

## Building e-Governance in Moldova

- Description:** The project supports national institutions in applying Information and Communication Technologies to public administration systems and processes by advancing new solutions aimed at better public service delivery and more transparent decision-making. The areas of intervention cover policy-making for the development of the information society, development of on-line public services, training public servants in using ICTs and promoting e-democracy practices.
- Dates of implementation:** January 2008 – December 2011
- Objectives pursued:**
- § Improve the institutional framework in the area of e-government and information society development;
  - § Develop and promote on-line electronic public services;
  - § Increase the level of ICT knowledge among public servants;
  - § Promote democratic values through application of ICTs.
- Benefits expected:**
- Strengthened institutional framework that is better able to formulate sound policies in the area of Information Society Development;
  - A more efficient and transparent public administration;
  - Increased ICT proficiency of public servants leading to faster application of new technologies in public administration;
  - Wider participation and inclusion of citizens in decision-making processes and stronger electronic democracy.
- Public awareness:** Benefits of e-governance need to be communicated in a strategic and consistent way. The communications strategy “Acces@m Moldova” envisages a series of public awareness activities targeting different groups including public servants, mass-media, and private sector. These will include broadcasting of a series of TV programmes, dissemination of publications to promote specific services and organization of a website competition, among many others.
- Budget:** The total project budget is USD 1,506,300 funded by UNDP, SOROS Foundation and the Government of Moldova.
- Partners:** Ministry of Information Development, Government Office, Ministry of Finance and Main State Fiscal Inspectorate, Academy of Public Administration, National Bureau of Statistics, Central Electoral Commission, SOROS Foundation and USAID.
- Noteworthy:** Effective application of information and communication technologies in governance systems can offer wider access to basic public information, guarantee participation in decision-making and make the government more accountable and more efficient in using the public resources.
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