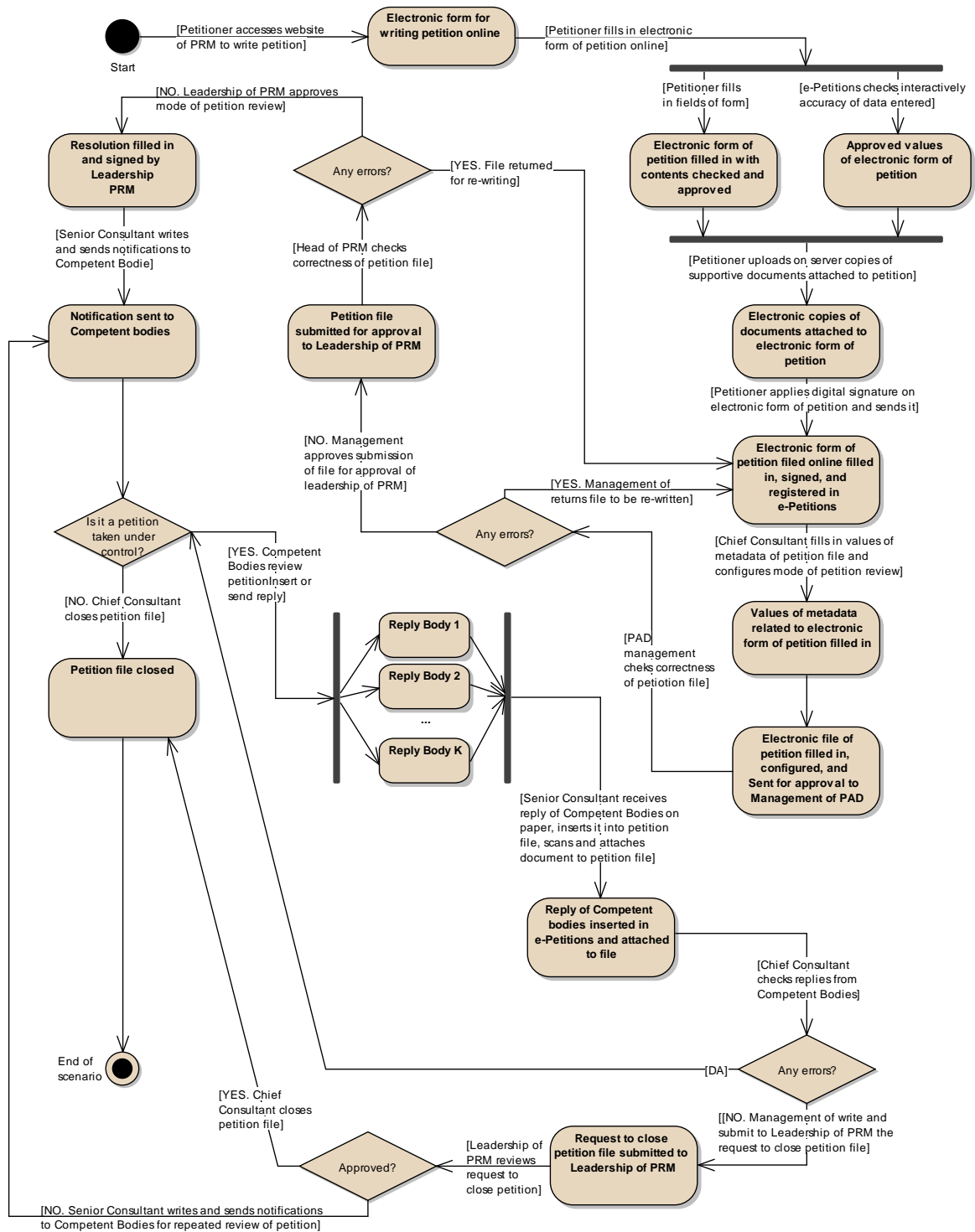
If *PAD* is granted permission by the *Head of PRM* to close the file, the *Chief Consultant of PAD* will close the petition file. Once the petition file is closed it will have a special status of archived file.

### **5.2.3. Scenario of processing petitions filed online**

As indicated in chart 5.4, the petitioner accesses the website of *The Parliament of the Republic of Moldova* to write and send his /her petition online.

The petitioner accesses the web component of *e-Petition* for the purpose of filling in and sending petitions, fills in all the mandatory fields of the form and the optional ones if he /she wishes to.

The IT solution will check interactively the accuracy of the information entered in the form (based on the restrictions of the system of metadata of the information system, the data from the *State Population Registry* and the *State Registry of Legal Entities*, as well as the accuracy of the type of data entered in the fields).



**Chart 5.4. Scenario of processing petitions filed online.**

Once the form is completed, the *Petitioner* will attach all supporting documents relevant to the petition, will apply digital signature on the electronic form of the petition and submit it for review to the *Petition and Audience Division*.

When the petition in digital format is received, *e-Petition* will send an email message to the contact email address from the digital certificate of *The Petitioner* with 2 PDF attachments: the confirmation of acceptance of the petition for review and the electronic form of the petition, generated based on the primary information entered by the *Petitioner*.

Once the *Petitioner* signs and sends the petition, the information system will register it in the electronic registry of petitions and notify the *Chief Consultant* who covers the geographic area of *The Petitioner's* domicile to review the file.

When the petition is received online, *The Chief Consultant of PAD* fills in all the metadata related to the Digital file of the petition: writes summary, performs all necessary configurations according to the petition review principles (type of petition, competent bodies to resolve the petition, etc.) and sends the file to the *Head of PAD* for confirmation.

*The Head of PAD* checks the file and if he/she finds irregularities in it he/she sends it back to the *Chief Consultant of PAD*. If the Digital file of the petition is developed correctly it is sent for approval to the *Leadership of PRM*.

*The Head of PRM* reviews the petition and the ways to resolve it suggested by the staff of *PAD* and if he/she finds irregularities, he/she will issue a resolution to send it back to *PAD* for re-examination. If no irregularities are found, *The Head of PRM* will issue a resolution (could be an electronic confirmation) approving the subsequent review of the petition file.

Once the approval of the *Head of PRM* is received, the *Senior Consultant* will send to *Competent Bodies* (LPA, CPA etc.) notifications regarding the need to review and resolve the petition (the notification will be done both in the traditional way, printed on paper from *e-Petition*, and online).

In case of petitions taken over by *Competent Bodies*, that latter will send a reply to the petition to *PAD* (or will connect to *e-Petition* and insert the reply directly into the Database, and possibly will apply digital signature on the reply form. There can be multiple replies by the same *Competent Body* to the same petition (requests to extend the review time).

If *Competent Bodies* submit traditional paper-based replies, these documents will be taken over by the *Senior Consultant of PAD*, to be digitised and inserted into the Digital file of the petition.

When the replies of *Competent Bodies* have been inserted in the Database of *e-Petition* the *Chief Consultant of PAD* will verify how the petition was resolved and will develop a note to the *Management of PAD*. *The Head of PAD* will perform the final verification of the petition file. If the note developed by the *Chief Consultant* or the *Head of PAD* states that the petition has not been resolved appropriately by the *Competent Body*, the petition is then sent back to the *Competent Body* for re-examination.

If there are no objections regarding the resolution of the petition, the *Head of PAD* sends a request to the *Head of PRM* to close the petition file. If *The Head of PRM* finds irregularities in the petition review, he/she will send it back for re-examination.

If *PAD* is granted permission by the *Head of PRM* to close the file, the *Chief Consultant of PAD* will close the petition file. Once the petition file is closed it will have a special status of archived file.

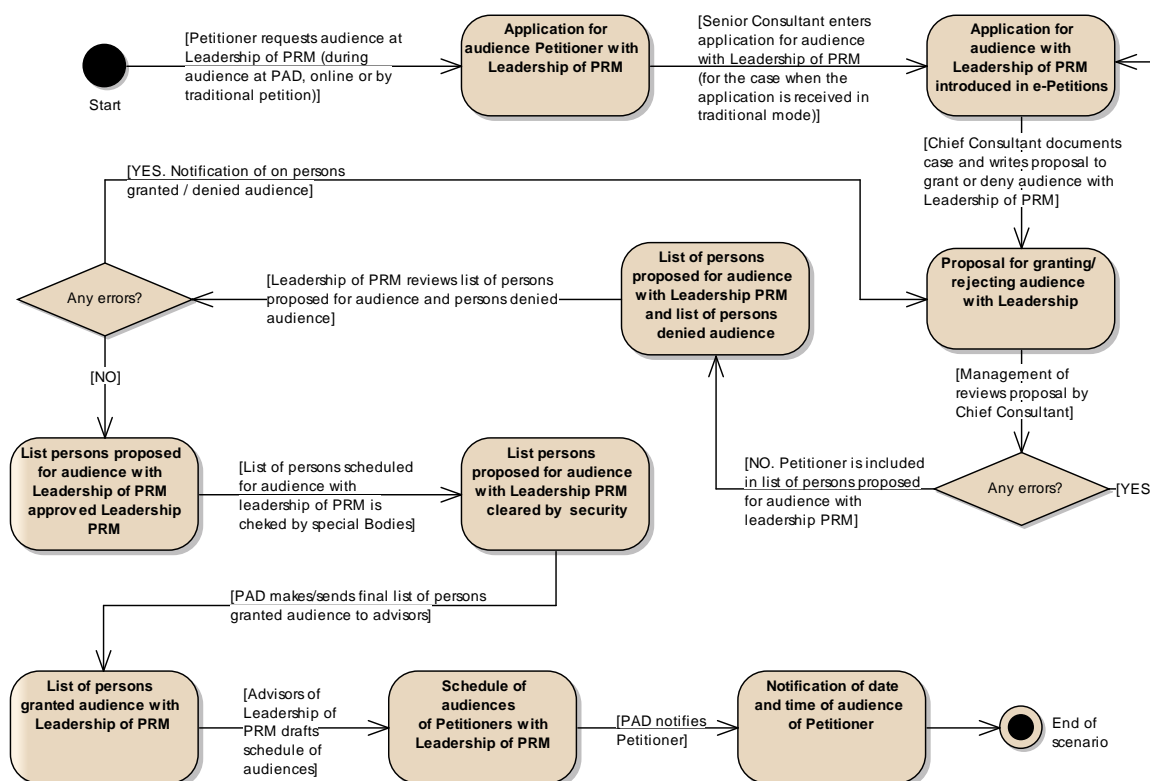
#### **5.2.4. Scenario of appointment for audience with the Leadership of PRM**

As indicated in chart 5.5, the *Petitioner* requests audience with *the Leadership of PRM* through the scenario of filing petition at *The Parliament of the Republic of Moldova* (in audience, traditionally or online). When the petition is filed in the traditional way, the *Senior Consultant of PAD* will produce in *e-Petition* the application of *The Petitioner* for audience with *The Leadership of PRM*.

Once the application of the *Petitioner* for audience with *The Leadership of PRM* is inserted into the system, *the Chief Consultant* who covers the geographic area of the *Petitioner's* domicile will process the application and insert the proposal to grant or deny audience, which is to be subsequently decided upon by the *Head of PAD*.

*The Head of PAD* reviews the proposals from the *Chief Consultant* on whether to grant or reject the inclusion of the *Petitioner* in the schedule of audiences with *The Leadership of PRM*.

If the *Chief Consultant of PAD* finds errors in the processing of the application for audience with *the Leadership of PRM* (unjustified denial or acceptance), he/she sends back to the *Chief Consultant* for re-examination the application of the person requested audience with *The Leadership of PRM*.



**Chart 5.5. Scenario of appointment for audience with the Leadership of PRM.**

If *The Head of PRM* finds no problems in the processing of the list of Petitioners developed by the *Chief Consultant*, the draft lists (with *Petitioners* who have been granted audience and those who have been denied one) are submitted for approval.

*The Leadership of PRM* reviews the lists submitted by *PAD*, and submits from re-examination the cases of petitioners for whom, in their opinion, erroneous proposals were made (unjustified denial or acceptance).

The approved list of *Petitioners* who have been granted audience with *The Leadership of PRM* is received by the *Petition and Audience Division* and submitted for final approval to the respective subdivisions of *PRM* for the final verification of *Petitioners* in line with the security requirements of *PRM*. The security Service of *PRM* will review the list of *Petitioners* and will exclude the persons who pose security risks.

When the final list of *Petitioners* who have been granted audience is prepared, *PAD* will submit it to the advisors of *the Leadership of PRM* so that they make the schedule of audiences.

When the schedule of audiences is completed, *e-Petition* will notify *Petitioners* (Email, phone, post, etc.) on the date and time of the audience.

### 5.3. User interface of the information system

*e-Petition* must offer an ergonomic and intuitive interface for all types of users. The graphic design of the system should be original, pleasant, balanced and distinct. To make it user-friendly, the IT solution will include an online contextual help system (version in the Romanian language- mandatory), for all levels of user web interfaces.

Depending on the user (their rights and roles) information system will provide an original interface for each user.

The users of the information system will have a minimum of 8 basic access levels to the user interface (the sets of rights and roles assigned to them, as well as the optimal number of access groups will be configurable by the system Administrator):

- **Access level Petitioner** – access level through the public web interface of *PRM* (<http://www.parlament.md>) which includes all the functionalities necessary to write and sent petitions online, track petitions, explore reports with KPI indicators published by *e-Petition*.
- **Access level external Public Authority** – this level is for civil servants within public authorities (central or local) involved in the process of reviewing petitions who will authorise their access through username + password and /or digital certificate. This type of users will be able to review the contents of petition files in their area of competence and will be able to produce replies to petitions and to save them.
- **Access level Leadership of PRM** – access level for the Speaker of PRM, Vice-Speaker who will authorise their access through username + password and/or digital certificate. This type of users will be able to review the contents of petition files, track, approve petitions, retrieve reports and statistics to monitor the activity of *PAD*.
- **Access level Senior Consultant PAD** – accessible for senior consultants of the *Petition and Audience Division* who will have rights and roles specific to system operators which they will use to input and modify the data in the database of *e-Petition*, digitise and registered documents related to the petition file, send notifications to the actors involved in the petition review process, prepare documents needed in the petition review process, archive petition files, etc.
- **Access level Chief Consultant of PAD** – accessible for chief consultants of the *PAD* who will have rights and roles specific to users with advanced rights to use the data and functions of the information system to manage petition related data, prepare data related to audiences, develop and submit via *e-Petition* proposals related to petitions, monitor the execution of the petition, etc.
- **Access level Management PAD** – accessible for managers of the *Petition and Audience Division of The Parliament of the Republic of Moldova* who will authorise their access through username+ password and/or digital certificate. This type of users will approve the draft documents related to petition files, manage information in the petition files, generate reports and statistics, supervise and monitor the activity of their staff.
- **Access level Administrator e-Petition** – the highest level of access to the resources of the information system. The user of this level will authorise his/her access through username, password and physical location of connection (or digital certificate). This level, given its role to administer the proper functioning of the IT solution, will ensure access to all functionalities of the user interface and the contents of the database supplied by the user interface.

*e-Petition* will have an interface in the Romanian language (the public web interfaces of the website of PRM will be in 3 languages - Romanian, Russian and English) and will have search functions by metadata of the database of *e-Petition* (ex: search petition file, document related to petition file, Petitioner profile, notifications or all 4; search by type of petition; search by period of time, search by reply data, etc.).

The procedures for retrieving information and entries will be done through simple searches (by specifying certain search strings) or searches of higher complexity which can filter information more exactly (QBE forms). Regardless of the nature of searched information, the user will use the same query and retrieval method any section of the IT solution.

In addition to the search module built based on the QBE principle, which will enable to define sophisticated queries visually, the interface must provide the possibility to refine the search results by ensuring the possibility to filter information and a list of search results.

The user interface of the information system must provide the filtration of entries which match the search criterion, displayed to users depending on their rights of access.

The indexed values (values from classifiers, nomenclatures) must be possible to be filtered by choosing values from predefined lists. For number fields or calendar dates there must be a possibility of filtering by the exact value of the searched characteristic (Ex: 15.11.2012 - all entries with this date) or by logic criteria (Ex: <01.06.2011 – all entries before 01.06.2011, >15.11.2010 – all entries after 15 November 2010).

Also, there must be a possibility of filtering results by mask (for example filtering by IDNP) by the model: **098151224\*** - all sequences beginning with the string „**098151224**“, **\*ESCU** - all sequences ending with the string of letters „**ESCU**“ or **\*MINISTER\*** - all sequences containing a string of letters „**MINISTER**“.

The contents of any table with the results must be exportable in XLS, CSV and PDF formats.

#### **5.4. Reporting, audit and statistics module**

The information system will implement functionalities for audit/logging widely used in the industry. It can be configured to log technical and business events.

The information system will provide a possibility to automatically generate documents based on predefined templates. For some types of documents, configurable depending on the specifics of the activity, it will be possible to associate certain predefined formats. When creating a document of that type, the user should be able to specify certain information on the system will automatically fill in the corresponding template for that document.

The reporting system of *e-Petition* will have 5 distinct categories of reports and documents:

- **Incoming documents** – for each type a template will be created based on which information relevant to the document will be entered. The information system will store certain types of documents developed by the staff of PAD. In order to save histories, *e-Petition* will create an electronic file reach petition, which will include scanned copies of presented documents, electronic documents and metadata related to them. All the electronic files of petitions will be grouped per *Petitioner* to track the entire history of the petition, and documents and events related to processed petitions. Here are some documents from the category of incoming documents:
  - a. Register card of the petition;
  - b. Petition related evidence;
  - c. Resolution of *Leadership of PRM*;
  - d. Approval of decisionmaker in the petition review process;
  - e. Reply of *Competent Body*, etc.
- **Outgoing documents** – for each type a template will be created based on which information relevant to the document will be entered. The information system will generate and display certain types of outgoing documents concerning the initiation, execution and completion of petition control. It will also generate monitoring and performance reports based on parameters set by users. In order to save a history *e-Petition* will store in the electronic file of the petition all the outgoing information approved by the management of PAD and the *Leadership of PRM*. The outgoing documents are listed below:
  - a. Petitioner Profile;
  - b. List of petitions of natural persons, taken under control to be resolved;
  - c. Registration seal of petition;
  - d. Cover of petition filed;
  - e. Report on petition review and verbal addresses of citizens on the respective topic of the petition;



- f. Report on petition review and verbal addresses of citizens by the geographic area of *the Petitioner*;
  - g. Report on petition review and verbal addresses of citizens by *Competent Body*;
  - h. Report of performance activity of *PAD*;
  - i. Report of performance activity of *PAD staff*;
  - j. other outgoing documents relevant to the petition review process.
- **e-Petition Performance Report** – represent a category of static reports (as a rule implemented physically into the contents of the information system) for the purpose of the audit and analysis of the activity of the information system. This particular category of reports can benefit from inspiration from the principles of similar reports of IT systems focusing on monitoring of quality (MANTIS, BUGZILLA, etc.).
  - **Monitoring reports** – represent a category of reports for the management of PAD and the leadership of PRM, for the purpose of monitoring the process of receiving/reviewing/resolving petitions. Apart from static reports which will be defined in the implementation stage of e-Petitions, there will be created a tool to generate reports based on criteria set by the users of the information system. This category of reports will serve as a basis for the decision-making process and for anticipating problems caused by the failure to apply the legal provisions concerning petition review.

Taking into account the principle of ensuring transparency in the activity of *Public Authorities*, the IT solution will provide a mechanism to generate reports and performance indicators of public nature through the public web interface of *e-Petition* on the official website of *The Parliament of the Republic of Moldova* (<http://www.parlament.md>).

## 6. Requirements for the information system

### 6.1. Functional requirements for the information system

#### 6.1.1. UC01. Submit petition

The functional requirements for submitting a petition to *The Parliament of the Republic of Moldova* are described in table 6.1.

**Table 6.1 Functional requirements for the use case UC01**

Identifier	Mandatory	Description of functional requirement
FR 01.01	M	<i>The Petitioner</i> will have available several alternatives for filing petitions to the <i>PRM</i> .
FR 01.02	M	Regardless of the mode of filing petition (traditional or online) all petitions will be processed in the same technological flows provided by <i>e-Petition</i> .
FR 01.03	M	Regardless of the mode of filing petition, the <i>Petitioner</i> will receive notifications via Email if there is an email account indicated in his/her profile.
FR 01.04	M	Regardless of the mode of filing petition, the <i>Petitioner</i> will be able to use the functionality to track petition on the website of <i>PRM</i> ( <a href="http://www.parlament.md">http://www.parlament.md</a> ).

#### 6.1.2. UC03. Submit petition online

The functional requirements for filing petitions online to *PRM* are described in table 6.2.

**Table 6.2. Functional requirements for the use case UC03**

Identifier	Mandatory	Description of the functional requirement
FR 03.01	M	The system will have an online interface for sending petitions on the website <a href="http://www.palament.md">http://www.palament.md</a> .
FR 03.02	M	The petition will not be submitted for review unless all mandatory fields of the form are filled in.
FR 03.03	M	The petition will not be submitted for review unless all copies of the digital documents specified in the conditions for issuing a decision and related metadata have been attached.
FR 03.04	M	An incomplete petition form (petition which does not include all documents and data necessary for its review) is deleted unless it is submitted for review within 1 hour.
FR 03.05	M	The system generates a unique identification number for a petition submitted for review (entered automatically in logs).
FR 03.06	M	The system issues a notification for the user regarding the receipt of petition.
FR 03.07	M	The system submits the petition receipt notification and a printable version of it to the email account indicated by the <i>Petitioner</i> .
FR 03.08	M	The petition received notification will include the unique registration number of the petition, date and time of reception of the petition in the system, the digital signature of <i>PRM</i> .

Identifier	Mandatory	Description of the functional requirement
FR 03.09	M	The time of the petition receipt transaction will be supplied by the state service of time stamping.

### 6.1.3. UC04. Import automatically Petitioner data

The functional requirements for the functionality of automated retrieval and input of details about the *Petitioner* are described in table 6.3.

**Table 6.3. Functional requirements for the use case UC04**

Identifier	Mandatory	Description of functional requirement
FR 04.01.	M	<b>e-Petition</b> will connect to <i>SRP</i> and <i>SRLE</i> to automatically input identification details of <i>Petitioners</i> .
FR 04.02.	M	The querying of <i>SRP</i> and <i>SRLE</i> will be done based on the IDNP and respectively IDNO code of the <i>Petitioner</i> .
FR 04.03.	M	In case of search error of the <i>Petitioner</i> in <i>SRP</i> or <i>SRLE</i> the system will display error.
FR 04.04.	M	For petitioners who do not have <i>IDNP</i> codes due to religious reasons, the query will be executed by identity documents.
FR 04.05.	M	The system will automatically retrieve from <i>SRP</i> and input: Name and Surname, Address, date of birth, IDNP code.
FR 04.06.	M	The system will automatically retrieve from <i>SRLE</i> and input: full name, legal address, date of foundation, IDNO.
FR 04.07.	M	Once the data or retrieved from <i>SRP</i> and <i>SRLE</i> , <i>e-Petition</i> will create and complete <i>the Petitioner Profile</i> (which will be subsequently used in the case of other petitions from <i>the Petitioner</i> ).
FR 04.08.	M	If the profile of the <i>Petitioner</i> already exists in the database of <i>e-Petition</i> (the <i>Petitioner</i> has previously addressed to PRM) this procedure will automatically update profile related data of <i>the Petitioner</i>
FR 04.09.	M	The values of the fields retrieved from <i>SRP</i> and <i>SRLE</i> will not be editable in <i>e-Petition</i> .
FR 04.10.	M	The procedure of automatically importing data from <i>SRP</i> and <i>SRLE</i> will be used by <i>e-Petition</i> repeatedly to update profile-related data of <i>Petitioners</i> .

### 6.1.4. UC05. Write petition and attach copy of documents

The functional requirements for the functionality of writing petition online and attaching petition-related evidence are described in table 6.4.

**Table 6.4. Functional requirements for the use case UC05**

Identifier	Mandatory	Description of functional requirements
FR 05.01	M	The system will allow the <i>Petitioner</i> to fill in the petition form online.
FR 05.02	M	The system will allow for the validation of data entered by the <i>Petitioner</i> with <i>SRP</i> , <i>SRLE</i> , other information systems.
FR 05.03	M	The system will allow to attach digital copies of petition related evidence (mandatory format - PDF).

Identifier	Mandatory	Description of functional requirements
FR 05.04	M	The system will require the filling in of metadata related to the digital documents attached to the petition.

#### 6.1.5. UC06. Authenticate and sign petition

The functional requirements for the component of authenticating *the Petitioner* and of digital signing of petitions filed online are described in table 6.5.

**Table 6.5. Functional requirements for the use case UC06**

Identifier	Mandatory	Description of functional requirement
FR 06.01	M	In order to write and file a petition online the <i>Petitioner</i> will authenticate using the digital certificate or the mobile identity ( <i>mobile ID</i> ).
FR 06.02	M	The system will be able to integrate with <i>M-Pass</i> and <i>M-Sign</i> services used for authentication and digital signature infrastructure.
FR 06.03	M	The <i>Petitioner</i> will mandatorily apply digital signature on the electronic form of the petition and on all other files attached to it.
FR 06.04	M	The system must be capable of verifying the authenticity of the digital signature applied on the petition form and on the documents attached to it.

#### 6.1.6. UC07. File petition in audience

The functional requirements for filing petitions in audience are described in table 6.6.

**Table 6.6. Functional requirements for the use case UC07**

Identifier	Mandatory	Description of functional requirements
FR 07.01.	M	The Information related to the petition filed in audience will be inserted by the <i>Chief Consultant of PAD</i> who covers the geographic area of domicile of the <i>Petitioner</i> .
FR 07.02.	M	The mechanism of filing a petition in audience will provide an electronic form for the audience card.
FR 07.03.	M	The information system will provide a mechanism of verifying data of the <i>Petitioner</i> using <i>SRP</i> or <i>SRLE</i> by inputting automatically personal data in the form of the audience card.
FR 07.04.	M	The information system will provide a mechanism of automatic retrieval of the audience card based on data inserted by the <i>Senior Consultant</i> and the respective document template to be signed by the <i>Petitioner</i> .

#### 6.1.7. UC08. Receive notifications

The functional requirements for the mechanism of receiving notifications of the users of the *Information System e-Petition* are described in table 6.7.

Table 6.7. Functional requirements for the use case UC08

Identifier	Mandatory	Description of functional requirement
FR 08.01.	M	<i>Petitioners</i> will automatically receive email notifications concerning the acceptance for review of their petitions filed by any method (traditional, in audience or online, provided there is an email account of the <i>Petitioner</i> ).
FR 08.02.	M	<i>Petitioners</i> will automatically receive email notifications concerning the course of the petition review process (upon completion of certain technological stages, provided there is an email account of the <i>Petitioner</i> ).
FR 08.03.	M	<i>Authorised users of PRM</i> (staff of <i>PAD</i> or the <i>Leadership of PRM</i> ) and the <i>Competent Bodies</i> will automatically receive email notifications concerning actions to be taken in the <i>e-Petition</i> (submission of petition files for review or approval, reminders on exceeding legal deadlines petition review etc.)
FR 08.04.	M	The notification mechanism for the <i>authorised users of PRM</i> will be configurable according to their needs.
FR 08.05.	M	The system will provide a mechanism for storing and managing all sent notifications.

#### 6.1.8. UC09. Track petition

The functional requirements for the mechanism of tracking the process of petition review are described in table 7.8.

Table 7.8. Functional requirements for the use case UC09

Identifier	Mandatory	Description of functional requirement
FR 09.01.	M	The petitioner will have available the function of tracking his/her petition reviewed by <i>PRM</i> on the <i>WEB</i> page of <i>PRM</i> .
FR 09.02.	M	In order to track the process of his/her petition review, the <i>Petitioner</i> will enter a set of petition-related data which only he/she knows (ex: <i>IDNP code of the Petitioner</i> + <i>petition registration code</i> + <i>petition registration date</i> , etc.). These data will be supplied in the moment of notifying the <i>Petitioner</i> about the start of the process of petition review.
FR 09.03.	M	The procedure of tracking the petition review will not display personal data related to the petition, it will only display the technological stage of the petition review process.

#### 6.1.9. UC10. Fill in petition file

The functional requirements for filling in the petition file are described in table 6.9.

Table 6.9. Functional requirements for the use case UC10

Identifier	Mandatory	Description of functional requirements
FR 10.01.	M	<i>The Senior Consultant</i> will have available the functionality of entering primary data related to petitions received on paper.
FR 10.02.	M	The functionality of filling in the file available to the <i>Senior Consultant</i> correspond to the options of a <i>Operator</i> who enters primary data necessary for configuring the petition review process.

Identifier	Mandatory	Description of functional requirements
FR 10.03.	M	When entering primary data related to the petition file <i>e-Petition</i> will interact with other information systems for validation of data or automatic data entry ( <i>SRP, SRLE, etc.</i> ).
FR 10.04.	M	The system will provide a mechanism for developing and managing electronic forms necessary for the completion of the Digital file of the petition.
FR 10.05.	M	The system will enable the definition of rules for the validation of the contents of electronic forms necessary for the completion of the Digital file of the petition.
FR 10.06.	M	The system will support the definition of fields with calculated values in the electronic forms necessary for the completion of the Digital file of the petition.
FR 10.07.	M	The system will allow the use of public key infrastructure (KPI) for the purpose of applying digital signatures on the form necessary for the completion of the Digital files of petitions.

#### 6.1.10. UC11. Attach copies of documents

The functional requirements for the component of attaching copies of documents to the digital file of petition are described in table 6.10.

**Table 6.10. Functional requirements for the use case UC11**

Identifier	Mandatory	Description of functional requirements
FR 11.01.	M	<i>e-Petition</i> will provide functionalities for attaching digital copies of documents to the digital file of petition (petitions, evidence, documents, replies from <i>Competent Bodies, etc.</i> ).
FR 11.02.	M	The system will provide a mechanism of filling in metadata related to digital documents attached to the file.
FR 11.03.	M	The nature of metadata related to the digital documents attached to the file must be precise enough so that effective queries can be defined to retrieve them.
FR 11.04.	M	All attached files will be in PDF format.

#### 6.1.11. UC12. Enter data related to the petition review process

The functional requirements for the initial filling in of information related to the petition file are described in table 6.11.

**Table 6.11. Functional requirements for the use case UC12**

Identifier	Mandatory	Description of functional requirements
FR 12.01	M	The system will provide functionality for producing the Digital file of the petition based on documents submitted in the traditional form (on paper).
FR 12.02	M	<i>The Chief Consultant of PAD</i> or <i>the Senior Consultant of PAD</i> will examine the documents and extract values from the contents.
FR 12.03	M	<i>e-Petition</i> will provide access to <i>SRP</i> and <i>SRLE</i> to automatically retrieve and insert identification data related to <i>the Petitioner</i> .

**6.1.12. UC13. Print documents**

The functional requirements for the mechanism of printing documents generated based on the contents of the database of *e-Petition* are described in table 6.12.

**Table 6.12. Functional requirements for the use case UC13**

Identifier	Mandatory	Description of functional requirements
FR 13.01.	M	The system will include predefined templates (editable) for each type of document related to the petition review process.
FR 13.02.	M	The system will automatically enter the variable information into the template of the document related to the petition review process (will populate the template with information from the contents of the database).
FR 13.03.	M	The system will allow the issuance of documents in electronic form related to the petition review process in digital format and will apply the digital signature of <i>PRM</i> .

**6.1.13. UC14. Manage Petitioner Profile**

The functional requirements for the mechanism of managing the Petitioner profile are described in table 6.13.

**Table 6.13. Functional requirements for the use case UC14**

Identifier	Mandatory	Description of functional requirements
FR 14.01.	M	The system will integrate a mechanism for automatically filling in the contents of <i>Petitioner Profiles</i> .
FR 14.02.	M	The system will automatically update the <i>Petitioner Profiles</i> based on information supplied by the <i>SRP</i> and <i>SRLE</i> .
FR 14.03.	M	Profile information will be regularly synchronised with data from <i>SRP</i> and <i>SRLE</i> .
FR 14.04.	M	The system will attach to the <i>Petitioner Profile</i> all petition files of the respective <i>Petitioner</i> .
FR 14.05.	M	The system will provide a quick way to view the <i>Petitioner Profile</i> (a report which will indicate succinctly the complete history of interaction of <i>PRM</i> with the <i>Petitioner</i> ).
FR 14.06.	M	Access to <i>The Petitioner Profile</i> will be granted to users from <i>Competent Bodies</i> thoroughly for the files they need to manage (the history will display only data related to the <i>Competent Body</i> ).
FR 14.07.	M	<i>Chief Consultants</i> will be able to edit just the profiles of <i>Petitioners</i> having domicile in the geographic area of their competence.
FR 14.08.	M	<i>e-Petition</i> logs all events of accessing contents of <i>Petitioner Profiles</i> .

**6.1.14. UC15. Search information**

The functional requirements for the mechanism of searching petition files and *Petitioner Profiles* are described in table 6.14.

Table 6.14. Functional requirements for the use case UC15

Identifier	Mandatory	Description of functional requirement
FR 15.01.	M	<i>e-Petition</i> will provide a module for searching and filtering petition files and <i>Petitioner Profiles</i> based on indexed and full text searching of the database and documents of the Digital file of the petition by query relevance
FR 15.02.	M	<i>e-Petition</i> will include a mechanism of complete indexing of information in the database and the files related to petition files
FR 15.03.	M	The system will provide paging for searches which produce a very big number of results.
FR 15.04.	M	The system will provide a function of searching in the search results (refined search).
FR 15.05.	M	The table with the results of found petition files or profiles will include sufficient columns so that it is possible to select the relevant entry.
FR 15.06.	M	The system will be capable of exporting the list of search results in format (CSV, XLS, PDF).

#### 6.1.15. UC16. Generate reports

The functional requirements for the mechanism of retrieving reports in *e-Petition* are described in table 7.16.

Table 6.15 Functional requirements for the use case UC16

Identifier	Mandatory	Description of functional requirement
FR 16.01.	M	<i>e-Petition</i> will provide a reporting functionality, capable of delivering a number of management, statistics and ad-hoc reports so that the administrative roles can manage and monitor the system to make sure it is used appropriately.
FR 16.02.	M	This reporting is necessary within the entire system, including: <ul style="list-style-type: none"> <li>■ nomenclatures and classifiers;</li> <li>■ entries;</li> <li>■ user activity;</li> <li>■ access and security permissions.</li> </ul>
FR 16.03.	M	The system must make available to the administrative roles a number of configurable standard reports and must easily authorise the generation of ad-hoc reports upon demand.
FR 16.04.	M	The system will provide a set of statistic reports (as a rule implemented physically into the contents of the information system) for the purpose of auditing the petition review process (all reports provided for in the legislation and the Rules of Procedure of <i>PRM</i> ).
FR 16.05.	M	A user who views a report must be able to export it into an external editable file.
FR 16.06.	M	The performance reporting functionalities will be guided by principles of similar reports generated by information systems for monitoring quality issues (MANTIS, BUGZILLA, etc.).



**6.1.16. UC17. View petition file**

The functional requirements for the mechanism of viewing petition files are described in table 6.16.

**Table 6.16. Functional requirements for the use case UC17**

Identifier	Mandatory	Description of functional requirement
FR 17.01.	M	The system will provide a mechanism for configuring access rights to petition files for each authorised user (geographic area, subject, etc.)
FR 17.02.	M	<i>e-Petition</i> , based on user credentials filters petition files related to the respective authorised user (displays only files of petitions pertaining to the respective geographic area of competence or the ones produced by the <i>Senior Consultant</i> ).
CF 17.03.	M	<i>The staff of Competent Bodies</i> have access only to the files of petitions for which they are supposed to produce replies following petition review.
CF 17.04.	M	The authorised user will have the possibility to view details, documents and notifications related to the petition file.
CF 17.05.	M	The authorised user will be able to download documents related to the petition files which he /she has access to.
CF 17.06.	M	<i>e-Petition</i> logs all access events of the contents of digital files of petitions (authorisation, query, filtering, viewing, downloading, etc.).

**6.1.17. UC18. Insert resolution**

The functional requirements for the mechanism of producing a resolution of the *Leadership of PRM* are described in table 7.17.

**Table 6.17. Functional requirements for the use case UC18**

Identifier	Mandatory	Description of functional requirement
FR 18.01.	M	<i>The Leadership of PRM</i> will have available the function of inserting a resolution related to the petition review process.
FR 18.02.	M	The resolution of <i>the Leadership of PRM</i> will be inserted by the selecting the option (approve or reject) to request submitted by <i>PAD</i> , with an optional text of comments.
FR 18.03.	M	The system will provide the function of applying the digital signature of the <i>Leadership of PRM</i> on the resolution.
FR 18.04.	M	<i>The Leadership of PRM</i> will be able to approve /reject packages of petition files.
FR 18.05.	M	<i>The Leadership of PRM</i> will be able to supply the digital signature on packages of resolutions for petition files.

**6.1.18. UC19. Process petition**

The functional requirements for the mechanism of petition processing provided by *e-Petition* are described in table 6.18.

**Table 6.18. The functional requirements for the use case UC19**

Identifier	Mandatory	Description of functional requirement
FR 19.01.	M	The system will provide a mechanism which will automate the processes of petition review and monitoring.
FR 19.02.	M	Petitions will be reviewed subject to legal requirements (the system will take account of the specificity and the deadlines of all stages of petition review).
FR 19.03.	M	The system will provide a mechanism for configuring the workflow for processing different categories of petitions (possibility for adapting <i>e-Petition</i> to legislation amendments)
FR 19.04.	M	The system will generate all documents related to petition files based on predefined templates populated with information from the database of the information system.
FR 19.05.	M	The system will enable the application of digital or mobile signature on any document generated for stored in the database.
FR 19.06.	M	The system will have a mechanism for configuring the workflow related to the petition review (defining actors involved in petition review).
FR 19.01.	M	The system will automatically generate a registration number for all petition-related documents (entries made by actors which subsequently become documents) generated by <i>e-Petition</i> .

**6.1.19. UC20. Fill in reply to petition**

The functional requirements for the mechanism of producing replies to *Petitioners* are described in table 6.19.

**Table 6.19. Functional requirements for the use case UC20**

Identifier	Mandatory	Description of functional requirement
FR 20.01.	M	The system will provide public authorities ( <i>Competent Bodies</i> ) with the functionality of inserting data related to replies to petitions under their review.
FR 20.02.	M	<i>The staff of the Competent Body</i> will authenticate with digital certificate to save data related to replies to petitions.
FR 20.03.	M	The system will activate the functionality of entering data related to replies to petitions only when <i>The Leadership of PRM</i> have approved the petition for review and only for the <i>Competent Bodies</i> involved in the petition review.
FR 20.04.	M	By using this functionality the public authority will be able to submit (attach to petition file) its opinion concerning the petition review process.
FR 20.05.	M	The users in the PAD will have access to the functionality of this use case to insert the replies from <i>Competent Bodies</i> on traditional paper form.
FR 20.06.	M	The system will activate the option of inserting replies only for the files of petitions accepted for review.

**6.1.20. UC21. Insert petition in audience**

The functional requirements for the mechanism of filing a petition in audience are described in table 6.20.

**Table 6.20. Functional requirements for the use case UC21**

Identifier	Mandatory	Description of functional requirement
FR 21.01.	M	<i>The Chief Consultant of PAD</i> has available the functionality for producing a petition file in audience (operator option available to the <i>Chief Consultant of PAD</i> ).
FR 21.02.	M	The information system will automatically retrieve and enter petitioner-related information from <i>SRP</i> or <i>SRLE</i> .
FR 21.03.	M	The system will be able to generate and print documents related to the process of reviewing petitions in audience to be signed by the <i>Petitioner</i> .

**6.1.21. UC22. Fill in petition-related metadata**

the functional requirements for the mechanism of configuring the petition file (inserting all metadata related to it) are described in table 6.21.

**Table 6.21. Functional requirements for the use case UC22**

Identifier	Mandatory	Description of functional requirement
FR 22.01.	M	The system will provide functionality to define the parameters of the petition and of the petition file.
FR 22.02.	M	The system will allow the configuration of the petition and of the petition file based on values from nomenclatures <i>e-Petition</i> .
FR 22.03.	M	Configuring a petition file implies assigning staff of PAD and of the <i>Competent Bodies</i> involved in the petition review and processing, its supervisors, indication of deadline for petition review, entering all necessary information retrieving documents related to the petition file, notification of actors involved in the petition review process.
FR 22.04.	M	The information system will store in its database all nomenclatures necessary for configuring the petition file.
FR 22.05.	M	Upon configuration of the petition file, all actors involved in the petition review will be notified automatically.

**6.1.22. UC23. Monitor petition**

The functional requirements for the mechanism of petition monitoring are described in table 6.22.

**Table 6.22. Functional requirements for the use case UC23**

Identifier	Mandatory	Description of functional requirement
FR 23.01.	M	<i>e-Petition</i> will provide a mechanism for monitoring the petition review process.
FR 23.02.	M	For the purpose of monitoring the petition review process will be used the principles of national legislation (deadlines for petition review).

Identifier	Mandatory	Description of functional requirement
FR 23.03.	M	<i>e-Petition</i> will take account of the limitation of the duration of petition review.
FR 23.04.	M	<i>e-Petition</i> will display in a differentiated way the files of petitions under review and the files of petitions with expired deadline for review.
FR 23.05.	M	The information system will notify the civil servants and the management of PAD about risks of exceeding deadlines for petition review.
FR 23.06.	M	The information system will notify civil servants involved about the changes operated to the contents of a file under review (ex: when a civil servant of a <i>Competent Body</i> inserts a reply in the system or attaches documents).

#### 6.1.23. UC24. Schedule audience with the Leadership of PRM

The functional requirements for the mechanism of scheduling audiences of *Petitioners at The Leadership of PRM* are described in table 6.23.

**Table 6.23. Functional requirements for the use case UC24**

Identifier	Mandatory	Description of functional requirement
FR 24.01.	M	The information system will include a mechanism for scheduling audiences of <i>Petitioners at The Leadership of PRM</i> .
FR 24.02.	M	<i>Petitioners</i> may request audience with <i>The Leadership of PRM</i> regardless of the mode of filing the petition.
FR 24.03.	M	The electronic form for writing a petition online or in audience will include the option of requesting audience with <i>The Leadership of PRM</i> .
FR 24.04.	M	The authorisation of the schedule of audiences with <i>The Leadership of PRM</i> will require the interaction of <i>PAD staff, The Leadership of PRM</i> and of the respective <i>subdivisions of PRM</i> .
FR 24.05.	M	<i>The Petitioner</i> will be notified by <i>e-Petition</i> about the appointment for audience / denial of audience with <i>The Leadership of PRM</i> .

#### 6.1.24. UC25. Approve petition review

The functional requirements for the mechanism of approving the mode of petition review are described in table 6.24.

**Table 6.24. Functional requirements for the use case UC25**

Identifier	Mandatory	Description of functional requirement
FR 25.01.	M	The information system will provide the <i>Management of PAD</i> with options to approve / reject the petition review process.
FR 25.02.	M	The approval /rejection of the petition review process by the <i>Head of PAD</i> will imply the activation of a button or a verify box.
FR 25.03.	M	When the validation option is chosen, the information system will notify the <i>Leadership of the Parliament</i> on the receipt of a new petition file for review.

**6.1.25. UC26. Close petition**

The functional requirements for the mechanism of closing petition files are described in table 6.25.

**Table 6.25. Functional requirements for the use case UC26**

Identifier	Mandatory	Description of functional requirement
FR 26.01.	M	<i>The Management of PAD</i> have available the functionality for closing a petition file (completion of the petition review process).
FR 26.02.	M	A petition can be closed only with the approval of <i>The Leadership of PRM</i> (resolution to that effect).
FR 26.03.	M	<i>The Management of PAD</i> will be able to close packages of petition files.
FR 26.04.	M	<i>e-Petition</i> will verify automatically the possibility of closing the petition. If procedural requirements are not observed, error will be displayed
FR 26.05.	M	The information system will log in its logging system all succeeded and failed attempts to close petitions .
FR 26.06.	M	When a petition file is closed, <i>e-Petition</i> will automatically notify all actors involved in the petition review process (including the <i>Petitioner</i> ).

**6.1.26. UC27. Delete petition files**

The functional requirements for the mechanism of deleting petition files are described in table 6.26.

**Table 6.26. Functional requirements for the use case UC27**

Identifier	Mandatory	Description of functional requirements
FR 27.01.	M	<i>The Management of PAD</i> will have available the functionality of deleting petition files (deletion of Digital files of petitions which exceeded the storage period provided by the law).
FR 27.02.	M	A petition file can not be deleted unless it has been closed and its storage period provided by the law is over.
FR 27.03.	M	The deletion of the petition file does not imply the total deleting of it. Will be deleted all files attached to the folder. Only the electronic form of the petition will be kept and all information necessary for statistics and <i>The Petitioner profile</i> .
FR 27.04.	M	Prior to the deletion of the petition file it will be marked for deletion ( <i>e-Petition</i> will not allow the deletion of a file unless it has been marked for deletion)
FR 27.05.	M	<i>The head of PAD</i> will be able to delete packages of petition files.
FR 27.06.	M	Information system will verify automatically the possibility of deleting the petition. If procedural requirements are not observed, <i>e-Petition</i> will display error and will not delete the petition.
FR 27.07.	M	The information system will log in its logging system all succeeded and failed attempts to delete petitions.

**6.1.27. UC28. Administer roles and rights**

The functional requirements for the mechanism of administering the users of *e-Petition* are described in table 6.27.

Table 6.27. Functional requirements for the use case UC28

Identifier	Mandatory	Description of functional requirement
FR 28.01.	M	The information system will include a mechanism for defining and dynamic management of roles and rights of users.
FR 28.02.	M	The information system will include an implicit category of users created by the developer and the credentials for them are supplied upon delivery for the category of <b>superadministrator</b> .
FR 28.03.	M	The information system will allow blocking /unblocking of user access.
FR 28.04.	M	The information system will enable the specification of log in mode of the users ( <i>Active Directory</i> , digital certificate, etc.).
FR 28.05.	M	The system will log potentially harmful actions on user profiles (creation, modification, physical suppression) personalising users who operated the potentially harmful change.
FR 28.06.	M	<i>e-Petition</i> will be able to retrieve all user profiles related to the information system from the Active Directory of <i>PRM</i> .
FR 28.07.	M	The mechanism for administering rights and roles of users will allow the formulation of access principles to the user interface and the information contents of the information system for each user individually or for groups of users.
FR 28.08.	M	<i>e-Petition</i> will only display the user interface and information contents based on user rights and roles .

#### 6.1.28. UC29. Administer nomenclatures and metadata

The functional requirements for the mechanism of managing nomenclatures and metadata *e-Petition* are described in table 6.28.

Table 6.28. Functional requirements for the use case UC29

Identifier	Mandatory	Description of functional requirements
FR 29.01.	M	The system will include a mechanism for managing nomenclatures and classifiers which contain the totality of metadata of the Database.
FR 29.02.	M	The system will use integrally (if need be) the classifiers managed by the <i>National Bureau for Statistics (CAEM, CUATM, FOJ, CFP, etc.)</i> and other classifiers related to the activity of <i>PAD and PRM</i> .
FR 29.03.	M	The rights for operating changes to official classifiers will be limited. For this category of classifiers, changes will be operated only when they are operated by Central public authorities in charge of administering them.
FR 29.04.	M	For the system of internal nomenclatures and metadata, the IT solution will provide a mechanism for their definition and dynamic administration.
FR 29.05.	M	The system will not allow the suppression of the way category of metadata if it is used in at least one entry in the database.

#### 6.1.29. UC30. Administer document templates

The functional requirements for the mechanism of configuring document templates of *e-Petition* are described in table 6.29.

**Table 6.29. Functional requirements for the use case UC30**

Identifier	Mandatory	Description of functional requirement
FR 30.01.	M	The system will provide mechanisms for developing document templates related to the retrieved reports.
FR 30.02.	M	The system will include an exclusively visual mechanism for configuring document templates.
FR 30.03.	M	The system will have a mechanism for versioning document templates.

**6.1.30. UC31. Other administrative activities**

The functional requirements for the activities of administering the *e-Petition* are described in table 6.30.

**Table 6.30. Functional requirements for the use case UC31**

Identifier	Mandatory	Description of functional requirements
FR 31.01.	M	The system must enable the administrative roles to access, display and reconfigure the parameters of the system and the settings at the moment of configuration.
FR 31.02.	M	The Administrator manages the profile of every user of the system.
FR 31.03.	M	The administrator formulates access rules to the program interface and the contents of the database in the user profile.
FR 31.04.	M	<i>e-Petition</i> will provide functionality to access system logs
FR 31.05.	M	The Administrator makes backup copies and recovers the functionality of the system based on these copies.

**6.1.31. UC32. Register documents**

The functional requirements for the mechanism of automated register of the documents in *e-Petition* are described in table 6.31.

**Table 6.31. Functional requirements for the use case UC32**

Identifier	Mandatory	Description of functional requirement
FR 32.01.	M	<i>e-Petition</i> will implement electronic registries necessary for the petition review process.
FR 32.02.	M	The information system will automatically log any inserted document, sent notification, generated report.
FR 32.03.	M	The system will assign a unique identification code for every information object or event, in accordance with the national legislation.
FR 32.04.	M	And the moment of logging the document or event the Information System will apply a timestamp with legal value (will use the government system of time stamping).
FR 32.05.	M	The information system will include a mechanism for viewing, filtering and retrieving contents of an electronic registry for subsequent viewing or printing (in PDF, DOC or CSV format).

**6.1.32. UC33. Log events**

The functional requirements for the mechanism of logging events in *e-Petition* are described in table 6.32.

**Table 6.32. Functional requirements for the use case UC33**

Identifier	Mandatory	Description of functional requirement
FR 33.01.	M	The system will include a mechanism for logging all events related to the operation of <i>e-Petition</i> .
FR 33.02.	M	The logging mechanism will be in line with logging principles used in the industry.
FR 33.03.	M	In case of critical events <i>e-Petition</i> will mandatorily log all critical events related to the security and viability of the system.
FR 33.04.	M	In case of less critical events the administrator of <i>e-Petition</i> will configure (define and stop) that logging processes.
FR 33.05.	M	<i>e-Petition</i> will include a mechanism for viewing, filtering and exporting logs (PDF, CSV, XLS).

**6.1.33. UC34. Notify users**

The functional requirements for the notification mechanism of the **Information System e-Petition** are described in table 6.33.

**Table 6.33. Functional requirements for the use case UC34**

Identifier	Mandatory	Description of functional requirement
FR 34.01.	M	The system will include a mechanism of automatic notification of all actors.
FR 34.02.	M	The system will send the notifications to users via email and via the internal system for storing notifications.
FR 34.03.	M	The notifications will be produced based on predefined templates, while their contents will be automatically generated based on the information from the Database.
FR 34.04.	M	The notifications with the status of official document sent to <i>Petitioners</i> or <i>Competent Bodies</i> will be digitally signed by the system and a copy will be attached to the petition file.
FR 34.05.	M	The system will log al the notification sending events.

**6.2. Non-functional requirements of the information system****6.2.1. General and performance requirements of e-Petition**

The general system requirements and the performance requirements for defined by the policies and strategies adopted in the Republic of Moldova by *PRM*. It is also important to mention that these acts are based on the best practices in the industry and include many logistical measures as well as a series of technical measures.

The developer will provide the possibility of ensuring public access (website of *PRM*: <http://www.parlament.md>) to the public reports generated by *e-Petition* and to the interfaces for writing and filing petitions online. These interfaces will be accessible through the website of *PRM*.

The general system requirements specific for e-Petition are described in table 6.34.



Table 6.34. The general system requirements of e-Petition

Identifier	Mandatory	Description of performance requirement
TGEN 001	M	All the program interfaces and the contents of the database will be in Romanian language with the use of Romanian diacritics.
TGEN 002	D	The system will provide a multilingual interface (at least an alternative version in Russian language) with the possibility of editing the labels of user interface.
TGEN 003	M	The elements of the user interface must be compliant with Level A of the <i>Web Content Accessibility Guidelines (WCAG) 2.0</i> .
TGEN 004	M	<i>e-Petition</i> will include the possibility of adapting the user interface to the gadgets used (notebook, netbook, desktop PC, smartphone, tablet, etc.)
TGEN 005	M	<i>e-Petition</i> will ensure compatibility with <i>W3C XForms</i> standard.
TGEN 006	M	<i>e-Petition</i> can be integrated with the office applications used in the PRM
TGEN 007	M	<i>e-Petition</i> will ensure the functionality is necessary for using the digital signature and the mobile ID for all categories of actors.
TGEN 008	M	The information system must integrate search and filtering functions by petition metadata, profiles of <i>Petitioners and of the authorised users (such petitions, documents, notifications, resolutions, etc)</i> , such money type of petition; search by time period, search by result of petition processing etc. The procedures for retrieving information and entries will be performed my simple searches (specification of a search string) or higher complexity searches which can perform a more exact filtration of information (QBE forms). Irrespective of the nature of the searched information, the user will use the same query and retrieval method for any section of the information product.
TGEN 009	M	In addition to the search module based on the QBE principle which will enable the system to define sophisticated queries in a visual way, the interface must provide the possibility of refining the search results by ensuring the possibility of filtering the information from the list of search results.
TGEN 010	M	The user interface of the information system must ensure the filtration of entries which match the search criterion presented to users depending on their access rights.
TGEN 011	M	The contents of any table of results must be exportable in XLS, CSV and PDF formats
TGEN 012	M	<i>e-Petition</i> must provide WEB interfaces for external access.
TGEN 013	M	<i>e-Petition</i> will be based on a service-oriented architecture (SOA).
TGEN 014	M	The potentially variable information in the solution ( <i>ex: different parameters, ways of data storage, ways of connection with external services, classifiers etc</i> ) will be configurable and will NOT require the recompilation of the solution or direct interventions into the database
TGEN 015	M	Information system will use open standards for formats and communication protocols.
TGEN 016	M	The parts of the service exposed to the public of <i>e-Petition</i> will be technologically neutral (Operation System, Internet browser, etc.).
TGEN 017	M	<i>e-Petition</i> will integrate with corporate messaging servers (Microsoft Exchange, Microsoft Lync, etc)

The specific performance requirements for *e-Petition* are described in table 6.35.

**Table 6.35. Performance requirements for the system**

Identifier	Mandatory	Description of performance requirement
PERF 001	M	The average response time of the server will not exceed 3 seconds from the nominal load of the system.
PERF 002	M	The system must be capable of allowing the activity of over 500 users from the categories of Administrator, Senior Consultant, Chief Consultant Principal, Management PAD, Leadership PRM, Civil Servant Competent Body.
PERF 003	M	The system must be capable of allowing the access of over 100 000 Internet users with public or authorised (digital certificate) access annually on the website of <i>The Parliament of the Republic of Moldova</i> .
PERF 004	M	The system will allow the concurrent activity of minimum 150 users of the following levels : <i>Administrator, Senior C Superior, Chief Consultant, Management PAD, Leadership PRM, Civil servant Competent Body</i> and over 1000 Petitioners (Internet users).
PERF 005	M	The system will process over <b>5000</b> petition files a year.
PERF 006	M	Prior to the delivery of the information solution performance tests of <i>e-Petition</i> will be carried out.
PERF 007	M	The performance testing will include minimum two components: load testing and stress testing.

### 6.2.2. Security and protection requirements

The system must comply with the technical requirements for Information Systems stipulated in the *Standard of the Republic of Moldova SMV ISO/CEI 27002:2009 Information Technology. Security techniques. Code of best practices in information security management*.

The information solution will comply with all security and protection requirements described in table 6.36.

**Table 6.36. Security and protection requirements for e-Petition**

Identifier	Mandatory	Description of functional requirements
SR 001	M	The information system guarantees the integrity of petition files.
SR 002	M	Public information is accessible to anonymous users.
SR 003	M	Access to the functions provided to unauthenticated users is controlled with means for protection against system overload by one or several nodes of the network.
SR 004	M	All fields in forms to be filled in by users must be mandatorily validated by type both on the client and on the server.
SR 005	M	When communicating with other systems, the system will use digital certificates for identification.
SR 006	M	In the case of sensitive transactions, immediately after their completion the time stamping service will be applied.
SR 007	M	The system will be secured against OWASP Top 10 vulnerabilities.
SR 008	M	The system will ensure confidentiality of data transmitted -received on

Identifier	Mandatory	Description of functional requirements
		communication channels.
SR 009	M	The access to the information system is done in a controlled mode with user authentication regardless of access level to e-Petition.
SR 010	M	Data sharing within the system is done on secured channels only.
SR 011	M	User actions are logged.
SR 012	M	The system emits a signal periodically to indicate its functional state.

### 6.2.3. Requirements for software, hardware and communication channels

The developer will indicate the licensing costs of all suggested software components (which *PRM* does not have) as well as the delta cost of licensing for:

- doubling of the number of users;
- doubling of the number of processing units (CPUs or CPU cores);;
- doubling of the number of nodes of that type.

Table 6.37 describes all requirements for software, hardware and Location technology for the *e-Petition*.

**Table 6.37. Requirements for software, hardware and communication of e-Petition**

Identifier	Mandatory	Description of requirement for software, hardware and communication solutions
SHC 001	M	The system will be installed on the server cluster of <i>The Parliament of the Republic of Moldova</i> .
SHC 002	M	The system is accessed on communication channels of at least 128kbps.
SHC 003	M	The system will be developed on the basis of widely accepted platforms in the industry for which there are specialists in the Republic of Moldova.
SHC 004	M	The system will provide a stronger mechanism for securing procedures for user authentication and authorisation with a mandatory implementation of the Active Directory Technology.
SHC 005	M	The system is capable of being virtualised on software -hardware level.
SHC 006	M	It is necessary to demonstrate the virtualisation capacity by delivering to the beneficiary an image of the system which can be loaded and which becomes functional with minimal configurations on one of the virtualisation solutions available on the market.
SHC 007	M	The system will tolerate errors and provide report for clustering and fail over for the entire platform and its components.
SHC 008	M	It is necessary that on the client level the information system functions at performance parameters acceptable on the reference configuration (the reference configuration is a <i>HP Compaq 8510</i> with a 2GHz processor, 2Gbyte RAM, <i>Windows XP SP3</i> , <i>Firefox 3.6</i> ).
SHC 009	M	The verification will be done by inserting a set of modern platforms with the expectation that the performance parameters the similar or better than the ones on the reference configuration.

Identifier	Mandatory	Description of requirement for software, hardware and communication solutions
SHC 010	D	It would be appropriate for the IT solution to be built using open source solutions , not proprietary ones, specific to web applications ( <i>XML, XSL, XHTML, WSDL, SOAP, LDAP, J2EE</i> , etc.) so that the Beneficiary be able to further develop it.
SHC 011	M	<p>Preferably , the Bidder for the IT solution should develop the information system on the basis of software limitations which exist on the cluster server of <i>The Parliament of the Republic of Moldova</i>:</p> <ul style="list-style-type: none"> <li>■ Operation System: <i>Windows 2008 Server</i>;</li> <li>■ Server WEB: <i>Microsoft IIS 7</i>;</li> <li>■ Development platform: <i>Microsoft .NET 4</i>;</li> <li>■ DBMS: <i>Microsoft SQL Server 2008</i>;</li> <li>■ WEB applications platform: <i>Microsoft Share Point Foundation</i>;</li> <li>■ Encoding: <i>UTF-8</i>.</li> </ul>
SHC 012	M	The generic program recommended for operating and interacting with <i>e-Petition</i> is the Web browser.
SHC 013	M	The System will be compatible with at least 2 most recent versions of the following web browsers: <i>Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Opera</i> .
SHC 014	M	The compatibility with <i>Microsoft Internet Explorer</i> is mandatory.
SHC 015	M	<i>e-Petition</i> will incorporate a Heart-beat service which will communicate regularly the normal functioning state of the system.
SHC 016	M	The system will include configurable means of logging.
SHC 017	M	The system is capable of producing at least the following levels of logging: <i>info; warning; error and critical</i> .
SHC 018	M	The developer will list the means to be used for the troubleshooting of the system.
SHC 019	M	<p>The Developer will prepare means that facilitate system administration functions:</p> <ul style="list-style-type: none"> <li>■ starting system components;</li> <li>■ stopping system components;</li> <li>■ restarting system components,</li> <li>■ creation of backup copy of the database,</li> <li>■ data recovery from the backup copy,</li> <li>■ refreshing operational memory of the system.</li> </ul>
SHC 020	M	The system will operate in TCP/IP and especially HTTPS networks.
SHC 021	M	The developer will suggest other networking and utility for system operation.

#### 6.2.4. Documentation requirements for the information system

The information solution will be accompanied by a complete set of documentation of the information system which includes the components included in Table 6.38.

**Table 6.38. Documentation requirements of Information System e-Petition**

Identifier	Mandatory	Description of documentation requirement of e-Petition
DOC 001	M	The developer will prepare and publish interactive guidance materials included in the interfaces of e-Petition in the Romanian language.
DOC 002	M	The developer will develop and deliver the user manual in the Romanian language.
DOC 003	M	The developer will develop and deliver the administrator's manual in the Romanian language.
DOC 004	M	The developer will develop and deliver the installation and configuration guide of the system (which will include at least the code compilation, application installation, hardware and software requirements, platform description and configuration, application configurations, disaster recovery).
DOC 005	M	The developer will develop and deliver the technical specifications of the information system based on which will be done all activities for developing /accepting the information system (SRS and SDD).
DOC 006	M	The developer will develop and deliver the documentation of System Architecture with description of models in UML language, which will include a sufficient level of detail of architecture in several sections (including the logical and physical models of the data).
DOC 007	M	The developer will develop and deliver the documentation of API exposed for integration with other information systems.
DOC 008	M	The developer will deliver all necessary electronic means for the description and validation of interfaces in WSDL language.
DOC 009	M	The developer will deliver the source code for the applications and components developed as part of the project.

#### 6.2.5. Maintenance requirements for the information system

The bidder shall provide warranty and post delivery technical support that includes compartments listed in Table 6.39.

**Tabelul 6.39. Warranty and technical support requirements of Information System e-Petition**

Identificator	Obligativitate	Descrierea cerinței de garanție și suport tehnic
GMS 001	M	The developer will provide warranty and technical support during the 12 months after the information system acceptance.
GMS 002	M	The warranty and technical support will meet the national standard SM ISO / IEC 14764:2005 - Information technology. Software maintenance.
GMS 003	M	The developer will provide to the Beneficiary the Help Desk service available on all working days of the year.
GMS 004	M	The Beneficiary may call the Help Desk at a national phone number (corresponding to the telephone numbering of Moldova).
GMS 005	M	Language of communication with the Help Desk – Romanian.

Identificator	Obligativitate	Descrierea cerinței de garanție și suport tehnic
GMS 006	M	The Beneficiary may alternatively report technical problems occurred through ticketing facility, email or instant messages.
GMS 007	M	The developer will provide documentation support for the technical issues and its traceability for the Beneficiary.
GMS 008	M	The deadline for response and troubleshooting the reported issues will not exceed 8 hours from their notification.
GMS 009	M	In case of major complex problems, the troubleshooting period will not exceed 72 hours.
GMS 010	M	The developer will demonstrate the capability of providing post-delivery technical support according to the requirements of the GMS 001 - GMS 009.

## 7. Output and deliverables

The output (*e-Petition*) consists of software and documentation artefacts of the information system and the transfer of knowledge to the owner and the administrator of the system.

The artefacts related to the deliverables of the Information System *e-Petition* are indicated in Table 7.1.

**Table 7.1. Artefacts delivered for e-Petition**

Identifier	Mandatory	Brief description of artefact
DELIV 001	M	The complete source code of modules and components necessary for compiling the program to be delivered.
DELIV 002	M	Final product (output) packed for easy installation in the proposed technological environment.
DELIV 003	M	Technical specifications updated and completed in the course of development.
DELIV 004	M	Technical design (SRS+SDD).
DELIV 005	M	Document on system configuration and deployment.
DELIV 006	M	User Manual.
DELIV 007	M	Administrator Manual (including the contingency plan).
DELIV 008	M	Training materials for users of e-Petition.
DELIV 009	M	Technical specifications for service interfaces.
DELIV 010	M	Testing Plan and the results of internal testing (functional, performance, security).
DELIV 011	M	Artefacts copied on digital carriers (CD-R or DVD+-R).

In addition to the artefacts related to the deliverables of the *e-Petition* all necessary services will be provided for the transfer of knowledge as indicated in Table 7.2.

**Table 7.2. Services for the transfer of knowledge related to the delivered artefacts**

Identifier	Mandatory	Brief description of artefact
DELIV 013	M	Training of users and administrators.
DELIV 014	M	Systems during the piloting of the system.
DELIV 015	M	Assistance in the acceptance testing of the system.
DELIV 016	M	Assistance in putting into operation of the system.
DELIV 017	M	Resolving deficiencies identified during the piloting and acceptance testing.
DELIV 018	M	Post implementation technical support (is necessary after putting system into operation) for a period of 12 months, including corrective, adaptive, and preventive maintenance, pursuant to ISO/IEC 14764.

## 8. Implementation stages of e-Petition

The activities for designing, developing, testing and implementing all sections of *e-Petition* must be carried out by specialised companies and institutions with necessary experience and skills to perform the works accordingly, and will include the following stages:

1. **Development stage** - will be divided in phases coordinated with *PAD* of *PRM* as follows:
  - a. The developer, based on the Terms of Reference, determines and analyses requirements, designs the structure of the information system and develops the **Technical Design (1 month)**;
  - b. The developer designs the source code and integrates the developed modules into a prototype version of the information system (a presentation will be made to parties demonstrating the presence of all functionalities described in the terms of reference) to be subsequently improved, pending the signing of the acceptance of *e-Petition (up to 3 months)*;
  - c. The developer tests the system in laboratory mode (internal testing) and prepares the accompanying documentation (presenting the functionalities of the system with the corrections and adjustments made following feedback from the previous sub-stage, the set of technical documentation is presented, etc.) (1 month).
2. **Implementation stage** - will commence with the approval of the acceptance by the owner of the information system as delivered, and the signing of the Handover/Takeover for experimental operation. At this stage, the developer tests the system in experimental operation conditions, detects and remedies errors and performance problems, etc. and this stage the developer develops the final version of the system to be put into operation (1 month).
3. **Training stage** - will commence at the beginning of the implementation of the IT solution and will include the training of 10 users of the system and 2 Administrators from *The Parliament of the Republic of Moldova (2 weeks)*.
4. **Putting into operation of the system** will commence after the signing of the act of putting into operation and the start of the operation of the system (up to 1 week).
5. **Maintenance stage** - the period in which the developer of the system undertakes to assist the owner in maintaining the capacity of the information system to provide services, as well as to operate changes to the system maintaining its integrity. This stage can be as long as it takes depending on contractual agreements. The developer will provide a warranty of 12 calendar months from the moment of signing the Handover-Takeover of works.



## 9. Bidding requirements

### 9.1. Requirements for the institutional capacity of bidders

Eligible to bid are companies specialised in the provision of IT services residing in the Republic of Moldova (or those which have permanent subsidiaries on the territory of the Republic of Moldova) with minimum 5 years of experience. Preferably, the bidders have experience in developing and administering economic Information Systems. The legal entities interested to apply should send technical and financial proposals which should include:

- Detailed description of the company (experience, human resources, management capacities and technical capacities in this field, etc.)
- Copy of registration documents;
- Company portfolio, specifying similar projects implemented;
- Reference of beneficiaries of the company for the last 4 years
- CVs of key staff involved in the project;
- Brief description of similar IT solutions;
- The detailed technical proposal, including functional hardware limitations, estimation of activities and their duration.
- Warranty and technical support period;
- Detailed financial proposal;
- Other relevant documents.

### 9.2. Requirements for staff qualifications of the bidder

All discussions with the project beneficiaries will be in Romanian language. All related documentation, the interface of the IT solution and the technical support will be in Romanian language. All staff involved in the project that will be interacting directly with the beneficiary must have excellent knowledge of Romanian language.

The bidder will describe briefly in the technical proposal the staff involved in the project and their qualifications. Preferably the staff involved in the project will be qualified and experienced in implementing Information Systems and central public authorities of the Republic of Moldova. The following positions should be described in detail:

- Project Manager;
- Technical Coordinator;
- System Architect;
- Business Analyst;

The CVs of these specialists should be attached.

The minimum requirements for this team of specialists are:

#### 1. Minimum requirements for Project Manager:

- Education in ICT;
- Proven experience of Project Manager in ICT field in implementation of similar projects with activities of technical analysis, specification of requirements, design and development of software solutions;

- Minimum 5 years in managing IT projects;
- Experience working with Government Institutions;
- Knowledge of modern project management methods;
- Excellent knowledge of Romanian language;
- Education in economics will be an advantage;
- Recognised certificates in project management will be an advantage.

## **2. Minimum requirements for the Technical Coordinator:**

- Education in ICT;
- Minimum 5 years of experience in developing information systems;
- Proven experience as a Technical Coordinator in projects developing similar IT solutions;
- Advanced knowledge of modern information technology, information security standards and methodologies;
- Knowledge of international methodologies in monitoring and estimating KPI indicators;
- Sufficient knowledge of the methodology for developing information systems for the government sector of the Republic of Moldova;
- Excellent knowledge of Romanian language;
- Recognised certificates in the field of the technologies proposed in the technical proposals will be an advantage.

## **3. Minimum requirements for the System Architect:**

- Education in ICT;
- Minimum 5 years of experience in developing information systems;
- Proven experience as System Architect in ICT projects developing IT solutions similar to *e-Petition*;
- Knowledge of modern methodologies for designing and developing IT solutions;
- Sufficient knowledge of the methodology for developing information systems for the government sector of the Republic of Moldova;
- Excellent knowledge of Romanian language;
- Recognised certificates in the field of the technologies proposed in the technical proposals will be an advantage.

## **4. Minimum requirements for the Business Analyst:**

- Education in ICT;
- Minimum 3 years of experience in analysing and developing Information Systems;
- Proven experience as Business Analyst in ICT projects developing IT solutions similar to *e-Petition*;
- Knowledge of modern methodologies for designing and developing IT solutions;
- Sufficient knowledge of the methodology for developing information systems for the government sector of the Republic of Moldova;
- Excellent knowledge of Romanian language.

## Annex 1. Petition register card

Page 1

				5
<b>PETITION REGISTER CARD</b>				9
Petitioner (Name, surname, address, e-mail, phone)				15
Previous petitions	nr.	Date	nr.	9
Type of petition		on	Pages	9
Author, date, index of accompanying letter				12
Date, entry nr.		Subject index		9
Content summary				24
Executor				9
Resolution				24
Author of resolution				9
Deadline				9
				5

**Note:**

The figures in the column on the right indicate the width of the field.

Page 2

				5
<b>PROGRESS OF RESOLUTION</b>				9
<b>Date of submission for resolution</b>	<b>Executor</b>	<b>Notes on intermediary replies or additional interpellations</b>	<b>Control notes</b>	16
				9
				9
				9
				9
				9
Date, resolution index (reply)				9
Addressee				9
Contents				23
Taken out of control			Signature	9
File	Vol.	pages	Inv.fund inv. file	9
				5

**Note:**

Width of form - 148 mm, length - 210 mm.

Page 1

3			
6	<b>PETITION REGISTER CARD</b>		
12	Petitioner (Name, surname, address, e-mail, phone)		
6	Previous petitions	nr.	Date nr.
6	Type of petition	On	Pages
9	Autorul, data indicele scrisorii de însoțire		
6	Data, nr. de intrare	Indicele tematic	
18	Content summary		
6	Executor		
18	Resolution		
6	Author of resolution		
6	Deadline for resolution		
3			

Page 2

3				
6	<b>PROGRESS OF RESOLUTION</b>			
12	<b>Date of submission for resolution</b>	<b>Executor</b>	<b>Notes on intermediary replies or additional interpellations</b>	<b>Control Notes</b>
6				
6				
6				
6				
6				
6	Date, resolution index (reply)			
7	Addressee			
20	Contents			
6	Taken out of control		Signature	
6	File	Vol. pages	Inv. fund file	
3				

## Annex 2. Guidelines for filling in the petition register card

### Recto of petition register card

**Petitioner** – name, surname, address, email, phone, on anonymous petitions the inscription “anonymous”.

**Previous petitions**– dates and registration indexes of previous petitions.

Type of petition – by post, emailed or filed in audience, number of pages.

**Petitioner, date, index of accompanying letter**– name of body which sent the petition.

**Date, entry index** – date of receipt of petition (by post, emailed or filed in audience) and registration index.

**Content summary.** Executor – name of body or internal subdivision in charge of petition review.

**Resolution** – to be transcribed from the document or filled in during the audience.

**Author of resolution**– position, name and surname of the official, author of the first resolution.

**Deadline for resolution**– indicated according to the resolution or the deadlines for resolution provided by the legislation. Specifications on changes to deadlines to be made in the next column, indicating the new column and the position and name of the official who approves the extension of the deadline. In the top right corner the seal “Repeated” is applied, if a repeated petition is registered, with the inscription of the index of the previous petition.

### Verso of petition register card

**Progress** – the column “Date of submission for resolution” – to write the date of submitting the document to the executor.

**The column “Executor”** – name, surname, and phone nr of executor (the columns to be filled in upon every submission of the document).

**The column “Notes on intermediary replies or additional interpellations”** – addressee, date, index, summary of intermediary reply or interpellation.

**The column “Control Notes”** – mentioning of notices, warnings, progress of resolution etc.

**Date, resolution index (reply)** – date and registration index of the document which includes the final decision.

**Addressee** – are indicated all addressees to which the document with the final decision is sent.

**Content** – the title of the reply document indicating the decision taken (granted, rejected, explained).

**Taken out of control** – position name and surname of the official or other authorised person to take the petition out of control.

**Signature** – signature of the person in charge of controlling petition processing.

**File** \_\_\_\_\_, **vol.** \_\_\_\_\_, **pages** \_\_\_\_\_ – index of file according to the nomenclature, nr of volume, nr of pages (to be filled in upon completion of review and filing).

**Fund** \_\_\_\_\_, **inv.** \_\_\_\_\_, **file** \_\_\_\_\_ – to be filled in upon the submission of files to the archive.

*Recommended sizes of petition register cards: A5 (148×210 mm) and A6 (105×148mm).*

### Annex 3. Template of the list of petitions taken under control

LIST  
 petitions of natural persons taken under control for resolution  
 in \_\_\_\_\_  
 date \_\_\_\_\_ 199\_\_\_\_\_

Nr. d/o	Type of petition, Petitioner, date of receipt, nr, content summary	Resolution	Deadline for resolution	Executor, progress of resolution	Note
1	2	3	4	5	6

Signature of the person authorised to control the resolution

### Annex 4. Template of cover of petition file

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(name of body and subdivision)

Fund. \_\_\_\_\_  
No.Inv. \_\_\_\_\_  
File \_\_\_\_\_

FILE nr. \_\_\_\_\_ vol. nr. \_\_\_\_\_

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Fund. \_\_\_\_\_  
No.Inv. \_\_\_\_\_  
File \_\_\_\_\_

(file title)\*

Start Date \_\_\_\_\_  
Completion Date \_\_\_\_\_  
Pages \_\_\_\_\_  
Storage period \_\_\_\_\_

\* nomenclator indication.





**Annex 6. Template of resolution of the Leadership of PRM**

PREȘEDINTELE PARLAMENTULUI  
REPUBLICII MOLDOVA

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«    »                      2010 nr.

Ministerul Muncii, Protecției Sociale și  
Familiei

Spre examinare și răspuns petiționarului  
Consiliul Național pentru Asistență  
Juridică Garantată de Stat.

Comisia Securitate Națională, Apărare și  
Ordine Publică

Spre examinare. Răspuns Parlamentului  
și petiționarului

Comisia Administrație Publică și  
Dezvoltare Regională

## Annex 7. Template of PAD performance report by geographic area

Clasificarea petițiilor și adresărilor verbale după criteriul teritorial  
în perioada de la 01/01/2009 pînă la 30/06/2009

Unitatea Administrativ-teritorială	Total	În comparație cu anul preced.	Numărul de sesizări scrise	Primate în cadrul audienț		Numărul de sesizări repetate	Au fost luate la control	Au fost satisfăcute
				De conducere a Parlam.	De lucr. Secției Scrisori			
A	1	2	3	4	5	6	7	8
În total	1610		1434	0	176	342	808	134
Chișinău	561		454	0	107	203	181	32
Bălți	92		83	0	9	27	46	3
Anenii Noi	13		12	0	1	2	6	2
Basarabeasca	7		6	0	1	2	5	0
Briceni	25		25	0	0	3	17	1
Cahul	20		19	0	1	1	16	0
Cantemir	5		5	0	0	0	1	0
Cimișlia	7		5	0	2	3	4	0
Criuleni	9		8	0	1	2	7	2
Călărași	16		14	0	2	4	5	1
Căușeni	16		13	0	3	4	10	1
Dondușeni	15		13	0	2	4	9	1
Drochia	24		22	0	2	4	16	3
Dubăsari	5		3	0	2	1	3	1
Edineț	31		27	0	4	12	14	0
Florești	17		15	0	2	3	15	4
Fălești	6		6	0	0	0	4	1
Glodeni	10		10	0	0	2	3	0
Hîncești	32		31	0	1	2	23	6
Ialoveni	27		22	0	5	7	19	5
Leova	20		19	0	1	5	9	1
Nisporeni	3		2	0	1	0	1	0
Ocnîța	16		15	0	1	5	7	0
Orhei	40		38	0	2	8	27	6
Rezina	49		48	0	1	9	25	2
Rîșcani	16		16	0	0	1	12	0
Sîngerei	23		23	0	0	2	11	4
Soroca	73		72	0	1	13	39	9
Strășeni	15		15	0	0	1	12	2
Taraclia	30		30	0	0	0	14	0
Telenești	26		26	0	0	1	22	7
Ungheni	22		20	0	2	2	9	1
Șoldanești	72		61	0	11	4	67	25
Ștefan Vodă	11		9	0	2	2	8	1
UTAG	39		36	0	3	3	23	1
Bender	6		5	0	1	0	4	1
Alte Țări	5		5	0	0	0	0	0
UAT din stînga Nistrului	6		5	0	1	0	3	0

**Annex 8. Template of PAD performance by field**



**Darea de seamă statistică privind examinarea petițiilor și adresărilor verbale ale cetățenilor, adresate Parlamentului Republicii Moldova în perioada de la 01/01/2010 pînă la 26/11/2010**

Tematica	Petiții	Adresări verbale	Total	Număr. Chest. Abordate	Dintre ele		Remise și luate la control	Au fost satisfăcute
					examin. în Parlament	Remise altor organe		
A	1	2	3	4	5	6	7	8
<b>Total</b>	<b>2916</b>	<b>687</b>	<b>3603</b>	<b>4261</b>	<b>1285</b>	<b>2809</b>	<b>2116</b>	<b>437</b>
<b>Chestiuni ale agriculturii</b>	<b>21</b>	<b>5</b>	<b>26</b>	<b>32</b>	<b>7</b>	<b>19</b>	<b>20</b>	<b>6</b>
Folosirea pămîntului la sate	11	3	14	17	3	11	16	4
Folosirea pămîntului la orașe	10	2	12	15	4	8	4	2
<b>Chestiuni ale gospodărie fondului de locuințe</b>	<b>41</b>	<b>13</b>	<b>54</b>	<b>96</b>	<b>20</b>	<b>34</b>	<b>36</b>	<b>8</b>
Construirea, exploatarea și repararea fondului locativ	7	0	7	11	1	6	6	5
Repartizarea spațiului locativ	26	10	36	42	12	24	24	1
Construcția individuală a locuințelor	4	2	6	6	3	3	3	2
Încălcări în evidența și repartizarea spațiului locativ	4	1	5	7	4	1	3	0
<b>Chestiuni ale gospodăriei comunale și rutiere</b>	<b>40</b>	<b>11</b>	<b>51</b>	<b>85</b>	<b>15</b>	<b>36</b>	<b>35</b>	<b>19</b>
Încălzirea	4	1	5	5	1	4	3	4
Gazificarea	7	2	9	9	3	6	5	2
Alimentarea cu apă	8	1	9	11	1	8	7	6
Electro- și radioficarea	1	0	1	1	10	17	1	1
Construirea și repararea drumurilor	20	7	27	39	0	1	19	7
<b>Chestiuni ale industriei</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>
<b>Chestiuni ale telecomunicațiilor</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>
<b>Chestiuni ale transporturilor</b>	<b>24</b>	<b>5</b>	<b>29</b>	<b>56</b>	<b>7</b>	<b>22</b>	<b>21</b>	<b>8</b>
<b>Chestiuni ce țin de religie</b>	<b>8</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>2</b>
<b>Chestiuni financiare</b>	<b>67</b>	<b>7</b>	<b>74</b>	<b>113</b>	<b>20</b>	<b>54</b>	<b>51</b>	<b>12</b>
<b>Chestiuni privind activitatea de muncă</b>	<b>96</b>	<b>28</b>	<b>124</b>	<b>175</b>	<b>63</b>	<b>78</b>	<b>78</b>	<b>27</b>
Angajarea în cîmpul muncii	55	22	77	84	49	41	42	9
Concedierea	13	0	13	14	2	11	11	4
Remunerarea muncii	25	5	30	42	9	21	23	13
Recuperarea pagubei aduse sănătății în timpul activității de muncă	3	1	4	5	1	3	2	1