



# SYNTHESIS

OF PUBLIC SAFETY  
POLICIES AND ACTIONS  
IN THE SERVICE OF CITIZENS



2014 – 2017

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# SYNTHESIS

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# ABBREVIATIONS

<b>BMA</b>	Bureau of Migration and Asylum of the MIA
<b>AOSC</b>	Automated Operational Steering Center
<b>CCTHB</b>	Center for Combating Trafficking in Human Beings
<b>WLC</b>	Women's Law Center
<b>JLETC</b>	Joint Law Enforcement Training Centre
<b>NAC</b>	National Anticorruption Center of the Republic of Moldova
<b>NHIC</b>	National Health Insurance Company
<b>OCGES</b>	Operational Center for Guidance in Exceptional Situations
<b>CIS</b>	Commonwealth of Independent States
<b>GCDCAF</b>	Geneva Center for Democratic Control of Armed Forces
<b>DPI</b>	Department of Penitentiary Institutions
<b>CTD</b>	Carabineer Troops Department of the MIA
<b>EUBAM</b>	EU Border Assistance Mission to Moldova and Ukraine
<b>EUROSUR</b>	European Border Surveillance System
<b>FRONTEX</b>	European Border and Coast Guard Agency
<b>GD</b>	Decision of the Government of the Republic of Moldova
<b>PD</b>	Decision of the Parliament of the Republic of Moldova
<b>IHR</b>	Institute for Human Rights
<b>GPI</b>	General Police Inspectorate of the MIA
<b>GIBP</b>	General Inspectorate of Border Police of the MIA
<b>GIES</b>	General Inspectorate for Emergency Situations of the MIA
<b>ILP</b>	Intelligence-Led Policing
<b>NII</b>	National Investigation Inspectorate of the GPI of the MIA
<b>NPI</b>	National Patrol Inspectorate of the GPI of the MIA
<b>IPP</b>	Institute of Public Policies
<b>LAN</b>	Local area network
<b>MIA</b>	Ministry of Internal Affairs
<b>MoJ</b>	Ministry of Justice
<b>UNO</b>	United Nations Organization
<b>GDP</b>	Gross Domestic Product
<b>BCP</b>	Border crossing point
<b>RM</b>	Republic of Moldova
<b>PDS</b>	Police Development Strategy
<b>SELEC</b>	Southeast European Law Enforcement Center
<b>SIS</b>	Security and Intelligence Service of the Republic of Moldova
<b>MS</b>	Medical Service of the MIA
<b>MESRE</b>	Mobile Emergency Service for Resuscitation and Extrication
<b>IPACS</b>	Internal Protection and Anti-Corruption Service of the MIA
<b>ITS</b>	Information Technology Service of the MIA
<b>USA</b>	United States of America
<b>TETRA</b>	Fixed and Mobile Communications Network for Border Police
<b>ICT</b>	Information and Communication Technology
<b>UE</b>	European Union
<b>UNODC</b>	United Nations Office on Drugs and Crime
<b>VLAP</b>	Visa Liberalisation Action Plans

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### Ladies and Gentlemen,

I have the honor to bring to your attention the first Synthesis of the implementation of the public safety policies and actions of the Ministry of Internal Affairs, in the light of the fast pace of the modernization and professionalization of the MIA structural units.

This is, in fact, the true picture of the evolution and of the state of affairs in the area under consideration. The analytical approach also provides conclusive data on the development of the institution, the achievements in the field of competence of the MIA related to the safety of the community and of the citizen,

This paper covers the period from 2014, when the Association Agreement between the European Union and the Republic of Moldova was signed and became effective, till 2017, for which complete data are available.



This Synthesis provides specific information derived from analyzes and assessments from several sources. The figures provided here convey numerical, dry, but real and reliable information of the current state of affairs. These are, however, the outcome of days of hard work and sleepless nights of our people, of often superhuman efforts and personal sacrifices that can not be tabulated and quantified in mathematical formulas, because they contain much soul and dedication, that is something much more than just statistical items.

We are not perfect, but certainly perfectible, and we have proven it. We want to change ourselves for the better, as well as people around us and the society as a whole. We want to be more united and efficient for our fellow citizens who deserve public safety of European level.

This paper has been prepared based on the respect for the community, for the MIA staff and the development partners that support us consistently, in the desire to show our openness and to portray the reality as it is.

Thus, people and the community as a whole shall be aware that we are exclusively in their service. They shall know that on the background of the harsh economic and social realities of the country we spend the resources entrusted to us wisely, providing an increasingly better safety.

We are grateful to the police officers, border police officers, carabinieri, rescuers, in fact, to all the MIA staff members, as every day they break the limits of the duties set out in the job descriptions due to their personal dedication. They often do wonders.

We want to present to our development partners the results that we surely would not have achieved without their considerable support. It has embodied and is reflected in assessments and analyzes, recommendations, extensive know-how, training, provision with various facilities, that is only possible due to the unprecedented financial and moral support that they have provided us.

We believe in what we do and we know that we are on the right path, as evidenced by the overall positive evolution of the progress indicators. The current management of the MIA treats its activity as a duty to the country, rather than as a mere fulfillment of the employment duties. We value professionalism and meritocracy, transparency, dedication, integrity and zero tolerance to corruption, equality and non-discrimination, protection of human rights and freedoms.

We want a healthy and promising development on a solid foundation that we already build. We also strengthen all valuables that we have taken over from our predecessors.

I therefore urge you to kindly read through this document to complete your information with objective data from a direct source so that you are aware of the real situation, of the prospects and possibly to think how you can support us, so that we together turn Moldova into a safer place for us and for our loved ones, **#acasăînsiguranță**.

Minister of Internal Affairs,  
Alexandru JIZDAN

# Key fields of competence of the MIA

The basic concept of the MIA's activity is to provide a high level of personal and public safety in line with the European standards, by means of a modern, responsible, effective, efficient, transparent and professional public service. For this purpose, the MIA follows the governmental policies in the areas presented in **Figure 1**.

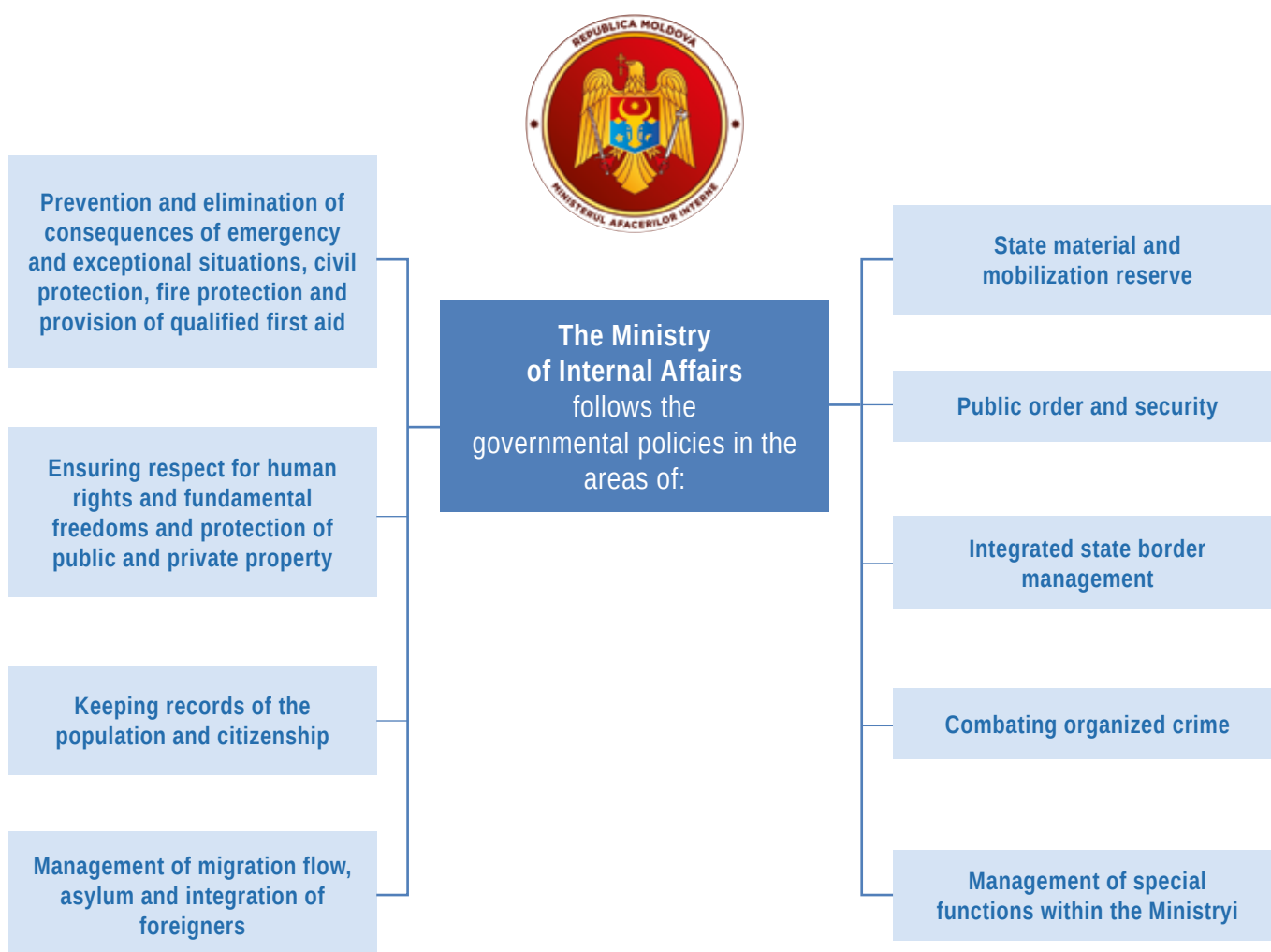


Figure 1. Policy areas of the MIA

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Given the areas of the governmental policies in *Figure 1*, the relevant duties are fulfilled by the specialized structural units of the MIA, as follows:

- a. **Public order and security, and combating organized crime accordingly:**
  - the General Police Inspectorate (GPI);
  - the Carabineer Troops Department (CTD).
- b. **Integrated state border management, and management of migration flow, asylum and integration of foreigners accordingly:**
  - General Inspectorate of Border Police (GIBP);
  - Bureau of Migration and Asylum (BMA).
- c. **Prevention and elimination of consequences of emergency and exceptional situations, civil protection, fire protection and provision of qualified first aid:**
  - General Inspectorate for Emergency Situations (GIES).
- d. **Keeping records of the population and citizenship** consists of all the duties that the MIA shares with other public entities.
- e. **State and mobilization reserve** is managed by the MIA (the Material Reserves Agency), in cooperation with other entities with competencies in the field concerned.
- f. **Management of special functions within the MIA** is carried out by the MIA specialized structural unit.
- g. **Ensuring respect for human rights and fundamental freedoms and protection of public and private property** is a cross-cutting duty fulfilled by the competent MIA structural units.

The competencies above are fulfilled **in an integrated manner**. The MIA has therefore mechanisms that ensure **interoperability** and **organizational, functional and operational consistency**. For example, there are situations where missions involve subdivisions of several MIA structural units, depending on the operational needs. During joint actions **consistent** unique procedures and equipment are used.

Following the **2017** Central Public Administration Reform, the central apparatus of the MIA was entirely reformed. The positions were reduced from **158** to **93**.

Only the policy competencies in the listed areas were preserved at the central level of the MIA. The execution duties were transferred, as a matter of priority, to the general inspectorates. Consequently, the main role of the Ministry is to design, analyze, monitor and assess policies and to carry out the overall coordination of the assigned areas of responsibility. Specialized directorates for particular fields were established to enable fulfillment of the policy duties.

Such a redesigning of the ministerial functions made it possible to **focus the concept** and **decentralize the execution**; to eliminate political influences by conferring decision-making and operational autonomy to the general inspectorates and empowering them to manage the available resources directly.

The MIA reform will continue through the **organizational and functional optimization** of its subordinate structural units. In this way decisions will be placed at the appropriate levels, and the appropriate relationship between the management and execution functions, between the operational and administrative/support positions will be provided.

# Results of the achievement by the MIA of the objectives set out in the agreements with the European Union

## 2.1. The main results of the achievement of the objectives of the Association Agreement

The actions undertaken by the MIA in the light of the implementation of the **Association Agreement** are set out in **Title III „Justice, Freedom and Security”**. They concern cooperation with the EU in the fields of: *migration, asylum and border management; movement of people; preventing and combating organized crime, corruption and other illegal activities; fight against illicit drugs, money laundering and terrorism financing.*

Although some of the issues covered this Chapter have been contextually included in other parts of the Synthesis, to make the information available, the achievements in implementing the **Association Agreement**, as well as of the related initiatives, have been broken down in the following categories:

### 1. Development of the legal and policy framework:

- Approval of the **Law on civil servant with special status from the MIA.**
- Approval of the **National Integrated Border Management Strategy 2015-2017.**
- Approval of the **Police Development Strategy 2016-2020.**
- Approval of the **Action Plan for the implementation of the National Strategy on Migration and Asylum 2011-2020.**

- Issuance of the first set of travel documents for refugees.
- Adoption of legal amendments on procedural rights of juveniles.
- Approval of the **Police Officer Lifestyle Monitoring Regulation.**
- Approval of the **National Anti-Drug Action Plan 2014-2016.**
- Approval of the **Concept of Cybercrime Risk Analysis.**
- Approval of the **Joint Order of the MIA and of the relevant law enforcement authorities on preventing and combating terrorism.**
- Drafting the **Regulation on the regime of weapons and munitions for civilian use.**
- Approval of the **Concept of primary and continuous training of rescuers and firefighters in the field of the qualified first aid.**

### 2. Development of the international cooperation:

- Development of the **framework for cooperation with Europol** (signing the Operational and Strategic Cooperation Agreement with Europol and of the Memorandum of Understanding with Europol on the security and confidentiality of information and launching of the Secure Information Exchange Network Application SIENA; signing of arrangements for ac-

cession to the Europol Focal Points; registration with the „**Europol Platform for Experts**” (**EPE**) designed for experts of investigation of crimes of online child pornography, child abuse and sexual exploitation).

- Signing of the **Memorandum of Understanding with the UN Office on Drugs and Crime (UNODC)** on cooperation in the field of securing and facilitating the international transport of goods in containers, as well as preventing cross-border crimes using containers.
- Signing of the **Protocol of cooperation between the MIA of the RM and the MIA of Romania in the field of staff training.**
- Signing of the **Agreement between the RM Government and the Cabinet of Ministers of Ukraine on the organization of the exchange of information on people and vehicles with which people cross the Moldovan-Ukrainian state border.**
- Signing of the **Agreement between the Government of the Republic of Moldova and the Government of the Republic of Lithuania on cooperation and mutual assistance in the field of prevention and response in exceptional situations.**
- Signing of the **Technical Arrangement for cooperation between the CTD and Arma dei Carabinieri of Italy.**

### 3. Institutional capacity building:

- Completion of the project „**Fixed and Mobile Communications Network for Border Police**” (**TETRA**).
- Completion of construction of **4** state border video surveillance facilities.
- Provision of the Border Police with **9** special vehicles with integrated thermal imaging systems.
- Receipt of **11** mobile forensic laboratories and **5** vehicles provided with modern investigation equipment.

- Reconstruction of the office of the „**South**” Section for Combating Illegal Stay of Foreigners of the BMA.
- Establishment and operationalization of the **Operational Center for Guidance in Exceptional Situations of the Commission for Exceptional Situations of the RM** and provision of the GIES with **23** special intervention vehicles to eliminate the consequences of exceptional situations.



## 2.2. The main results of achievement of the objectives of the Visa Liberalisation Action Plan (VLAP)

The MIA was responsible for the implementation of about **70%** of the measures set out in the **Visa Liberalisation Action Plan with the EU**. After the RM obtained the liberalized visa regime in **2014**, the MIA was provided with **21** million Euro **Budget Support** to strengthen the law enforcement, public order and security to support mobility of Moldovan citizens in the EU.

### The main results of the successfully implemented Budget Support included:

- **Improved border management** – a Facial Recognition System was put in place; **5** fixed border surveillance systems were installed; mobile video cameras for border crossing points (BCPs) were purchased; a Joint Risk Analysis Group was established at national level.

- **Improved management of migration - One-stop shop** for documentation of foreigners (Chisinau, Balti, Cahul), **Integration Centers for Foreigners** and **Integration Centers for Refugees and Beneficiaries of Humanitarian Protection** (Chisinau, Balti, Cahul), as well as the **Accommodation Center of the BMA** were established.
- **Improved public order and security** – the Integrated Information System for Law Enforcement Bodies; the Operational and Executive Board for constant coordination of joint activities for preventing and combating organized crime; the **North, Center, South** Contact Points for coordination of activities for preventing and combating organized crime, were created; the Police units involved in combating organized crime were equipped.
- **Strengthening the Police capacities in order to fight against organized and cross-border crime** by: building capacities of fight against organized and cross-border crime.
- **Establishing a modern Police service able to respond proactively and equally to the community's needs** by: implementing the concept of community policing; ensuring effective communications for operational purposes within the Police; improving the capacities of rapid response of the Police intervention teams for emergency calls.
- **Promoting and implementing the principle of zero tolerance to corruption in the Police** by: strengthening the capacity to prevent and combat corrupt behavior within the police forces.

### 2.3. The main results of the achievement of the objectives of the EU Policy Budget Support Matrix for the Police Reform

**The Budget Support to Police Reform (2017-2020)** is the EU's financial assistance instrument, worth 57.2 mln Euros, supporting the implementation of the **Police Development Strategy 2016-2020** (PDS). Therefore, the Budget Support translates most PDS objectives, with the following estimated results:

- **Strengthening the responsibility, efficiency, transparency and professionalism of the Police** by: improving the human resources system; enhancing women's participation in the Police; creating the **Joint Law Enforcement Training Centre** (JLETC).
- **Ensuring fair, effective and efficient enforcement of human rights law in the Police activity** by: reducing ill-treatment, abuse and discrimination of people in Police custody.

The targets set for **2017**, the first year of implementation of the **Budget Support**, were achieved in full. Among other things, the institutional framework for improving the human resources management system was developed and setting-up of the JLETC was kicked-off. Citizens' access to the Police services is to be facilitated to a considerable extent. This is how the **Concept of community policing**, developed with the support of the civil society, was shaped. Moreover, the capacity to react and the presence of the Police throughout the country was strengthened due to the special vehicles distributed to the **42** Police Inspectorates and to the **Concept of Integrated Emergency Call Management System - 112**.

# Development of the public policy framework of the MIA

This Chapter covers the public policies in terms of designing and approval, which have a significant impact in the public area, so in terms of the community and the citizen, at the MIA level, respectively of the structural units subordinated to it. To make the extent of the policy making process more understandable, they were presented by field of activity.

**The main policies promoted in the period 2014-2017 by the MIA in its fields of competence were as follows:**

## 1. General policies

### a. The Law no. 288/2016 on civil servant with special status from the MIA.

The Law established a framework for the consistent management of the special function in the MIA and for the efficient management of the staff with special status.

### b. The GD no. 460/2017 for the implementation of the provisions of the Law no. 288/2016 on civil servant with special status from the MIA.

The document established the system of common career rules for civil servants with special status from the MIA and simplified the staff management.

## 2. Policies on public order and security, combating of organized crime

### a. The National Public Order and Security Strategy (GD no. 354/2017)

This document is a novelty in Moldova, and it filled the strategic gap in the field and created the

framework of integrated approach to public order and security.

### b. The Carabineer Development Strategy (GD no. 357/2017)

This is the first document of such kind developed for the Carabineers. The Strategy ensures development of the Carabineers as a police structural unit with a military status, which was put more actively in the service of the community.

### c. The Police Development Strategy (GD nr. 587/2016)

This is the first document of such kind developed for the Police. The Strategy ensures the institutional development of the Police in the main areas of its activity.

## 3. Policies for integrated state border management, management of migration flow, asylum and integration of foreigners

### a. The National State Border Integrated Management Strategy (GD No. 1005/2014)

This is the second exercise of such kind in Moldova. It enhanced the takeover of the European standards in the field of integrated state border management,

ensured development of the cooperation of the national institutions with competencies in the field.

- b. The National Strategy on Migration and Asylum (GD nr. 736/2016)

The Strategy brought updates required for the development of the field in the document from 2011 with the same subject matter.

**4. Policies on prevention and elimination of the consequences of emergency and exceptional situations, civil protection, fire protection and qualified first aid**

- a. The GD no. 1092/2017; 1267/2016; 830/2015; 925/2014 on the measures for preparation of civil protection in the administrative and territorial units of Moldova.

The regulatory acts provide maintenance of the forces and means of intervention, as well as the population, in a constant state of readiness for actions in exceptional circumstances.

- b. The GD no. 258/2014 and the GD no. 994/2014 on the approval of the Plan for implementation of the Agreement between the Government of the Republic of Moldova and the Government of Romania on mutual assistance for cross-border interventions in case of medical emergencies. The *Mobile Emergency Service for Resuscitation and Extrication* (MESRE) was created in Moldova.



# The Republic of Moldova in international analyses and public safety rankings

Moldova is evaluated from time to time by various national and international entities. Below we provide some of the global international rankings and analyzes, whose conclusions on Moldova are available to the national monitoring and analysis entities and are used by the MIA subdivisions:

- **Global Peace Index, Institute for Economics and Peace (the U.S., Australia, the Netherlands);**
- **WISPI, World Internal Security & Police Index, International Police Science Association;**
- **WJP, the World Justice Project (rule of law index);**
- **NUMBEO, independent study organization;**
- **FSI, Fragile States Index<sup>1</sup>, the Fund for Peace, the U.S., Nigeria;**
- **Bloomberg (Best and Worst);**
- **U.S. State Department, (Travel Advisory Index)<sup>2</sup>;**
- **U.S. State Department THB.**

We note that the MIA follows carefully the international developments and the global and regional well-known studies. The MIA also implements the relevant recommendations and analyzes the dynamics of different processes in order to forecast possible developments and to apply the modern methods and means corresponding to the national reality.

<sup>1</sup> <http://fundforpeace.org/fsi/country-data/>

<sup>2</sup> <https://travel.state.gov/content/dam/NEWTravelAssets/pdfs/Travel%20Advisory%20Country%20List%20Alphabetical%201-18-18%20VERT.pdf>

Both the **Global Peace Index** and the **WISPI** measures as a whole the activity of law enforcement bodies and of other institutions (*the MIA, the Ministry of Justice, the RM Prosecutor's Office, the Department of Penitentiary Institutions (DPI) of the MoJ, the Security and Intelligence Service – the SIS, the Ministry of Defense, etc.*).

Most studies portrays the image of the state authorities as a *whole*, the activity perceived by the society, using various methodologies and tools.

In the international safety rankings, Moldova is currently ranked the **62th** worldwide. In the period under consideration, the situation steadily improved: **2014 – the 74th; 2015 – the 70th; 2016 – the 65th**, suggesting strengthening of developments in the field covered by this Synthesis. This is likely to stimulate further achievements of the Institutional Reforms in the established sense.

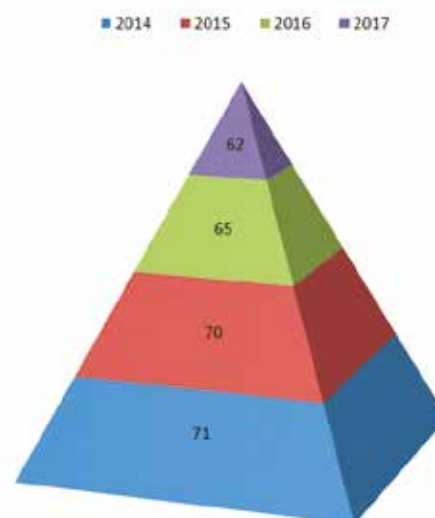


Figure 2. Moldova's position in the international rankings

**Figure 2** outlines the dynamics and the positive trend of Moldova in the GPI international ranking.

It is important to emphasize that, in terms of safety, **Moldova ranks the 1st in the CIS space<sup>3</sup>**, being above **Kazakhstan, Georgia, Belarus** and other countries. (**Figure 3**)

As for the indicators measuring the MIA activity and namely preventing and combatting crime, Moldova ranks ahead of **France, Italy** and **Ireland**, being the **31st** in the European ranking<sup>4</sup>. To have more sources of documentation for the development of this Synthesis, the MIA submitted more than **40** requests for information to the monitoring entities, civic associations and organizations, analytical and evaluation organizations operating in Moldova. The summary of the findings and of main recommendations of the entities operating

in the field related to the MIA activity were taken into consideration. We note that the MIA constantly assesses the findings and recommendations of the civil society and uses them in designing specific policies in the current activities.

Thus, in designing and assessing policies, the MIA takes into account both the international and national sources, which enables it to portray the situation and to correlate both the internal and external processes.

**In order to outline the findings and recommendations of the national entities operating in the field of the MIA activity, we present below the issues that, in our opinion, are the most contextually relevant, i.e.:**

- a. The report of the **Independent Analytical Center Expert-Group „Budgetary Expenses for Police: How much and how the money are spent?”** of **11.01.2018**, notes that in the period **2000-2015**, the share of the expenses for the Police in the GDP varied insignificantly, from **1.2%** to **1.4%**. As a result, Moldova allocates for the police services budgetary resources that are comparable, in terms of share in the GDP, with most of the countries in the region. However, in the same context, the comparative analysis of the GDP of the reference European states revealed that they are much larger.<sup>5</sup> In fact, in this respect Moldova is ranked the world's **144th** country (*according to the data for 2016 of the International Monetary Fund*).

The same study shows that the number of police officers in Moldova per **100** thousand inhabitants is relatively the same as compared to the countries in the region. In the period **2004 - 2014**, the ratio of the number of police officers and the population served remained, with low fluctuations, at the same level as the average in the EU countries.

The **WISPI** study showed that in **Germany** the overall ratio is **295** police officers per **100,000** inhabitants, and

REGIONAL RANK	COUNTRY	OVERALL SCORE	CHANGE IN SCORE	OVERALL RANK
1	Moldova	1.938	-0.015	62
2	Kazakhstan	1.992	-0.026	72
3	Georgia	2.084	-0.048	94
4	Uzbekistan	2.132	-0.084	101
5	Belarus	2.141	-0.062	103
6	Kyrgyz Republic	2.216	-0.083	111
7	Armenia	2.220	0.003	112
8	Tajikistan	2.263	-0.034	118
9	Turkmenistan	2.270	0.068	119
10	Azerbaijan	2.426	-0.024	132
11	Russia	3.047	-0.027	151
12	Ukraine	3.184	-0.077	154
<b>REGIONAL AVERAGE</b>		<b>2.327</b>	<b>-0.033</b>	

**Figure 3.** Moldova's position in relation to Russia and the Euro-Asian countries

3 <https://reliefweb.int/sites/reliefweb.int/files/resources/GPI-2017-Report-1.pdf>

4 [https://www.numbeo.com/crime/rankings\\_by\\_country.jsp?title=2015&region=150](https://www.numbeo.com/crime/rankings_by_country.jsp?title=2015&region=150)

5 <http://statisticstimes.com/economy/european-countries-by-gdp.php>

in Moldova **288** police officers, while the European average indicator is **339**<sup>6</sup>. When *parallel* comparisons are made with the developed European states, the „*inconsistent*” level of provision with facilities shall be taken into account. This is namely the high level of technical development of the developed European states that allow them to reduce the staff, i.e. to use them effectively and efficiently. However, according to

the *WJP*, as for the public order and security, Moldova ranks<sup>7</sup> **27th** out of **113** states, being below states such as *Romania, Belarus*, but above *Georgia, Portugal, Belgium, Russian Federation, Ukraine*, etc.

The study also highlighted the fact that in terms of competences shared by respect for fundamental human rights (*together with other actors, such as*

6 2016 WISPI Report, page 22

7 [https://worldjusticeproject.org/sites/default/files/documents/WJP\\_ROLI\\_2017-18\\_Online-Edition.pdf](https://worldjusticeproject.org/sites/default/files/documents/WJP_ROLI_2017-18_Online-Edition.pdf)

**Table 1. Position of the Police in terms of the level of trust (April 2017)**

Distribution of aggregated responses „very trustworthy,” „trustworthy to a particular extent”		Church	Media	Army	Police	President	Mayor's Office	SIS	NGOs	Constitutional Court
<b>Total</b>		<b>68</b>	<b>54</b>	<b>46</b>	<b>46</b>	<b>43</b>	<b>42</b>	<b>36</b>	<b>35</b>	<b>34</b>
Sex	Male	66	50	46	44	45	40	36	35	34
	Female	71	57	47	48	42	43	36	35	34
Place of residence	Urban	57	56	39	45	41	34	37	37	38
	Rural	77	51	52	47	45	48	34	34	31
Age	18-29 years old	61	49	46	45	31	40	37	36	34
	30-44 years old	64	55	46	45	43	37	34	40	34
	45-59 years old	70	54	44	46	46	44	35	34	35
	60+ years old	81	56	51	48	54	47	37	30	34
Ethnicity	Moldovan/Romanian	67	53	47	46	36	43	37	37	35
	Russian	71	62	50	44	75	35	27	27	26
	Ukrainian	80	56	47	53	77	56	40	27	37
	Gagauz	66	41	33	30	74	18	19	16	14
	Other	76	64	44	44	70	32	40	34	35
Education	Low level	75	43	50	38	48	43	25	23	27
	Average level	72	53	44	48	48	43	38	35	34
	High level	61	57	48	46	36	40	36	38	37
Social and economic level	Average level	73	52	48	46	50	42	38	31	36
	Average level	69	52	48	45	46	42	34	33	34
	High level	61	58	41	47	31	40	36	44	32

lawyers, judges, prosecutors and staff of the prison system), Moldova ranks **67th** out of **113** states, and **90** for criminal justice.

b. According to the **Public Opinion Barometer**, prepared by the **Institute for Public Policy** and presented in April **2017**, the Police ranked **4th** most trustworthy public institution with **46%**. Thus, its increase made up **20.7%** compared to October **2016**, when it ranked **5th**, with only **25.3%** (**Figure 4**).

This is certainly reflected by the positive results of the Police activities as a cumulative effect of the Institutional Reform. Therefore, the positive effects are perceived as such by the society.

c. The Sociological Survey carried out throughout the country by „**CBS-AXA**”, during the period **07-19 December 2017** revealed that **60.9%** of the respondents belonging to the general population and **68.3%** of the young people are satisfied with the Police performance in their settlement (**Figure 5**). An increased level of satisfaction was observed among the rural population, i.e. about **66%**, compared to **54%** of the urban one.

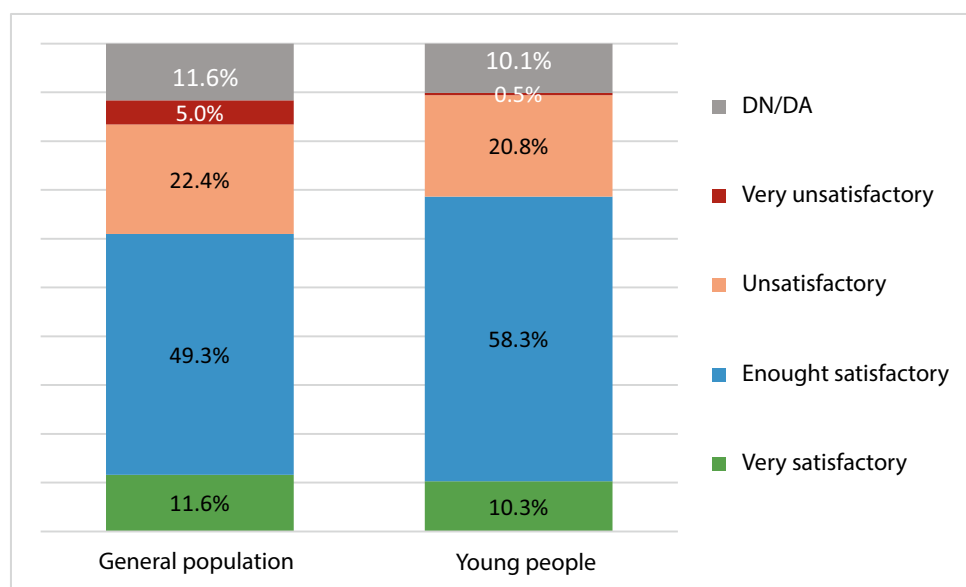


Figure 4. Satisfaction with the Police activities (December 2017)

# Human resources of the MIA

The development of human resources is among the priority objectives of the current MIA leadership. Since the staff is, as we have already noted, the key resource of the institution, actions have been worked out and are carried out to develop it. There is clearly a causal relationship between the quality of the public service provided and the quality of the human resources.

The MIA also envisages improving the staff management, including through more computerized processes; structural optimization; development of the career and training systems, and, as a priority, of the incentivization system.

By addressing the issue of human resources, some basic matters need to be made clear. Career in the MIA is neither simple, nor easy, given the particularly stressful environment in which the staff works (crimes, violence, victims, various human suffering). This involves long periods of high physical and psychological stress, which considerably affect the physical and emotional health. Activity in the MIA is also accompanied by specific risks that no other profession knows, as well as major responsibilities, such as the decision to use consciously firearms and/or special means.

For public information, it should be made clear that during the period under consideration 5 employees lost their lives in missions and over 1600 were outraged. Due to the health problems arising during and due to the work, 206 persons were declared incapable for work and forced to give up their career in the MIA.

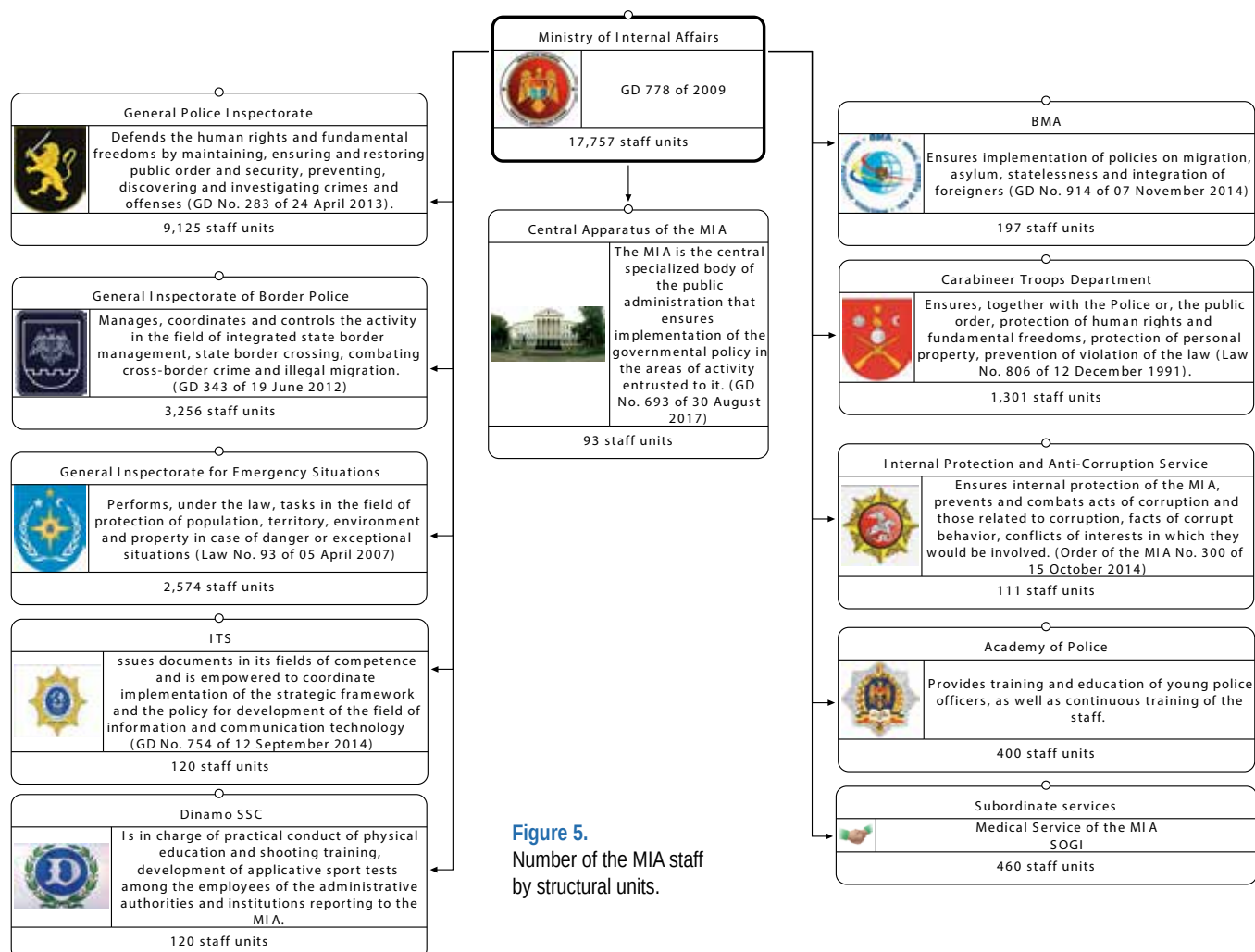
## 5.1. Position and Staff Management

In order to fulfill its duties, the MIA has organizational structural units and staff approved by categories of positions, hierarchical levels and specialties. The missions of the main components of the MIA and the number of positions allocated to them are provided in **Figure 5**.

The internal and international analyzes of the MIA, which also focused on the state of human resources, revealed some shortcomings. Thus, the **Functional Analysis of the MIA of 2015** noted: „*The pyramid of positions is overturned both in the institution as a whole and in most of the structural units reporting to the MIA. For this reason, the relationship between the positions of officers/non-commissioned officers is inadequate, staff categories are not used according to the organizational purpose, and the dynamics of the staff and the correct setting of schooling numbers are difficult to achieve.*” As a result, the MIA designed corrective measures, which have been included in the policy documents.

**Table 2** presents the situation as of **01 February 2017**.

It follows that the number of officers, i.e. of the staff category in the institution that, as a matter of priority, shall carry out high level management/specialized duties, is higher than that one of the non-commissioned officers. In the European police systems, the same category of non-commissioned officers virtually ensures the interaction of the institution with the society, being the most active and present in the community.



**Figure 5.**  
Number of the MIA staff by structural units.

**Table 2. Relationship between the positions of officers and non-commissioned officers in the Police**

Nr.	STAFF CATEGORY	Total		ADMINISTRATIVE AUTHORITIES OF THE MIA											
				GPI		GIBP		CTD		GIES		BMA		ITS	
		on the staff	employed	on the staff	employed	on the staff	employed	on the staff	employed	on the staff	employed	on the staff	employed	on the staff	employed
1	Officers	8874	7837	6306	5603	1232	1058	414	330	747	691	102	97	73	58
2	Non-commissioned officers	6993	6152	2635	2324	2024	1761	682	484	1636	1568	16	5	0	0
	Relationship between officers and non-commissioned officers	1,5/1		2,5/1		1/1,8		1/1,25		1/2,2		5,5/1		0	

Even in typical operational execution structural units of the Moldovan Police, the relationship is inadequate. Thus, the NPI comprises **519** officers and **705** non-commissioned officers with a relationship is **1/1.5**. This inherited situation requires major improvement.

Therefore, the most important actions of the reform of the system of positions in the MIA includes reversal of the pyramid of positions by transforming gradually the selected positions of officers into positions of non-commissioned officers as they are vacated.

The action was included in the *Police Development Strategy* and in the *EU Budget Support of the Police Reform*. The progress indicator expects that in 2020 40% of the Police staff will be officers and 60% will be non-commissioned officers.

**Figure 6** presents the stages of reversal of the pyramid of positions in the Police.

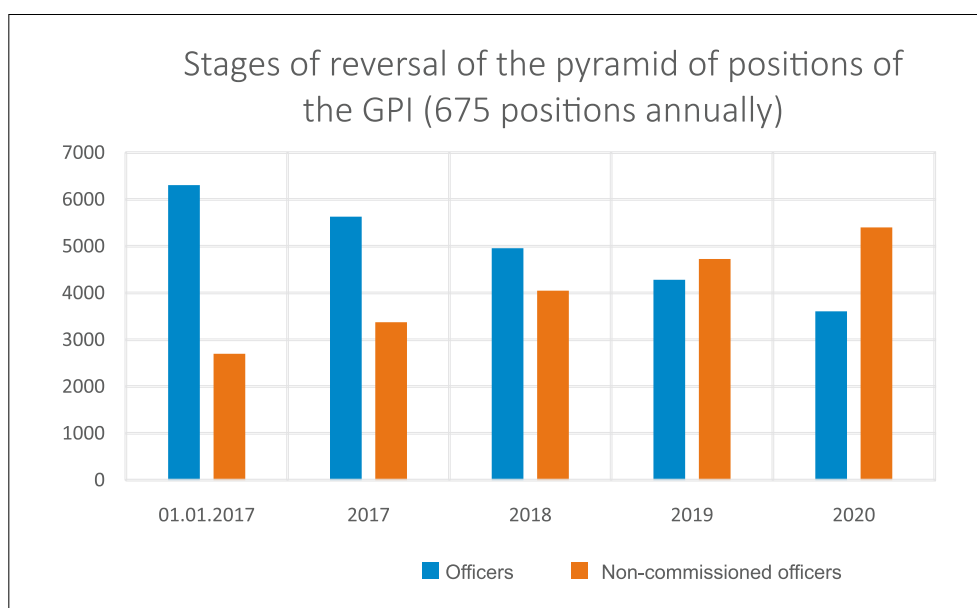
The major problems of the MIA include the excessive/uncontrolled staff turnover. This is mainly driven by the inconsistent incentivization, mainly by the

salary. Therefore, about every **5** years, the MIA staff is completely renewed. For this reason, there are significant losses of knowledge and experience, which seriously affect the professional performance, indirectly the quality of the public service.

For example, **Table 3** presents the losses of police officers in **2014-2016**. We should make it clear that the situation in the other structural units of the MIA is similar.

It is obvious that in **2016**, compared to **2015**, the losses suddenly increased by about **400** people. So the trend is a matter of concern and needs urgent improvement measures. However, the situation can not be properly remedied if salaries of police officers are not brought to a level that stops the temptation to leave the system for better paid jobs outside the MIA.

In **2017**, most of the **1,069** people who left the MIA specified in the questionnaires filled in upon resignation the following causes: inappropriate salary; lack of housing; work hours; inadequate working conditions; bad management style of certain managers.



**Figura 6.** Stages of reversal of the pyramid of positions

**Table 3. Staff losses in the Police in 2014-2017**

STAFF LOSSES IN THE POLICE												
	2014			2015			2016			2017		
OVERALL TOTAL	Annual Total	Officers	Non-commissioned officers	Annual Total	Officers	Non-commissioned officers	Annual Total	Officers	Non-commissioned officers	Annual Total	Officers	Non-commissioned officers
4607	1052	755	297	1042	833	209	1444	1059	385	1069	768	301

## 5.2. Women in the MIA – more professionalism and dedication

In the traditionally male „*world*” of the MIA structural units, the presence of women has become more visible after 2014. At present, the MIA staff has **2,853** women or **19.1%** of the total. The evolution of the number of women in the MIA structural units of all categories, in **2014-2017**, was not significant (**Table 4**).

**Table 4. Situation on the number of women in the MIA in 2014-2017**

DETAILS	2014	2015	2016	2017
GPI	1140	1199	1214	1267
GIBP	625	669	629	651
CTD	106	122	115	118
GIES	251	255	273	213

Positions in past were assigned to men were/are increasingly occupied by women. Whether they are policewomen, border policewomen or work as rescuers or carabinieri, the women in the MIA brought a new blow to the organization. This is especially the case with duties involving interaction with the public.

Thus, valuable qualities such as empathy, compassion, easy comprehension of human nature, instinctual non-violence, tolerance, ability to reach compromises, allow women to provide a feeling of safety, to relieve

conflict situations, to work with victims, children, persons in difficulty. However, these duties do not impair women's professional authority and do not make them less fit than men to prove the necessary determination to enforce the law.

For the reasons listed above, the MIA aims consistently to attract and promote women in the system, an obligation assumed including through the EU Budget Support to Police Reform. Thus, by **2020**, the percentage of women in the Police will reach **20%**. **15%** of the officers will be women.

The period after **2014** brought to the forefront the emergence for the first time in the MIA of the associative forms of women.

### a. The National Association of Women from the System of Internal Affairs.

“**INSPIR-O**” **National Mentorship Program for Active Women**, attended by the MIA female employees, seeks to reduce the poor involvement of women in the political, social and business area due to lack of self-confidence, necessary knowledge, financial support, leadership skills, as well as the insufficient network of cooperation between women.

Thus, the **Program** aims to increase the number of women working in public or political positions, as well as those who have their own business or work

in the corporate sector. It also seeks to increase the percentage of women involved in civil society activity and the pro-active level of young leaders in Moldova.

In the context of participation of the MIA women employees in „*INSPIR-O*” project, in 2015, the **National Association of Women from the System of Internal Affairs** was created. The mission of the Association is to support the professional and managerial potential of the women working in the sector of internal affairs and, in general, from Moldova, as well as to create an effective communication platform for the MIA women employees.

b. **The Association of Women in Police** was registered in 2017. The Association was created under the provisions of the Police Development Strategy 2016-2020. Its aim is to support observance of the principle of gender equality in the process of employment and promotion in the Police and to carry out the specific actions set out in the EU Budget Support to Police Reform.



## 5.3. Professional Training

### a. Educational Institutions of the MIA

At present, the MIA has 2 main professional training institutions. There are also departmental structures engaged in training that have limited capabilities in the field.



„Stefan cel Mare”  
Academy of the MIA

The **Academy** ensures the initial university training of the MIA officers in the Bologna Process system. It has two faculties, the **Faculty of Law** and the **Faculty of Security and Public Order**, which organizes full time and part time education. Annually, about 200 officers graduate from the institution and are employed in the MIA structural units to start their career at the basic level according to their specializations: criminal investigation, forensic expertise, investigation of crimes, including economic frauds, border security, public order, carabinieri, prisons.

The Academy also organizes the master’s program (cycle II) and PhD program (cycle III), thus providing advanced professional training of officers according to the areas required by the MIA.

Besides the university training, the Academy carries out training activities through various MIA staff training courses and supports continuous training in subdivisions.

Obviously, like any academic institution, the Academy is required to develop, in addition to the three cycle education, the program of scientific research. Therefore the Academy was officially accredited for the research profile: Provision of Public Order, Preventing and Combating Crime, being awarded the B qualification – i.e. an internationally competitive organization. For the reasons above, most of the researched topics are related to the accredited profile, and the many

problems studied and reflected in various papers (textbooks, courses, monographs, guides, etc.) have both a theoretical importance and a particular practical relevance. Therefore, they are used in the education of students as well as of the audience attending professional training courses. At the same time, many of them are provided, at the request of the MIA, to the GPI and subordinate subdivisions, to practitioners from the police structural units with duties to ensure public order, prevent and combat crime.

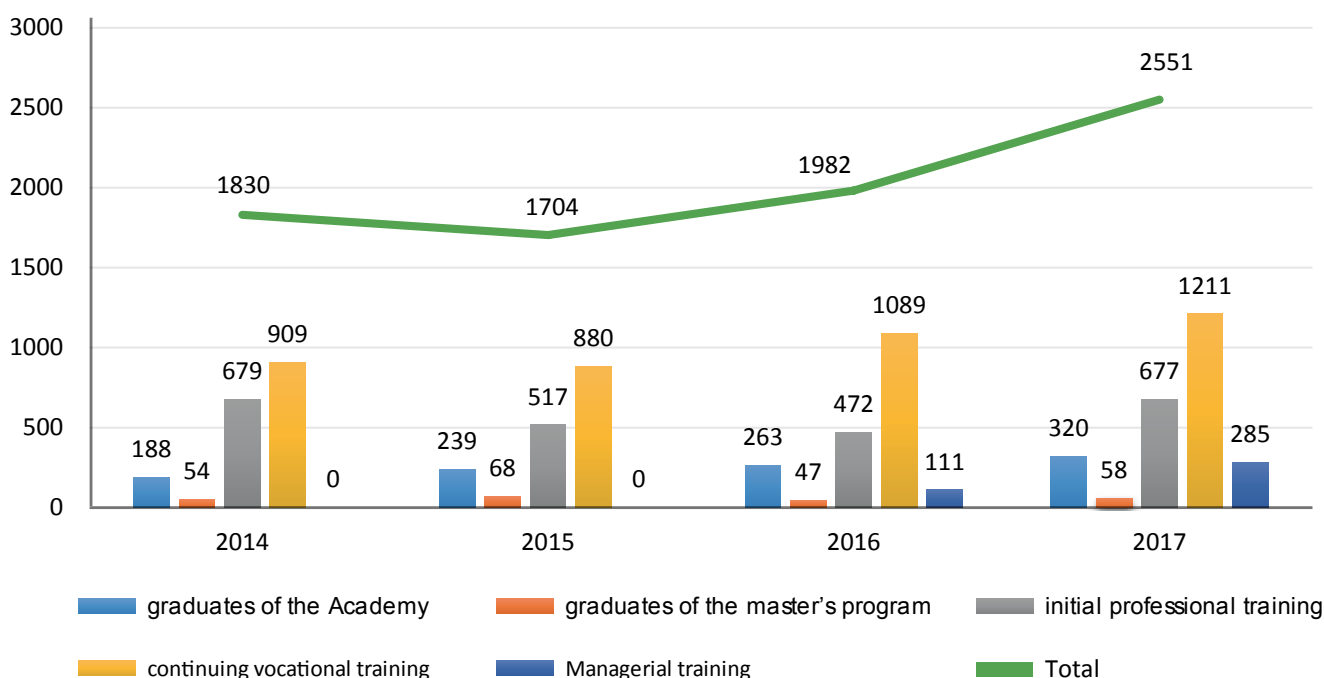
The Academy has concluded 36 collaboration agreements and contracts with similar institutions from abroad and 21 agreements with different institutions and NGOs from Moldova. These agreements served as a basis for the exchange of experience, for the academic mobility of students and teachers, the organization of joint scientific events, trainings, etc. The situation of the MIA staff training in the **Academy** is presented in **Figure 7**.

### Border Security Excellence Center of the GIBP

**The Border Security Excellence Center of the GIBP** provides initial training through 2-year courses for border police non-commissioned officers. During the period under consideration, **485** non-commissioned officers were trained at the Center (**Table 5**).

**Table 5. Situation of the initial training of the staff at the Excellence Center of the GIBP**

DETAILS	STAFF NUMBER				
	2014	2015	2016	2017	Total
Non-commissioned officers	145	118	91	131	485



**Figure 7.** Situation of staff training at the MIA Academy

### b. Professional improvement

During the period under consideration, **16,269** persons from the MIA took part in various forms of training outside the workplace. In principle, during **4** years, each MIA officer/non-commissioned officer attended only one training course. However, the data available reveal that, due to lack of training capacities, many people have not attended any training program in **2014-2017**.

To cover this major deficit, the **EU Budget Support to Police Reform** included the establishment of the **JLETC**. The project has a budget of **10** million Euros. Besides the MIA staff, the **JLETC** will train staff for other law enforcement bodies in the country as well.

## 5.4. Staff Integrity and Combating Corruption

The issues that the Moldovan society is most of all concerned about include corruption among civil servants, implicitly among those from the MIA. The phenomenon of corruption has raised concern to the same extent among the cooperation partners of the country. The fight and concrete results against manifestations that are contrary to professional integrity and deontology are strongly demanded by international organizations and institutions represented in Moldova. Moreover, continued/increased support to Moldova was conditional upon adoption of strong measures to prevent and combat corruption.

The public perception of the MIA staff, based mainly on outdated data and behaviors, suggests that the employees of the institution are considered corrupt and corruptible to a large extent. The MIA is therefore primarily interested in a fast and most complete elimination of the corruption behavior, in the internal cleaning of the system and in the building of the body of civil servants sharing values of professional integrity and ethics.

In this respect, the MIA has specialized anti-corruption structural units - the Internal Protection and Anti-Corruption Service (IPACS) centrally and subdivisions carrying out this type of mission in the general inspectorates.

The objectives set out in the **EU Budget Support to Police Reform** include building of the anti-corruption capacities of the Police/MIA. In **2017**, the **Feasibility study on the internal protection and anti-corruption activity in the MIA** was carried out. On this occasion, the system was screened and recommendations for its development were prepared. The recommendations that will be put in place in the near future include establishment of an anti-corruption unit in the Police.

During the period under consideration, due to the activity of the MIA specialized structural units, as well as in cooperation with other specialized entities, corruption acts involving the staff of the institution were discovered and handled.

**Table 6. Situation of facts of corruption involving the MIA staff in 2014-2017**

DETAILS	2014	2015	2016	2017
GPI	76	56	68	48
GIBP	4	5	7	7
CTD	0	0	0	2
GIES	0	0	1	4
Other MIA subdivisions	4	5	2	1
<b>Total MIA</b>	<b>84</b>	<b>66</b>	<b>78</b>	<b>62</b>

The data in **Table 6** show that during the period under consideration **290** facts of corruption were noticed, which make up **1.4%** of the MIA staff. The largest number of facts of corruption was found at the Police, and the lowest one at the CTD. In **2017**, the number of discovered facts of corruption decreased by **20 (30%)** compared to **2016**. The percentage of facts of

corruption discovered in **2017**, involving the Police staff, made up about **0.5%**, i.e. down as compared to the previous years.

Obviously, the anti-corruption measures have begun to bring positive effects, while being also aimed at adjusting the regulatory framework and direct practical actions with the staff of the institution.

**The measures undertaken to regulate specific activity include:**

- Order of the MIA (OMIA) no. **232** of **08.08.2014** on anticorruption and information telephone lines;
- OMIA no. **233** of **08.08.2014** on the telephone line for the internal protection of the MIA employees;
- OMIA no. **274** of **19.09.2014** on the approval of the ***MIA Action Plan 2014-2015 on the implementation of the National Anticorruption Strategy 2011-2014;***
- OMIA no. **231** of **08.08.2014** for the approval of the ***Concept on the activity of preventing corruption within the MIA, the administrative authorities and institutions subordinated to the Ministry and the Action Plan for its implementation.***
- OMIA no. **7** of **19.01.2015** on the approval of the ***Regulation on keeping records of cases of abusive influence on the MIA employees;***
- OMIA no. **302** of **11.11.2015** on some measures for the supervision and application of staff procedures within the central apparatus, the administrative authorities and the institutions subordinated to the MIA;
- OMIA no. **216** of **19.07.2016** on the approval of the ***Regulation on the monitoring of the police officer's lifestyle;***
- GD no. **409** of **07.06.2017** on the approval of the ***Disciplinary statute of the civil servant with special status from the MIA;***
- OMIA no. **160** of **07.06.2017** on the approval of the ***Regulation on the monitoring of the lifestyle of civil servant with special status from the MIA;***
- OMIA no. **239** of **14.08.2017** on the approval of the ***Regulation on the special check of candidates upon employment and/or promotion to the public position with special status within the MIA;***
- OMIA no. **387** of **21.12.2017** on the approval of the ***MIA Action Plan on preventing and combating corruption within the GPI (2017-2020);***
- GPI Order no. **366** of **12.09.2017** on the approval of the ***NPI Integrity Plan.***

Besides the measures on the regulatory framework, training courses were organized on issues of combating corruption, ethics and organizational integrity. The activities included **16,888** persons from the MIA (**Table 7**). This means that most of the MIA staff attended specific training courses.

**Table 7. Data on the anticorruption training and number of trainees**

Year	2014	2015	2016	2017
Number of training courses	71	72	44	34
Staff number	5274	5663	3397	2554

We also note the 2017 report on **corruption risk assessment at the NPI**, the results of which were made public on the GPI's official website.

In addition to the direct anti-corruption measures, many other activities have been carried out that required significant efforts of the MIA specialists (**Table 8**).

Table 8. Data on the activities carried out by the IPACS

DETAILS	2014	2015	2016	2017
Received calls	385	2.025	870	1.579
Examined petitions	1.032	1.090	560	870
Involved human resources	91	92	87	90
Investigated crimes	77	173	109	181

Thus, during the period under consideration, **4,859** calls from citizens were received, which means an increase of over **4** times in **2017** compared to **2014**. These figures evidence the increased confidence of the population in this way of communication with the MIA, and the effectiveness of the system put in place. Extension of the range of public communication media, as well as increasing presence of the MIA staff in the community, resulted in decreased number of petitions in the period **2016-2017**, compared to **2014-2015**. However, the increase by **155%** of the number of petitions in **2017** compared to **2016** is visible.

## 5.5. Medical Assistance

The medical assistance of the staff is coordinated by the **Medical Service of the MIA**. Its services are provided, first of all, to the MIA employees, the persons insured under medical services contracts concluded with the NHIC or with other insurance companies, as well as those who request services for a fee.

The institution is equipped with an integrated medical information system which enables keeping records of the treated patients, extensive analysis of the activity indicators of the institution stipulated by the regulatory acts.

The institution is financed from the MIA budget and from its own revenues, obtained from medical service contracts. It is provided with both technological and managerial resources, has modern equipment for clinical and paraclinical investigations and provides comprehensive medical assistance.



# Improvement of the public order and security system

The reform of the MIA, of its subordinate and de-concentrated structural units, commenced on the background of the European aspirations of Moldova, aims, inter alia, to establish an integrated, interoperable public order and security system able to provide quality public services for the protection of people, of the society and of the state, as well as to enhance trust of the population in the rule of law.



## 6.1. Together for a safer society. Active police in the community

On **27.12.2012**, the **Law no. 320 on Police activity and police officer status** was approved.

The reorganization of the **Police** resulted in newly formed GPIs and subordinate subdivisions whose mission is to protect the human rights and fundamental freedoms by ensuring, maintaining and restoring public order and security, preventing, investigating and detecting crimes and documenting offences.

Due to approval of the **Police Development Strategy** (GD No. **587/2016**) and the **EU Budget Support to Police Reform 2017-2020**, the institutional changes became more consistent and enhanced. The **EU Budget Support** provides for a conditional allocation of **57 million Euros**. The substantial support of the EU is intended for the putting in practice in the Police of the advanced knowledge and experience, the provision with modern technical and material facilities so that the quality of the services rendered to the community and, last but not least, the working conditions of the police officers change for the better.

The developments in the recent years coupled with positive effects on the level of public safety of the community, raised, as we have already noted, the level of confidence of the population in the Police to **60.9%** (*sociological survey carried out throughout the country “Community Police”, 2017*).

In order to get closer to the community, the GPI has strengthened its capacities of prevention, forecasting and proactivity, including by taking over international practices that have proven their effectiveness (European, Scandinavian countries, etc.). Priority was given to aspects of particular social sensitivity, such as: prevention of crimes affecting children; family violence; road accidents and other problems of local concern.

The **„Community Police”** survey highlighted the facts perceived by respondents as problems of local concerns (**Figure 8**). Given the MIA assessments, it can be appreciated that these issues are general concerns of local importance for the community.

As a result, the top **10** concerns of the community, are in the order of priority: thefts in homes; high number of alcohol addicts; theft of household goods; drunk driving; violation of traffic rules/road accidents; domestic

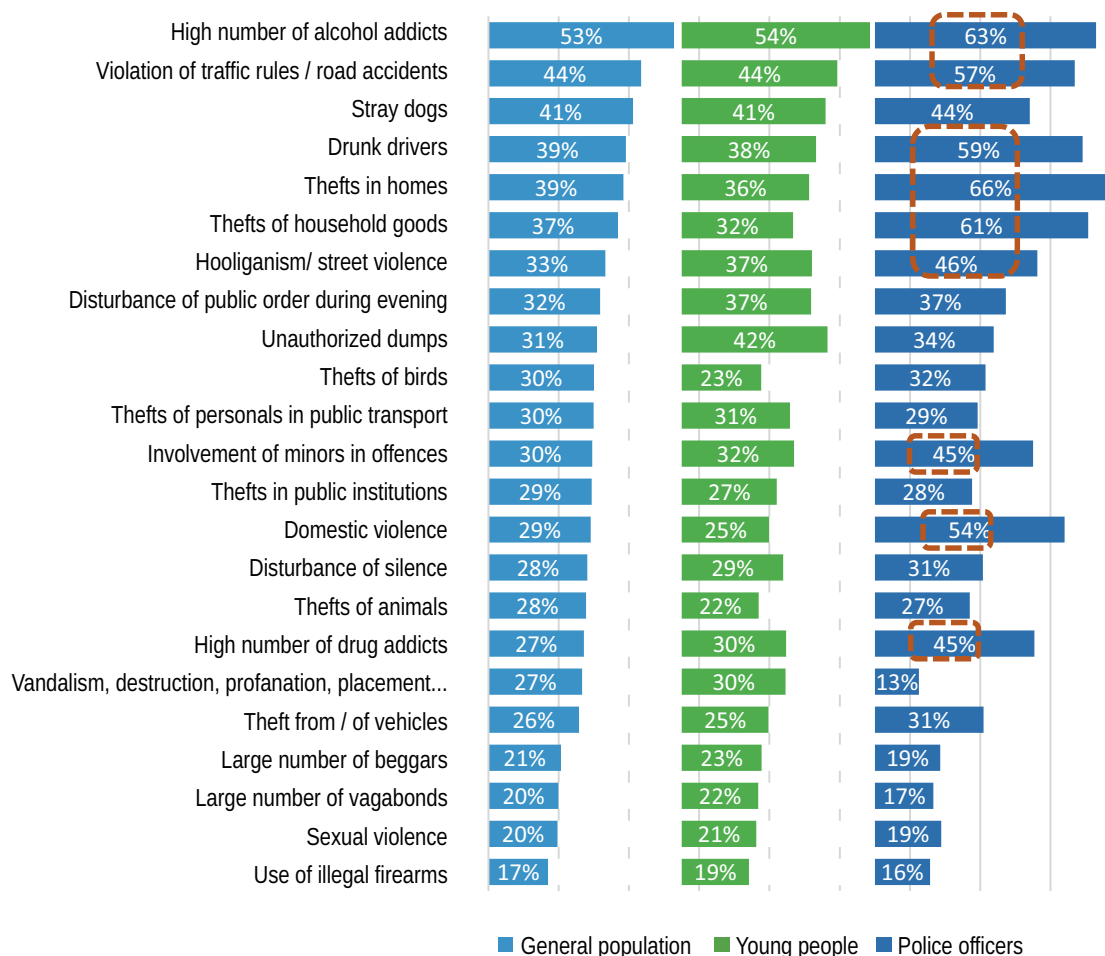


Figure 8. Illegal facts that concern the community („Community Police” survey)

violence; hooliganism/street violence; involvement of minors in illegal activities; high number of drug addicts; stray dogs.

The GPI has adapted its concepts of action to respond adequately to the challenges that social issues raise more acutely. In this context, proactive police models are being implemented targeting mainly the community. Thus, the concept of **Intelligence-led policing** is used, which is a modern alternative to the reactive approach to criminality.

The concept of „**Community policing**” will also ensure the fundamental change in the attitude of the Police towards the citizen, will bring the police officer to the service of the community, will strengthen the confidence, the partnership and will attract the society to the public security actions. Any presence of the Police in streets,

starting from legitimating and ending with catching in the act of the offenders, will be correlated with the realities on the sport (family, household, street, locality, etc.).

The positive example was provided by GPI's 2017 campaigns carried out to inform over **100,000** children about their rights. More than **1,600** police officers carried out about **2,265** information and educational activities in communities in over **1,223** educational institutions. In order to promote the objective „**Police and community - a single team**”, the GPI implemented in Otaci the project with this topic and established a direct relationship of communication between the institution and the inhabitants. This mission made it possible to achieve the basic objectives of the police activity proceeding from the community needs.

Also, in order to strengthen security through community involvement in the police activity, as part of the project „**Promoting Civil Society Involvement in Strengthening Community Security**” in 6 localities in the country (*Hincesti, Edinet, Ungheni, Comrat, Otaci and Zirnesti commune in Cahul district*), Community Security Councils were set up, with the support of the **Institute for Public Policy** and the financial support of the **U.S. State Department**.

As for **violence**, it can be prevented and combated more effectively by quickly reporting cases in order to ensure timely commencement of investigations, initiation of stress relief measures and management of situations.

In the light of the Police efforts to optimize the response in cases of **domestic violence**, specifically targeted actions were made during the period under consideration. Against the background of increasing confidence in the effectiveness of the Police in cases of domestic violence and a better public information,

victims/individuals were encouraged to request specific protection measures (**Figure 9**). At the same time, the Police submitted to courts **724** requests for application, together with other competent bodies, of measures for protection of victims of domestic violence; investigation of crimes and bringing perpetrators to liability.

The Police sent more than **2,988** complaints to local guardianship authorities to protect children, prevent sexual abuse, violence, neglect and exploitation of children; for assessment, referral, assistance and monitoring of cases of violence, neglect, exploitation and trafficking in children.

The Police was also concerned about the **problem of road accidents**. Comparison of data for **2014-2017** showed a decrease in the number of **injured and deceased persons (Figure 10)**. Even if the decrease is not impressive, the MIA values every life. That is why the **22** lives saved on roads in **2017** compared to **2014** are mainly the success of the police officers as well.

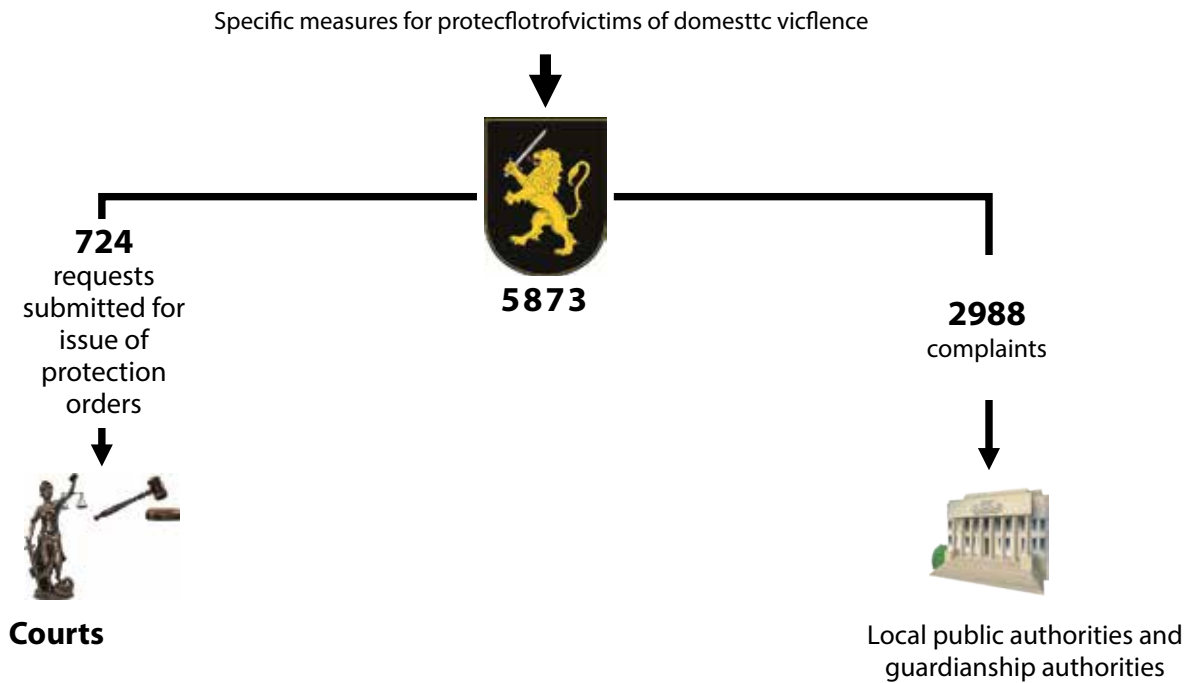


Figure 9. Specific measures for protection of victims of domestic violence

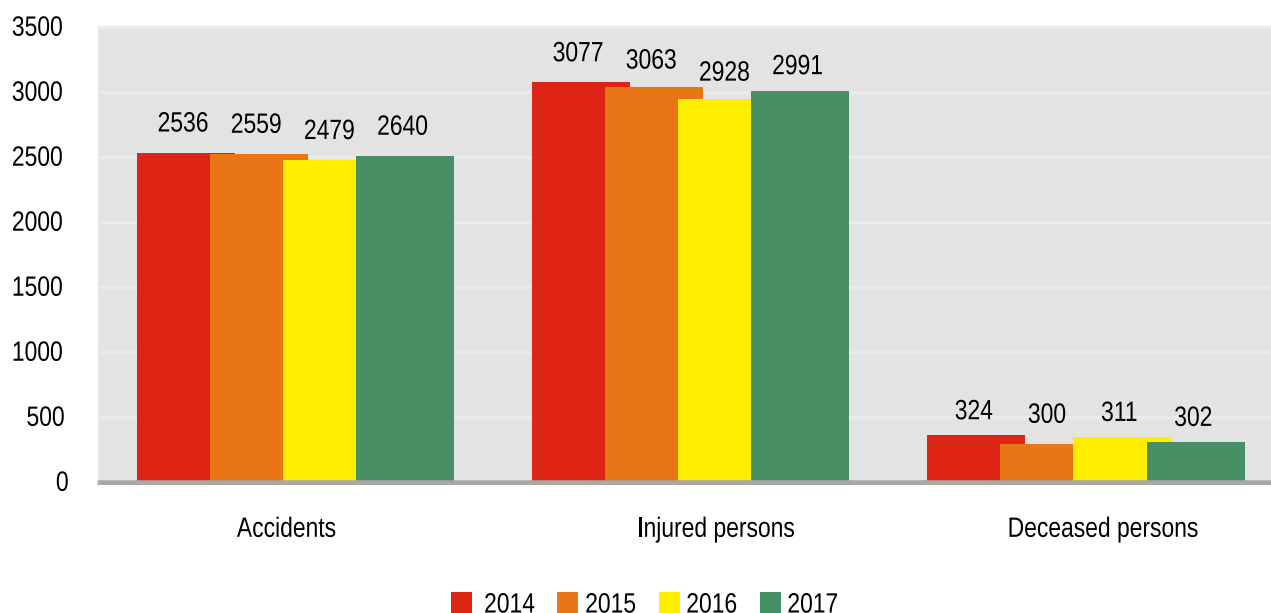


Figure 10. Situation of road accidents in 2014-2017

Specific actions have been and are being carried out to discover and sanction **drunk drivers**. Such irresponsible persons committed **249** accidents in **2017**, resulting in **13** deaths and **102** injured persons.

The **analysis of the violation of the road traffic rules** shows that the most frequent violations are: inadequate speed; failure to provide priority; failure to comply with the preventive conduct rules.

In **2010**, Moldova signed the **UN Resolution on declaring the 2011-2020 period** as the „**Decade of Action for Road Safety**”. The objectives assumed include the **50%** reduction in fatal accidents in **2020** compared to **2010**.

The evolution of mortality in **2010-2017** is presented in **Table 9**.

Table 9. Evolution of mortality in 2010-2017

	Deceased persons	Number reduction	Percentage reduction	Average number reduction in 2010-2017
2010	452	N/A	N/A	24 of deceased persons
2011	443	-21	-1,99	
2012	445	-2	0,45	
2013	301	-144	-32,36	
2014	324	23	7,64	
2015	300	-24	-7,41	
2016	311	11	3,67	
2017	302	-9	-2,89	

Implementation of public **road safety** policies, including the **Concept on the Automated Traffic Control System „Traffic Control”** and the **„National Road Safety Strategy”**, enables estimation of the results provided in **Table 10**.

**Table 10. Estimation on the reduction of fatal road accidents**

	Estimated number	Percentage reduction as compared to 2010	Average number reduction in 2010-2017
2018	278	- 38%	24 deceased persons
2019	254	- 44%	
2020	230	- 49%	
2021	206	- 54%	

According to the estimates, maintenance of the current positive trend as well as enhancing the relevant measures will help to achieve the assumed objective by reducing the number of people deceased in road accidents by **54%** by **2021** as compared to **2010**. These values may, of course, be influenced by the evolution of demographic, economic factors, etc.

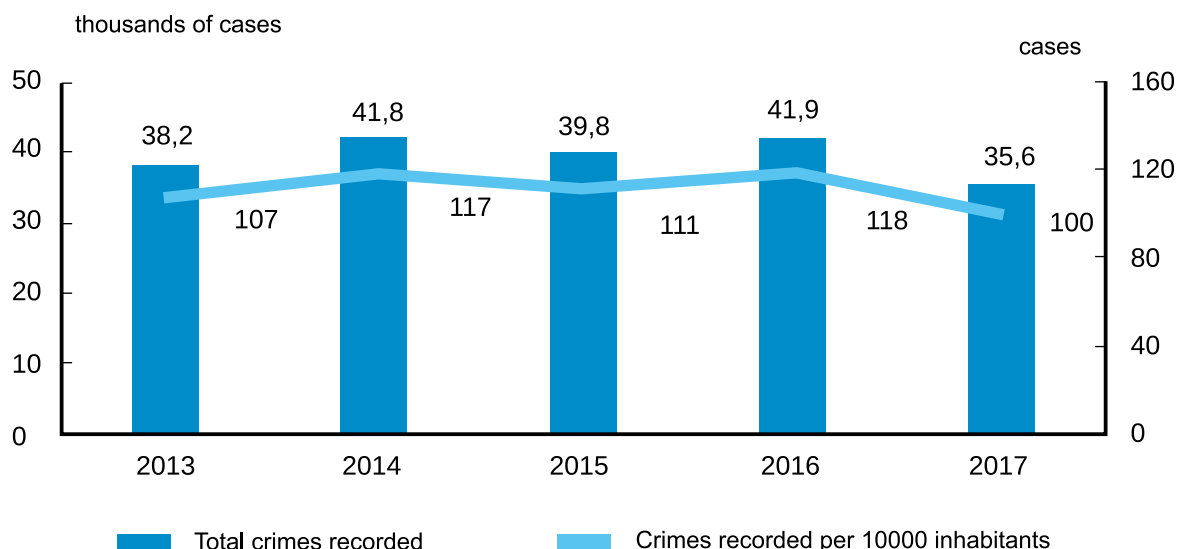
**Crime rate**

In **2017**, **35,581 crimes** were recorded (throughout Moldova), with a **decrease of the criminogenic state by 15%** (**Figure 11**) being reported. In nominal terms, this means **6,340** less crimes compared to **2016 (41,921 crimes)**.

The decreasing number of crimes also means at least **6,300** victims and perpetrators less. Therefore potentially the number of court proceedings has decreased, so less money were paid by taxpayers. In absolute terms, due to effective measures to prevent and combat crimes, the Police made, among other things, financial savings.

Through the operational actions carried out, the MIA structural units discovered during the period under consideration **91,395** crimes, which required special efforts from the staff of the institution.

Decrease of the criminal phenomenon was, of course, the reason for the satisfaction of the population with the MIA performance, which has, among other things, led to an increased confidence in the institution.



**Figure 11. National rate of criminality in 2013-2017 (NBS)**

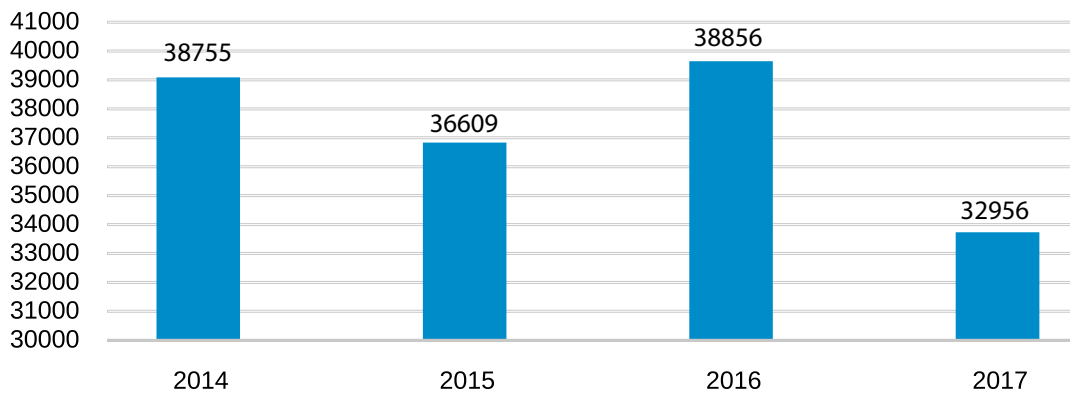


Figure 12. Total crimes recorded by the MIA structural units

Out of the total number of discovered crimes, **20** were criminal cases of **organized criminal groups** (according to Art. **284** of the Criminal Code).

We note that measures and interventions against the organized crime were enhanced as this is a priority for the law enforcement agencies, local and central public administration and for public opinion as well.

**The main manifestations of the organized crime included:** use of violence; blackmail; labor exploitation; drug trafficking; gambling; usury; abduction of people; prostitution; counterfeiting and placement of false payment means; smuggling; tax evasion; corruption of public officials, as well as seemingly legal actions, but with punishable consequences.

It should be noted that many criminal manifestations were possible due to the lack of caution and poor civic activity of certain persons.

The main concerns and/or directions of activity of the organized criminal groups are provided in **Figure 13**.

In the recent times **cybercrime** has increased and became a greater concern. Therefore in the recent years, computer networks and electronic information are increasingly used for criminal purposes. The materials that could evidence these crimes are stored and transmitted by perpetrators through the computer environment.

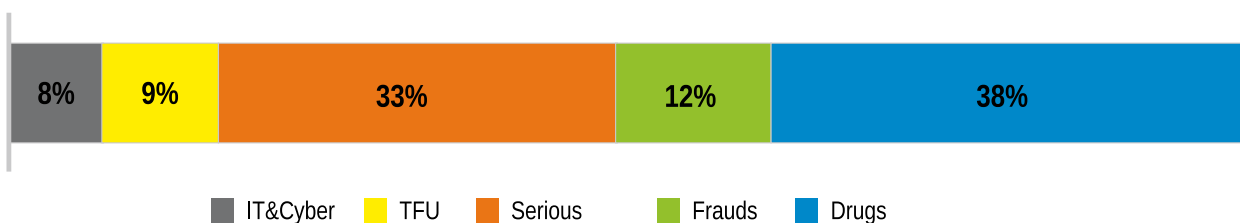


Figure 13. Directions of manifestation of the organized crime



## 6.2. Carabineers – in the service of the community

**The Carabineers** ensure, together with the Police or independently, the public order, protection of human rights and fundamental freedoms of citizens, property, and prevention of acts of violation.

Considering the domestic and international situation, the **National Strategy for Public Order and Security**, Moldova has elected to maintain the dual police system. It has both civilian and military structural units that operate complement each other. This model is successfully implemented in many European countries - **Italy, France, Romania, Spain, Portugal, the Netherlands, Poland.**

For the development of the Carabineers, on **31 May 2017**, the **GD no. 357 on the Strategy for the Reform of the Carabineer Troops 2017-2020** and the **Action Plan for its implementation** were approved. This reform is in line with the provisions of the EU-Moldova Association Agreement, Title II "**Political dialogue and reforms, cooperation in the field of foreign and security policy**" and Title III "**Freedom, Security and Justice**", concerning the modernization of the Carabineers, and aims to enhance integrity, institutionalization of the principles of approaching missions with due regard to human rights.

Following the implementation of the Strategy, the institution of the Carabineers will become, in line with the best European and international practices, and an important part of the dual police system in Moldova.

Thus, the Carabineers will be transformed into a professional, modern, effective, transparent police structural unit with military status, able to carry out its public service tasks professionally for the benefit of the community, to ensure a high level of individual and collective safety in accordance with the European standards.

The Carabineers will be reorganized to provide the rule of law in both normal and crisis situations, and will be integrated into the police system while keeping the military status, the institutional individuality, the organizational, functional specifics and the operational independence.

The objective will be achieved by improving the professional skills of the staff; focusing on police training of the staff; building the capacities to restore the public order and to participate in its provision and maintenance; preventing and combating crime; protecting the citizen and the state by using modern methods and means, promoting intolerance to incidents of integrity and cases of discrimination.

One of the main pillars of the reform of the Carabineers is professionalization. It consists in the gradual replacement of the conscripts in the period **2018-2020 (2018-28% of the conscripts, 2019-36% and 2020-36%)**. Thus, in **2020**, the Carabineers will be fully professional. Another important step is the regionalization of the Carabineers' structural units. Thus, territorial subdivisions of the Carabineers will be established, which will work in operational tandem with the Police structural units.

As the Carabineers' operational capacities are strengthened, the following duties will be assigned to them and to the Police: **a)** maintenance of public order and security; **b)** provision of public order and security; **c)** restoration of public order and security.

Restoration of public order will become the basic mission of the Carabineers, and maintenance of public order will be the basic mission of the Police.

As the new structural units become fully operational, the missions of provision and restoration of public order will be fully returned to the Carabineers.

The carabineers will be however professionalized in the light of designing and conducting the public order and security missions, targeting the community, as well as the proactive attitude towards the citizen.

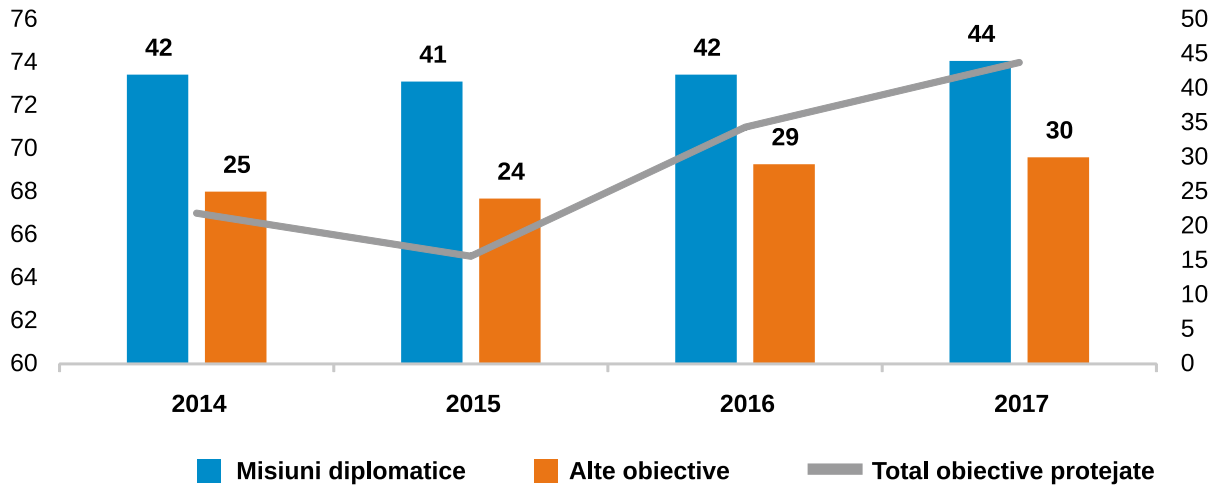


Figure 14. Facilities protected by the Carabineers

In the period under consideration in the Synthesis, the Carabineers conducted a long series of missions for protection of facilities and for the benefit of the community, as their presence in the society is an additional factor of safety for the citizens.

The statistical data on the facilities protected by the Carabineers are given in **Figure 14**.

The data presented in **Figure 15** show that the Carabineers are highly engaged in different missions, whether independently or in cooperation with the Police.

The decrease in the number of the staff engaged in missions shown in **Figure 15** is caused by the gradual reduction of recruitment of conscripts. Although less Carabineers are engaged in missions, the quality and the number of actions for the benefit of the citizens actually increased. Thus, the Carabineers successively adopted measures to transform the way of operation into a police one, aimed at providing the public service in line with the needs of the society.

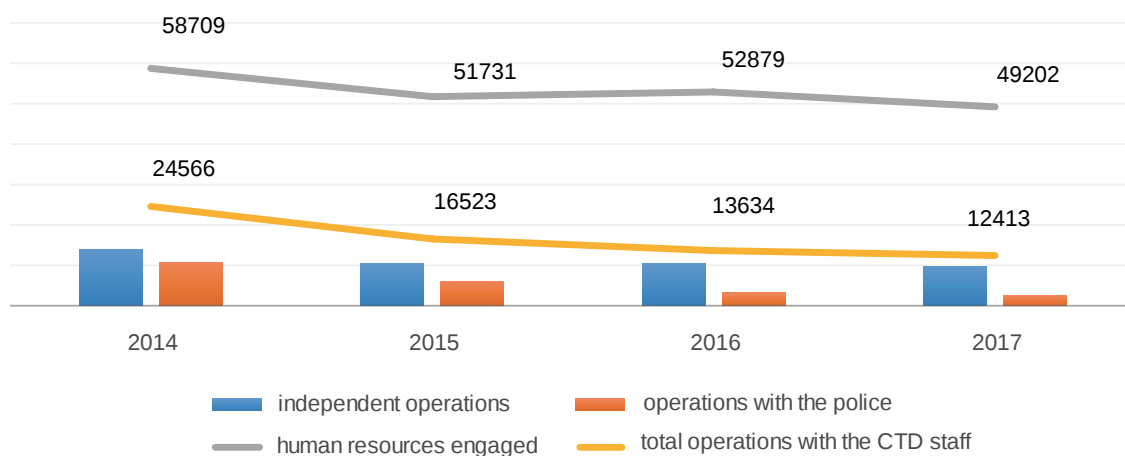


Figure 15. Number of Carabineers engaged in missions

In the course of the missions of order, public security and protection of the citizens, the Carabineers provide important support to the Police. Common participations in operations such as **"Poppy," "White Nights," "Raids," "Search," "Special Operations," "Mixed Troops"** were effective.

The Carabineers were also on spot **from Monday to Friday**, in two shifts, in the period of the highest road traffic hazards, in actions for raising awareness of road users about road safety and the risks to which **drivers are exposed, as well as pedestrians, especially children and old people.**

In **2015 - 2017**, the Carabineers enhanced their cooperation with the external partners. In this regard, common exercises for providing and restoring public order; training in the field of international missions; specialized and intensive foreign language courses with the **Romanian Gendarmerie** may be noted. The information seminars organized by the **Swedish National Defense College** and the **European External Action Service, Sweden**, strengthened their capacity.

The professional skills of the Carabineers were improved by means of training courses and joint training exercises with the participation of members of the **U.S. Special Forces Operational Detachment**. The Carabineers also attended training at the **International Law Enforcement Academy from Hungary**; tactical training courses for company/platoon commanders for the UN-led peacekeeping operations.



### 6.3. E-services for citizens, computerization for the MIA

The main mission of the **Information Technology Service** is coordination of the issues of information and communication technologies in the MIA; implementation of the strategic framework and of related development policies.

The Service builds the structure of the information and communication technologies in the MIA, provides information and communication technology services related to the Ministry and manages the archives of the Ministry.

In accordance with the **Strategy for the development of the ICT sector of the MIA 2013-2015** and the **Concept of modernization of the MIA radio-communication system 2014-2017**, the reorganization of the operational radio-communication system in Chisinau municipality commenced, while passing to the TETRA standard. It provides high-quality and secure radio-communication services (voice, data, location of resources, telephone communication, etc.).

The year 2017 marked beginning of the **Project "Provision of a reliable and efficient communication system for operational purposes within the Police"** in order to develop the radio communication system in **TETRA** standard at national level. Portable and mobile terminals have already been delivered, programmed and operationalized for the MIA subdivisions.

The modernization of the information and telecommunication system of the MIA continued by: creating the **WAN wide area network**; developing the concept of development and technical projects for the reconstruction of the local area network (LAN) in the buildings of the police inspectorates of the GPI; developing, with the U.S. Embassy support, the concept of the **INTRANET** network at the MIA headquarters, etc.; installing audio/video recording equipment in minors' hearing room in

the GPI subdivisions; creating the cross-border communication infrastructure Moldova-Romania-Ukraine.

The ITS also provides public services for the issuance of documents related to its field of competence. Thus, it provides public and governmental services for the MIA and various beneficiaries, physical and legal persons.

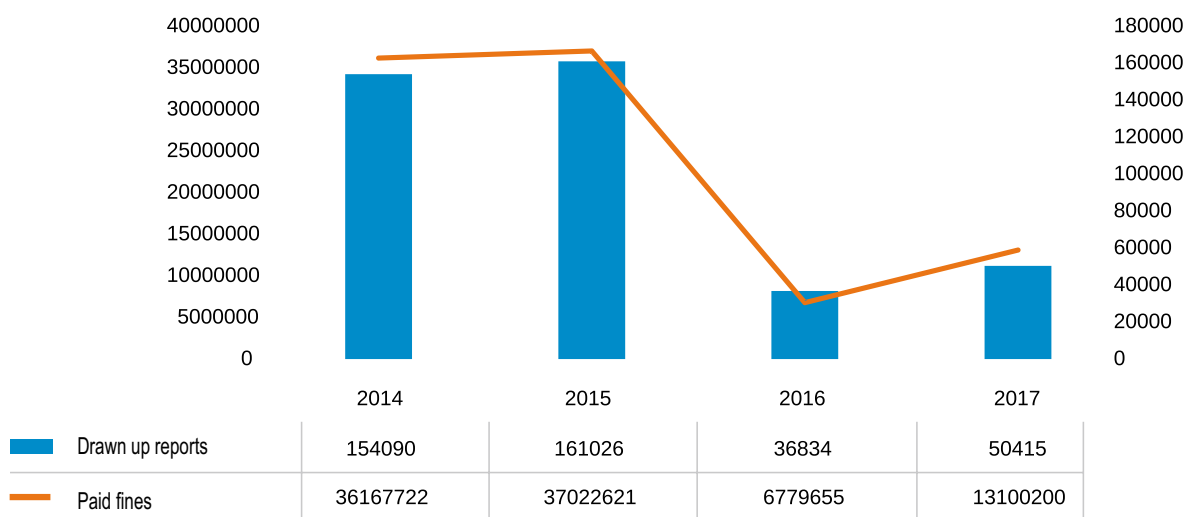
The data provided in **Table 11** show a total of **719,846** certificates issued by the ITS, plus **4,494** certified copies issued by the MIA Archives. The data show that in **2016-2017** the activity increased by about **30-40%**, which present the scope of the ITS efforts to provide the public service for the benefit of citizens. Since **2015**, **152** rehabilitation certificates were issued.

According to the Regulation on the organization and functioning of the Automated Traffic Control System „**Traffic Control**”, approved by the GD no. **965** of **17.11.2014**, the ITS operates as a holder and registrar of the System. The ITS ensures creation of the information resource on road safety monitoring and provision.

**Table 11. Public services provided by the ITS for the benefit of the citizens**

Result of the ITS activity	2014	2015	2016	2017
Total number of certificates	120.157	169.114	218.424	212.151
Criminal record certificate	94.672	141.590	190.346	182.056
Detailed criminal record certificate	*	1419	1995	1798
Conventional criminal record certificate	25.485	26.105	26.083	28.297
Rehabilitation criminal record certificate	nu s-a eliberat	50	51	51
Certified copies of documents issued by the Central Archives of the MIA (sheets)	837	1354	1101	1202

Putting into operation of the System, coupled with the relevant operational actions of the Police, led to a decreased number of traffic violations on the public roads (**Figure 16**).



**Figure 16.** Actions carried out with the support of the Automated System „Traffic Control”

# Integrated state border management, management of migration flow, asylum and integration of foreigners

The **Border Police** and the **BMA** had important tasks under the Visa Liberalized Plan. Under their pressure, the institutions evolved rapidly and built their capacities to a considerable extent.

Due to fulfillment of commitments, on **28.04.2014** the visa requirement for short-term trips to the EU Member States and to non-Member States which are part of the Schengen area was abolished for the Moldovan citizens.



## 7.1. Safe borders, European borders

The **Border Police** fulfils its duties and implements the state policy in the field of integrated state border management, combating illegal migration and cross-border crime.

The geographic location of Moldova and its status of neighbor of the EU imply adoption of measures to ensure a high level of border control and surveillance. Accession to the EU, the country's strategic political objective, also requires, among other commitments, alignment with the European regulations, standards and best practices of border management.

Increase of the institutional capacity of the Border Police determined development of the operational potential. Thus, effectiveness of control and surveillance devices increased significantly, ensuring a secure Moldovan border.

As for the attempts of fraudulent crossing of the state border in **2017**, the situation of illegal migration at the Moldovan border slightly improved compared to **2016**. In **2017** the number of foreign citizens discovered as being involved in illegal migration decreased and of the Moldovan citizens increased, especially of holders of false/hidden identity documents.

At the same time, in **2017**, **1,187** persons who violated the rules of residence in Moldova were identified. The Border Police found **36%** more cases in **2017** than in the previous year. Cases of violations of the border crossing rules discovered at the BCPs increased by about **66%**, similarly for most of the operational indicators of the BCP activity. Violations of the rules of residence account for about **40%** of the total recorded offences. At the „green„ border, the number of cases of violations of the border area regime increased by 48%.

As for the detection of illicit trafficking in vehicles, in **2017** it decreased by **8%** compared to **2016**. This phenomenon is more obvious in the West-East direction, as the perpetrators use the region on the left bank of Nistru river.

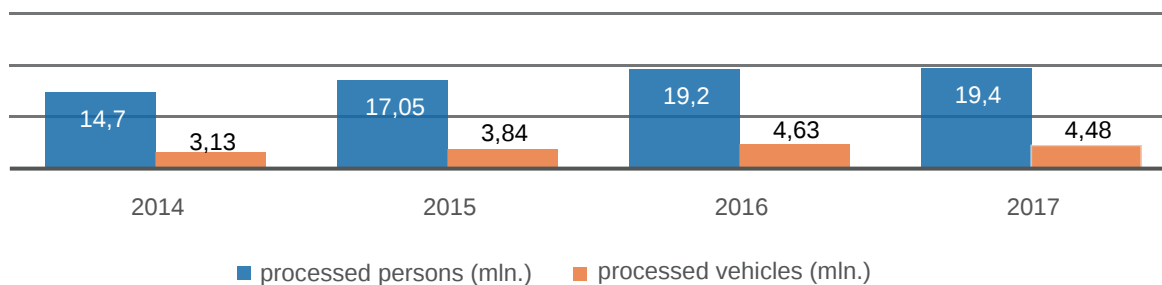


Figure 17. State border crossings

The Border Police provided services to the public in a particularly large amount when crossing the border. Thus, in **2017**, the flow at the BCPs made up **19.4** million people, i.e. **4.7** million or **24.2%** more than in **2014** (**14.7** million) (**Figure 18**). The traffic of vehicles increased by **30.4%** (**4.48** million units processed in **2017** compared to **3.13** million in **2014**).

In **2017**, the largest flow of people was recorded at **Leuseni BCP**, **Chisinau International Airport** and **"Otaci"**, and of vehicles at **Leuseni**, **Sculeni** and **Giurgiulesti BCPs**.

On **06 October 2017**, the **"Agreement between the Government of the RM and the Cabinet of Ministers of Ukraine on joint control of people, vehicles and goods at common border crossing points of Moldovan-Ukrainian state border"** was signed. Recently, the concept of joint control on the Moldovan-Ukrainian border segment was implemented. At the same time, on **17.07.2017**, the joint control commenced at **Pervomaisc-Cuciurgan BCP**, and on **19.12.2017** at **Palanca - Maiaki-Udobnoe BCP**.

In order to streamline the border traffic, depending on the situation, the enhanced working regime is put in place at the BCPs, and the number of staff members was increased, traffic lanes and the maximum capacity of the border infrastructure are used. The number of document control equipment is supplemented and synchronization of actions with partner authorities with border tasks is ensured.

At the same time, the capacities of prevention, detection, investigation, prosecution of cases in the field were improved (**Figure 18**). In this respect, the subdivisions of special investigation, criminal prosecution and state border control were provided with devices, means, special equipment, motion detectors and other modern tools. The positive results consist in the increase by about **50%** of the number of recorded criminal proceedings.

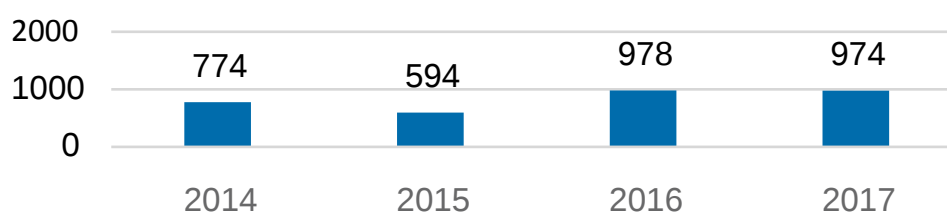


Figure 18. Criminal proceedings recorded by the Border Police



Figure 19. Categories of tools provided to the Border Police.

The interaction with the local population and with the local public administration increased, the volunteer network was expanded, allowing the capacities of the Border Police to increase.

The fixed and mobile surveillance system was put in place and developed at the state border, the capacities of fighting against crime were strengthened by training the specialized staff, providing working dogs, training equipment and vehicles (**Figure 19**).

Due to the support of the **National Anticorruption Center**, the integrity risks were assessed and the Institutional Integrity Plan **2015-2017** was developed. In **2017**, more than **240** mobile video cameras were purchased and provided to the BCP border police officers to reduce violations of integrity rules. Video surveillance systems were installed in control rooms at the BCPs.

In order to improve cooperation in the field of combating cross-border crime, trafficking in human beings and illegal migration, the **Joint Risk Analysis Group** was established by the joint order of **28.07.2014** between the MIA, the Security and Intelligence Service, the General Prosecutor's Office and the Customs Service. So far, it has developed several products in the field of combating cross-border crime, illegal migration and trafficking in human beings. These analytical documents consistently supported the decisions and the specific operational actions.

Due to the support of **EUBAM**, an EU agency, the **Common Border Security Assessment Report for Moldovan-Ukrainian border** is developed on a monthly basis. The document helps to foresee border events through local risk analysis. **EUBAM** also provided consistent operational support, including by carrying out common operations, and by transferring specialized border control know-how.

The Border Police carried out multiple activities of cooperation with the homologous structural units of **Romania**, as a neighboring state, with other EU countries and with other international partners. The large, consistent and comprehensive support provided by the U.S. Embassy, which consisted of facilities of mobility, special border control tools, detectors of chemical and radiological products, as well as staff training transfer, shall be particularly emphasized.

We particularly welcome cooperation with **FRONTEX**, a European agency dealing with border security issues, whose standards have been largely taken over and implemented by the Border Police. Participation of Moldovan border police officers in international operations managed by **FRONTEX** was particularly useful.



## 7.2. Effective Management of Migration and Asylum

The **BMA's mission** is to achieve the objectives of integration of the migration and asylum policy, management of the migration phenomenon by admitting and documenting foreigners with identity papers, recognizing refugee status and statelessness, granting humanitarian protection, coordinating the process of integration of foreigners in Moldova, controlling legality of stay of foreigners in the country, providing public custody and using appropriately the removal and restrictive measures.

Strengthening the territorial infrastructure of the Bureau, constant development of the Information System, ensuring personal data protection measures and securing the available databases are and will remain a priority.

The activities carried out in **2014-2017** contributed to the modernization of procedures for documentation of foreigners, the possibility of completing databases with reliable information, ensuring the quality of decisions in collaboration with other authorities.

Thus, for example, the objective of development of the BMA scheduled for **2014-2015**, of the mechanisms for keeping records of foreigners entering Moldova through the Transnistrian region was reached in **2016**. As a result, the number of records of people increased from **16,000** in **2014** to over **49,600** in **2016**. This is due to both the BMA staff and the GIBP patronage at the central segment of the state border with **Ukraine**.

The continuous development of the information systems allows for the generation of analytical products that ensure development and monitoring of the implemented policies.

In order to create conditions to attract foreign investments, the legal framework and conditions for documentation of investors were assessed. On the

basis of the assessments, the regulatory framework was amended. It should be noted that, by the Law no. **23** of **10.03.2017**, as well as in order to implement the provisions of the Association Agreement, simplified documentation procedures were introduced for certain categories of workers coming from the EU.

The regulatory amendments help to create a favorable investment climate for citizens and attract people willing to make business in Moldova. At the same time, new services were developed, such as the **on-line** filing of applications for visas to enter Moldova and provision of services of documentation at home.

The latest developments of the information systems made by the Bureau enabled transfer of operational processes to modern technological platforms, strengthening of networks, as well as development of information cooperation and data exchange with the national partners.

The amendments of the regulatory framework eliminated parallel and doubled competences with other authorities, excluded improper activities for decision-making bodies and enabled optimization of the Bureau's activities.

In order to provide services that are as public-friendly as possible, activities were carried out and modern tools were implemented, such as: payment for issuance of documents to foreigners that are integrated into the government e-payment platform; implementation of the National service for authentication and access to electronic public services; co-working with the **e-Government Center**; use of the interoperability platform; integration of the Government Electronic Signature Service, of the Joint Governmental Technology Platform, of the Government Interoperability Platform; governmental journaling e-service.

At the same time, the set of documents for issuing documents was simplified; the decision-making process was reduced from **120** to **50** days. The mechanism for granting the right of stay was changed; the documentation requirements were simplified. The



measures taken for the benefit of the public created a favorable climate for the activity of foreign investors and new jobs, reduce the possibilities of formal legalization of foreigners for work purposes.

In **2017** capacities to prevent and counteract the illegal stay of foreigners in Moldova were strengthened. The activities in the territory made it possible to reduce potential risks to the public order and to the security of the state related to foreigners, reduced the real amount of public expenditures for removal of foreigners by **2.4 times (from 850.8 thousand MDL in 2016, to 350 thousand MDL in 2017)**. The terms for examination of

applications for readmission were reduced **from 11 to 3 working days**.

The activities carried out by the BMA in **2017** allowed launching mechanisms for economic, social and cultural integration of foreigners from Moldova, prevention of discrimination and/or social exclusion of foreigners. They also ensure respect for human rights, and the automation and development of information systems allow providing quality and operative service to applicants.



# Management of emergencies



**Devotion,  
Courage,  
Sacrifice!**

The **GIES**' mission is to effectively and efficiently respond to emergencies; save life and protect the territory of Moldova; strengthen the preventive capacities; improve tactics, techniques and procedures of action; ensure provision with modern equipment through European/ international projects; increase safety of citizens.

In **2014-2017**, the GIES implemented priority projects of the institutional reform.

Thus, on **11.11.2014**, the Operational Center for Guidance in Exceptional Situations (OCGES) was opened. The OCGES has a Commission for Exceptional Situations; the National Coordination Center for representatives of ministries responsible for crisis management; Integrated Dispatch for Emergency Calls.

The Inter-ministerial Crisis Cell was put into operation for monitoring, during the elections, of the public order situation. Thus, the **Single Concept for Monitoring the Operational Situation, Accumulation of Information and Cooperation of the MIA's Forces and Means** was implemented. The Center worked on a non-stop basis during the period of heavy snowfalls of December **2014**, as well as between **19-21.04.2017**, and critical cases were effectively solved in cooperation with the competent agencies.

In **2014**, the **"North" Operational Guidance and**

**Intervention Center**, to which **901, 902, 903** services were connected that have been recently taken over by the **112 unique number**, was opened in Balti municipality. The **Automated Operational Steering Center (AOSC) for "Center" zone**, which takes over calls from **18** districts and Chisinau municipality was reorganized. The **"South" Operational Steering and Intervention Center** was established, which receives calls from **4** districts.

In **2014**, the first **Healthcare, Resuscitation and Extrication Center** was opened within the „North" Integrated Regional Dispatch Center. Here, the GIES paramedics intervene in situations of risks, together with the Emergency Medical Service of the Ministry of Health. In order to support the national project MESRE, the Government of Romania provided Moldova with **5** performing special vehicles.



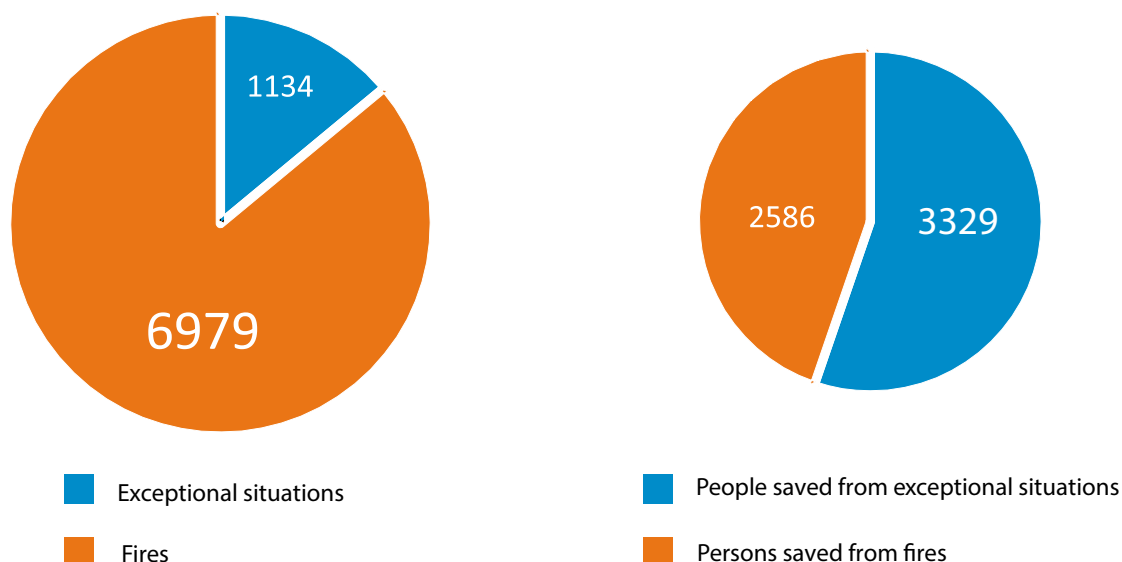


Figura 20. People saved in exceptional situations and in fires.

Since the MESRE was launched, about 4-5 thousand interventions (5-15 per day) were recorded annually, thus evidencing the increase of the service efficiency and the trust of the population in it.

**Establishment of the MESRE can be considered as one of the MIA's actions providing the most important benefits to the society.**

A modern training room for paradoctors was arranged and equipped at the Republican Training Center, with the support of **Estonia** and **Romania**, where over **84** specialists have already been trained.

As part of the cross-border cooperation project, the common intervention procedures of the GIES from Moldova with the General Aviation Inspectorate from Romania were standardized. The aim is to intervene in the air and on land in the Romanian cross-border area related to the Prut River and on the territory of Moldova. Currently, the GIES carries out specific missions with just **1,381** rescuers/firefighters. They are organized in **62** intervention subdivisions: **2** search and rescue detachments; **7** detachments; **38** units and **14** rescue and fire-fighting stations. They cover only **60%** of the statutory needs. The **186** intervention special vehicles, most of which are outdated (some of them were

manufactured in **1950s**), cover only **45%** of the needs. During the period under consideration, the GIES staff carried out numerous rescue and intervention missions for the benefit of the community (**Figure 20**), resulting in **3,329** people saved in exceptional situations and **2,586** in fires.

The shortage of staff and equipment, as well as the quite worn-out status of most of the equipment, overburden the staff, create constant professional risks and endanger the population.

To compare the situation of the fire-fighting staff and equipment, we note that in **Estonia** (**1.37** million inhabitants) **1,634** persons work in the GIES like agencies, and have **387** units of special equipment. In **Romania** (about **20** million inhabitants), the staff make up **30,000** people who are provided with **546** units of special equipment. In **Ukraine** (**43** million inhabitants), there are **55,241** fire-fighters who are equipped with **3,601** units of special equipment.

These data show that in **Romania** there is **1** firefighter per **716** citizens; in **Ukraine**, **1** firefighter per **778** citizens; in **Estonia** **1** firefighter per **804** citizens; in Moldova **1** firefighter per **2,573** citizens (**Figure 21**).



Figura 21. Ratio between the number of firefighters and the population

In order to manage the security policy in the field of preventing and firefighting, rescuing human lives and property in cases of fire and other emergencies in rural areas, the „**Program for strengthening the rescue and firefighting service in rural areas of the RM**” was approved by a GD. The Program provides for restoring the territorial rescue and firefighting service in **114** localities, the activity being managed by the local public administration authorities. The issue of the time of response to emergency calls and participation, including on a voluntary basis, was also solved.

**We note, in particular, that since 2018, the 112 unique number for emergency calls became operational.** From this number, depending on the type of emergency, the action will be initiated by the competent structure, as the case may be.

By putting in place the 112 emergency telephone number, used in the EU, public access to solving emergencies was simplified, whatever they are. The quality of co-operation of the entities responsible for various interventions was enhanced, and they were integrated.

# Developments of the MIA logistics

One of the most obvious developments in the period under consideration is the unprecedented development of the MIA logistics. The means, equipment, goods and services required to perform the duties and missions, as well as their management, are considered.

It is obvious that the development of the material capacity to support fulfillment of duties and missions determine the quality of the fulfillment of the duties and missions in the most direct way.

The MIA approaches the logistics in two manners. On the one hand, it plans to provide materials and equipment necessary for the direct fulfillment of the employment duties. The MIA is equally concerned about provision of the staff with work conditions meeting the highest standards, from buildings, furniture, consumables till their integration into sustainable ergonomic concepts. State-of-the art logistics and normal working conditions mean, in fact, a foundation on which the quality community service is built for the community.

In the period under consideration, purchase of materials and services was ensured or initiated as follows:

- a. operational mobile means according to the specifics of the MIA structural units;
- b. systems and equipment for managing public order crises and exceptional situations;
- c. safe and decent special vehicles for detainees;
- d. equipment for forensic laboratories and criminal prosecution subdivisions;

- e. equipment and technologies for the Border Police subdivisions in order to combat illegal migration; **Smart Borders** and **E-Border** Standards, creation and improvement of the border security coordination system aligned with the European Border Surveillance System (EUROSUR) by provision with modern equipment, development of the regulatory and legal framework and inter-institutional cooperation; the fixed and mobile surveillance system at the state border was established and developed; the BP was provided with cynological support by training specialized staff, providing it with working dogs, training equipment and appropriate vehicles;
- f. development of the **One-Stop-Shop** capacities for documentation of foreigners at central and regional level;
- g. functional integration system for foreigners, refugees and beneficiaries of humanitarian protection;
- h. training bases with polygons and modern equipment;
- i. renovation and modernization of "**Dinamo**" stadium with the financial support of the Moldovan Football Federation, the National Olympic and the Sports Committee of Moldova and the MIA

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The most important in terms of the logistical capacity of the MIA is the **EU Budget Support to Police Reform**. Through this instrument, important funds intended for the purchase of various technical equipment are allocated. They will ensure development of the operational capacity of the Police, and hence a better quality of the public service.

**The MIA has also obtained numerous equipment due to its collaboration with the development partners, i.e.:**

- a. the British charity "**Florian Operation**": **19** fire-fighting and extrication special vehicles; over **30** rescuers and firefighters from the south of the country benefited from an exchange of experience in the field of extrication provided by the British experts.
- b. As part of the **Agreement between the U.S. Department of Defense and the MIA of the RM on cooperation in provision of security assistance** the following was provided: **1** intervention special vehicle with chemical, radioactive research equipment; personal protective equipment for sampling and transportation of samples; communications equipment.
- c. The **Austrian Voluntary Firefighters Association** donated: **5** devices for extinguishing grass and shrubs; **30** fire-fighting vehicles (*from the beginning of the project till present*).
- d. **UNDP**, as a result of the heavy snowfall in **20-**

**21.04.2017**, **41** generators, **30** chainsaws and **13** tons of fuel were donated.

- e. **In cooperation with Lithuania**, technical solutions were presented to inform the population in cases of emergencies, which were implemented through the "**Mass-alert**" notification system; **10** technical units were donated in the period **2014-2017**.
- f. **Joint project for improvement of the operational capabilities of fire-fighters and rescuers donated by Czech colleagues:** smoke detectors, carbon monoxide detectors, defibrillators, intervention suits and personal protective equipment for work in noisy conditions.
- g. **As part of the project supported by the U.S. Government**, state-of-the-art equipment was purchased to be used in chemical, biological, radioactive and nuclear accidents.

# Positive transformations of transparency and communication

During the period under consideration, the MIA has reorientated its communication philosophy towards developing and capitalizing on the potential for interaction with society, proper and timely information and transparency of processes. As a result, besides the current information through available means, opinion surveys, information exchange through questions and answers, *feedback* through social networks, as well as other modern ways were used.

Thus, just in **2017**, **65** press conferences were held on various issues of the institution's activity (**Figure 22**). More than **350** press releases were placed on the web pages of the MIA structural units. At the same time, online news media published more than **465** pieces of information and about **700** media releases of social profile. The MIA staff also provided over **950** interviews of public interest.

The MIA structural units also created profiles on social networks **Facebook**, **Youtube**, **Instagram**, **Odnoklassniki**, etc., whereby the range of means of connecting the institution with the public was extended both to facilitate access to general information and to specific services.

In this context, we note the implementation by the GPI of the initiative **"Your Idea Matters"** through the **Viber** application. Thus, on this platform, about **7,000** subscribers sent over **44,600** messages, informing, *inter alia*, about commission of offences.

The Police staff participated in more than **60** TV talk-shows and flash mobs, more than **75** video materials,

advertising spots, short films, brochures, posters, etc. were edited.

User options were also created and developed to ensure transparency and visibility of the Police in various aspects of interest. For reasons of public accessibility, the GPI page was renamed in **www.politia.md**.

**23** surveys on the activity of the institution involving over **11,000** people were placed on the web-page of the GIBP border.gov.md. The results showed an overall high level of appreciation of the respondents. Communication with those who seek various information is constantly provided through the **"questions/answers"** sections<sup>1</sup> of the online platforms. The **Traffic Online** electronic application<sup>2</sup> allows accessing information in real-time and online on the average waiting time at the BCPs. The **Border** portal<sup>3</sup> informs about the rules of entry, stay, exit through the BCPs and the border areas of Moldova (**Figure 23**).

The **GIES** immediately forwards the warnings sent by the State Hydrometeorological Service to the central and local administration authorities via **e-mail** and **Viber**.

In order to inform foreigners about the right of stay in Moldova, in **2017** the BMA launched the **Call Center** (tel.: **022 82 00 07**).

1 For example: <http://border.gov.md/index.php/ro/discussions?view=vi-tabook>

2 <http://border.gov.md/to/index.php?dt=2>

3 <http://www.frontiera.gov.md/ro/useful-information>



Figure 22. Media events organized by the MIA

These communication solutions provide high-quality services for citizens by providing reliable, timely, qualified and comprehensive information via telephone or other means of interaction (Figure 24).

People who faced or have information about corruption, crime, information interesting for themselves or for others are encouraged to use open communication sources, to benefit from the advice of the MIA specialists. Interaction with them is confidential, the identification/identifiable data of people are disclosed with their consent only or in the situations stipulated by the legislation, in compliance with the personal data protection regulations.

At the same time, simplified and effective communication services are made available to citizens. The classic

communication tools, *hot/green lines*, tools were added that create institutional transparency and consultation of citizens on the reform and development processes of the MIA.

At the same time, the MIA continues to use traditional means of interaction with society, organizing annually the "*Open Doors Day*". Visitors have the opportunity to learn about the activities carried out in the respective institutions.

An important indicator of the public relations is the **28,581** petitions submitted to the MIA and its subordinate structural units. **Figure 25** shows the constant decrease in the number of petitions. Thus, as compared

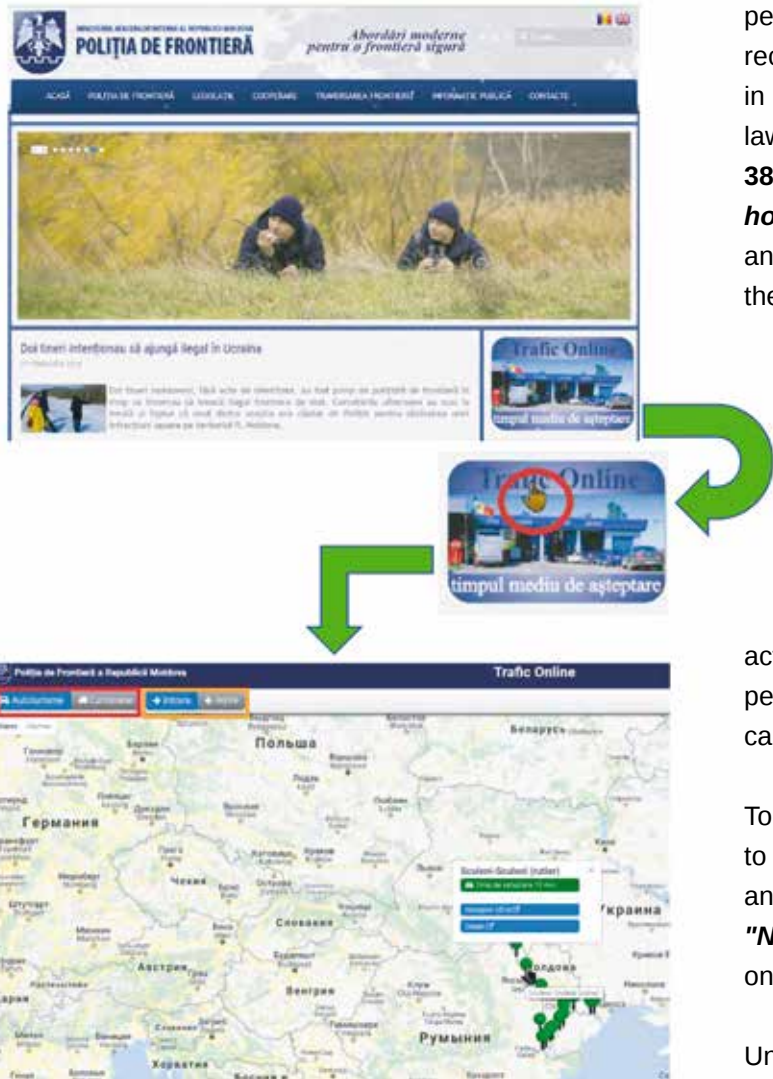


Figure 23. Way of accessing information

to 2014, the number of petitions decreased in 2017 by about 1,300 (17%). This proves, on the one hand, the more active presence of the MIA in the community and the timely resolution of the problems of the citizens on the spot, as well as, on the other hand, the increase of the efficiency of the modern means of communication, which no longer require submission of petitions.

In order to get closer to the community, since 2016 the GPI has become a *host institution* for recruiting, recording and training of volunteers for the Police activities. When the project was officially launched, 10

people with more than 20 hours of monthly activity received the volunteer card. They were involved, in particular, in activities of preventing violations of laws and of information of the population. In 2017, 38 Police subdivisions also received the status of *host institution*, sets of documents were prepared and submitted to the *Certification Commission* for the volunteer cards to be issued to them.

The GPI recruited 304 volunteers for the Police (94 have volunteer contracts, other contracts are drawn up for 115). 87 specific activities (11 workshops/training sessions; 76 information/public awareness activities: prevention of antisocial behavior in the community: promotion of the image and activities of the Police in the environment of young people, etc.) have already been organized and carried out.

To promote volunteering and proximity of the Police to the community, the following information projects and campaigns were conducted: *"Neighborhood Surveillance" project*, launched on 20.01.2017.

Under this project over 2,600 neighborhood surveillance sectors, with over 26,000 members, prevented over 200 offenses (theft from apartments, homes, vehicles, hooliganism, bodily harm, etc.).



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General Police Inspectorate of the MIA		☎ (022) 868 112 / 868 113 @ igp@igp.gov.md
General Inspectorate of Border Police of the MIA		☎ (022) 259 717 @ politia.frontiera@border.gov.md
General Inspectorate for Emergency Situations of the MIA		☎ (022) 738 516 / 785 032 @ dse@dse.md
Carabineer Troops Department of the MIA		☎ (022) 739 309 @ carabinier@mai.gov.md
Bureau of Migration and Asylum of the MIA		☎ (022) 272 203 @ migratie@mai.gov.md
Information Technology Service of the MIA		☎ (022) 255 288 @ sti@mai.gov.md
Internal Protection and Anti-Corruption Service of the MIA		☎ (022) 255 355 @ spia@mai.gov.md anticoruptie@mai.gov.md
Academy „Ștefan cel Mare”		☎ (022) 220 727 @ academia@mai.gov.md
Central Sports Club „Dinamo”		☎ (022) 237 318 @ dinamo@mai.gov.md
Medical Service of the MIA		☎ (022) 254 189 / (022) 255 303 @ serviciu.medical@mai.gov.md



Figure 24. Useful contact details

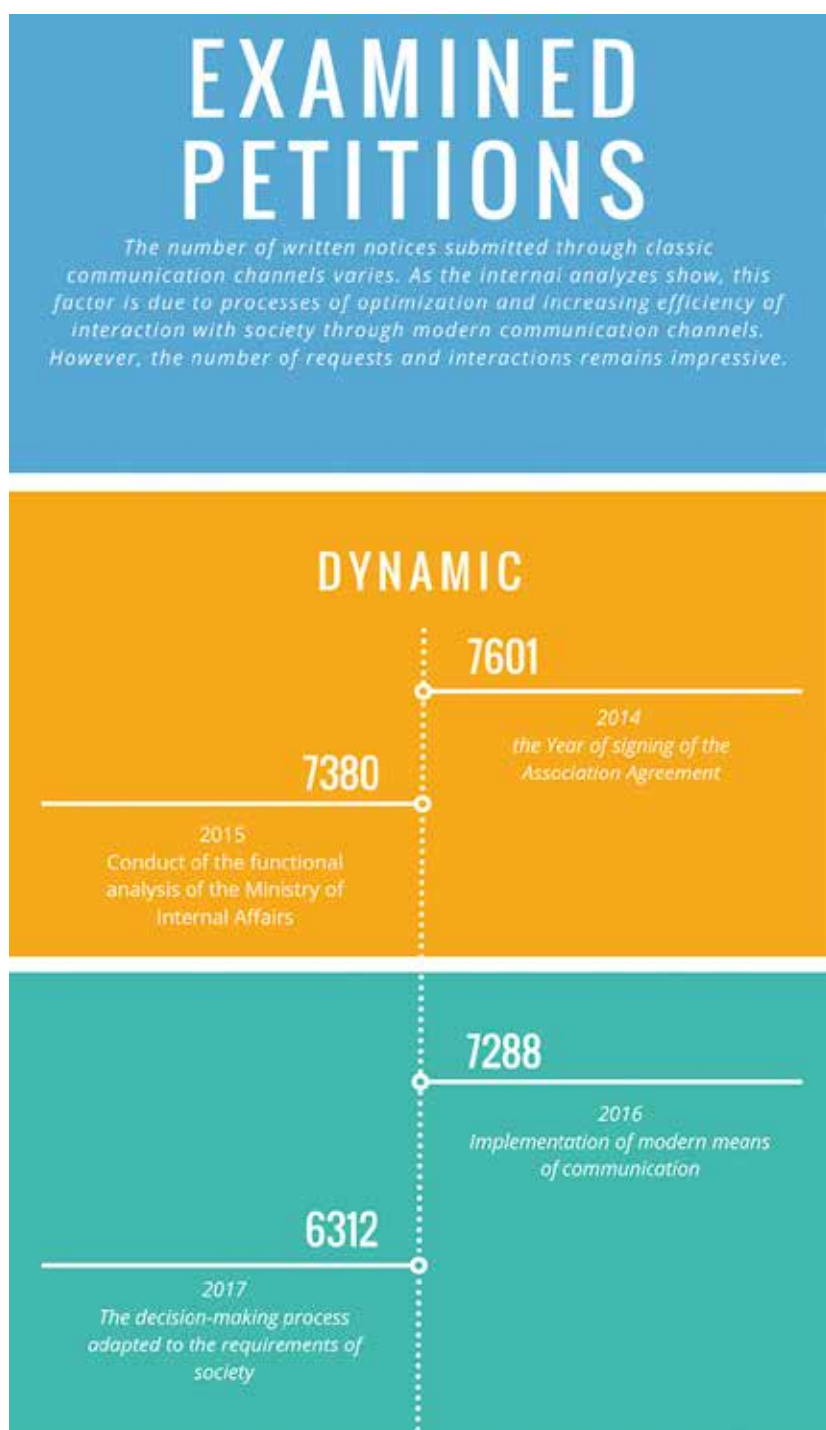


Figure 25. Petitions submitted to the MIA

**"From the side-scenes of the Police" campaign**, which was carried out in the context of the implementation of the Police Development Strategy **2016-2020**, aimed at developing the sense of civic responsibility in young people and strengthening efforts to identify the potential of the volunteers for the GPI. More than **200** young people participated in the first activities of **"From the side-scenes of the Police" campaign**, and in **2018** the GPI will inform another **800** young people.

**"Capitalize Your Potential, Join the Police!"** campaign is aimed at informing, especially the students of higher education institutions in the country, about the possibilities and benefits of volunteering for themselves and for society. In **2017** a workshop was held and, with the support of the rectors of the universities, **4** informational sessions were organized in the higher education institutions.

For the year **2018**, the GPI intends to promote volunteer activities by involving students, while designing the **"Safe Student's Campus"** campaign. Volunteering within the Police is to be developed in line with the new **Community Police Concept**.

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The GIES makes considerable efforts to promote and develop volunteering to prevent, reduce and eliminate exceptional situations. Due to the GIES's support, **4** fully volunteer rescue and fire-fighting stations operate in the country. Civil/volunteer firefighters work in the Zarnesti village, Cahul district; Sipoteni village, Calarasi district; Terebna village, Edinet district and Barladeni village, Ocnita district.

The GIES is also part of the European risk prevention programs that provide Moldova with support for the promotion and development of volunteering. Thus, the GIES is partnering with the ***Eastern Europe Programme for Prevention, Preparedness and Response to Natural and Man-made Disasters (PPRD East 2)***.

Also the ***"Special vehicles for RM" Project*** (supported by Austrian volunteers, by providing the volunteer fire-fighting stations in villages with special intervention vehicles) and the ***"Program for strengthening the rescue and fire-fighting service in the rural areas of the RM"***, created in order to develop volunteering in the villages for the elimination or mitigation of the effects of emergency situations, are also underway.

The GIES, in partnership with Level II public authorities, will open more than **100** fire stations by **2020**, involving volunteers besides the staff of the institution.

In **2017**, the GIBP approved the ***Volunteering Regulation*** and the ***Action Plan 2018*** and made submissions to the ***Commission for Certification of Volunteering*** to become a ***host institution***.

At GIBP, volunteering consists of engaging the community to provide voluntary support to missions to ensure compliance with the state border requirements. In **2017**, including on the occasion of the ***"International Volunteer Day"*** the Regional Directories of the GIBP conducted activities to inform the society on volunteering. The GIBP recruited **104** volunteer candidates who participate in activities for up to **20** hours per month.

The MIA, together with the subordinate subdivisions, has been/is involved in various charity activities. Thus, on the eve of the Easter holidays, the CTD takes care of the graves of the carabineer heroes fallen on duty for the territorial integrity and independence of Moldova. In the National Volunteer Week, the Carabineers clear the living quarters of veterans, visit and support the boarding schools, including the Boarding School no. **5** from Chisinau municipality. The CTD aims to expand volunteering in its activity.

To express the civism of the institution's staff, the MIA staff participated annually in the blood donation actions organized by the Transfusion Centers.



**Crime Stoppers Moldova** is an accessible alternative solution for citizens to provide anonymous information to the MIA (GPI, GIBP, GIES, the Bureau of Migration and Asylum, INTERPOL) through the dedicated (anonymous and secure) Call Center 24/24.

The international organization **Crime Stoppers** now successfully supports police in **30** countries around the world.

The information is received anonymously, and then is emailed (crime\_stoppers@gov.md) to the specialized structural units of the MIA. The information is provided free of charge at the short number of the 24/24 Call Center of **Crime Stoppers Moldova**: SMS/MMS, phone call, e-mail, letter, app. Android/iOS.

**This system allows individuals to provide operational information (assistance) to solve crimes safely and individually, without direct involvement in the investigation process.**

Population can offer anonymous information to **Crime Stoppers Moldova Program** on: community safety; prevention and fight against crime (sexual violence; rape; crimes against property: crimes against public health and social life: crimes related to drugs: crimes against family and children: trafficking in human beings and children: economic crimes: contraband: hooliganism: embezzlement: thefts, burglaries, robberies, thefts from bags, blackmails; against life and health of people; related to migration; murder, torture, abuse, harm: serious crimes, violation of public order and security, cross-border crimes).

**Crime Stoppers** can be voluntarily called by any person to provide vital information likely to stop, solve and/or prevent crime.

The MIA and the subordinate structural units will have the legal role of taking over anonymous information from **Crime Stoppers Moldova** and of using it depending on its importance and usefulness. This will substantially increase the amount of intelligence information, the level of citizens' participation in community security, and will make the society closure to the law enforcement agencies.



# Enhancing the international cooperation of the MIA

During the period under consideration, the MIA developed cooperation relations with the strategic partners and international organizations with offices in Moldova, operating in areas related to the activity of the institution. We note the extended cooperation with the **United Nations Development Program**, the manager of various MIA capacity development projects; the **International Organization for Migration**, which provides consistent support for integrated state border management, migration and asylum, the **United Nations High Commissioner for Refugees** involved in specific projects, and other relevant entities.

## 11.1 Cooperation with the EU

The MIA has continued to fulfill its commitments assumed in the Moldova's dialogue with the EU. The specific achievements are referred to in the chapter of the Synthesis on results of fulfillment by the MIA of the objectives of the agreements with the EU.

During the period under consideration, the MIA and the subordinated structural units contributed to performance of the measures set out in the **National Visa Liberalization Action Plan (NVLAP)** and the **National Action Plan for the Implementation of the Association Agreement (NAPIAA)**.

The EU provided considerable support for the modernization of the law enforcement sector, the implementation of reforms and strengthening of the MIA's institutional capacities on the basis of the following agreements:

- **Financing Agreement between the Government of the Republic of Moldova and the EU on supporting the implementation of the Visa Liberalization Action Plan 2014-2017**
- **Financing Agreement between the Government of the Republic of Moldova and the EU on the Police Reform Budget Support Programme 2017-2020.**

Within the **Eastern Partnership**, i.e. the **European Neighborhood Policy**, the MIA benefited from the following support projects:

1. **Police Cooperation Programme (2013-2018)** under which study visits were conducted to take over the best practice; training (in the following areas: criminal activity, economic frauds, undercover investigations, ensuring public order, fighting against corruption, trafficking in human beings); operational meetings for the joint investigation of cross-border crimes.
2. **Capacity building in the field of integrated border management (2014-2018)**, which included capacity building for risk analysis (training, equipment); training in the following areas: fighting against corruption, combating trafficking in human beings; adapting training programs to the **Frontex Core Common Curriculum (CCC)**; development of the multiplier training program in learning English based on the teaching tool developed by **FRONTEX**.
3. **Construction of "Palanca" BCP in Moldova (2015-2016)** and launch of the joint control.

4. **"STRONGBOR-1", the joint project of Moldova and Ukraine on the joint patrol development (2015-2017)**, due to which 9 vehicles equipped with thermal imaging systems were purchased and the staff was trained on how to use them.
5. **Development of border management through joint control and information exchange at the Moldovan-Ukrainian border (2016-2021)**. The project included training, purchase of specialized equipment, building roads for the operationalization of the **Agreement on Joint Control at Pervomaisk-Cuciurgan Border Crossing Point**; the operationalization of the **Information Exchange Agreement**; development of **Giurgiulesti-Reni BCP** for joint control; creation of the bilateral contact point at **Palanca BCP**.

## 11.2 Cooperation with the United States

During the period under consideration, the U.S. provided unprecedented support for the modernization of the MIA and the subordinate structural units.

The provided support was divided into several levels, as follows:

1. **The law enforcement sector development program, consisting of the following components:**
  - **Strategic consulting on the implementation of the Police Development Strategy and Consulting on the development of the GPI internal and external communication** by international and national experts.
  - **Support for the implementation of the Community Police** through the renovation of a model Police Sector; training police officers in the field of community police; creation of a police unit for patrol on bicycles, training and equipping its staff.
  - **Development of forensic capacities to obtain ISO accreditation** by equipping 3 forensic

laboratories and procuring 12 mobile forensic laboratories provided with modern equipment, as well as training on the on-the-spot research.

- **Strengthening the capacities of the "Lightning" Special Police Brigade** by donating the firearm training simulator and providing relevant training.
  - **Strengthening the language skills** by offering English language courses for the MIA staff.
2. **Weapons of mass destruction - Proliferation Prevention Program**. It consists in providing equipment, materials, technologies and providing training to increase border security to order to prevent, detect, deter and prohibit trafficking of weapons of mass destruction.
  3. **Program for detection and prevention of nuclear smuggling, technical and methodological cooperation** whereby technical systems for detection and identification of these materials were installed or improved at the BCPs.

## 11.3 Multilateral Cooperation

The MIA actively participates in the regional and multilateral cooperation platforms operating in the areas related to its activity.

The multilateral cooperation achievements are provided below:

1. **Police Cooperation Convention for Southeast Europe**, which provides for the development of thematic working groups and various training courses.
2. **Interpol**. The cooperation provided the MIA access to the **iARMS** portal (INTERPOL Illicit Arms Records and tracing Management System) of Interpol to exchange information on the trafficking of weapons and of illicit weapons used in committing crimes.

The following **Joint Operations** were also carried out: **ECLIPSE II** - prevention and counteraction of smuggling

of tobacco products; **TRIGGER II** - combating organized crime with a focus on crimes related to firearms, drugs, cross-border organized crime in Eurasia; **ATHENA** - protecting the cultural heritage; **PANGEAX** - public health protection; **BARIUM** - tackling illicit drug production and distribution to improve sports performance; **Operation to reveal cases of motor vehicle theft** in the EU Member States and their introduction on in Moldova.

### 3. Europol

#### a. Development of the legal basis for cooperation, as follows:

- **Agreement on Operational and Strategic Cooperation between Moldova and the European Police Office** (signed at Chisinau, on 18.12.2014, rendered effective by Law No. 116 of 28.05.2015).
- **Memorandum of Understanding on the security and confidentiality of information, and the launch of the secure data transmission system SIENA** (signed at Saint Pölten, Austria, on 05.05.2015, in force since 23.07.2015.)
- **Agreement between Republic of Moldova and the Kingdom of the Netherlands on privileges and immunities of liaison officers seconded by the Republic of Moldova to EUROPOL** (signed at The Hague on 22.07.2014, rendered effective by Law No. 54 of 01.04.2016).

#### b. Fulfillment of the Arrangements for Accession to the Europol Focal Points.

#### c. Joint operation OPSON VII – enhancing measures to prevent and combat organized criminal groups involved in smuggling, illicit trafficking and trade in counterfeit and food products.

### 4. Southeast European Law Enforcement Center (SELEC), in which:

#### a. Joint working groups on combating drugs and trafficking in human beings; stolen vehicles and smuggling; cybercrimes.

#### b. Joint operations: **SPARE PARTS** - combating illicit trafficking in vehicles and spare parts in Eastern Europe; **HIT** - combating trafficking in stolen motor vehicles or obtained by other illegal ways.

#### c. Exchange of information and joint investigations.

### 5. Geneva Centre for the Democratic Control of Armed Forces (DCAF):

#### a. The Project "Strengthening Strategic Management and Planning Capacity" (2015), which provided consulting to the MIA through training programs, taking over good practices and standard operating procedures.

#### b. GCDCAF Police Integrity Programme, under which the MIA benefited from: the Police Integrity Guide (2016); trainings and workshops on Police integrity.

#### c. The GCDCAF Border Security Programme, with the participation of the Border Police (2016), aimed at enhancing cross-border cooperation, as well as enhancing institutional capacities to meet the EU accession requirements in the field of border security. Within the Programme, the Border Police participated in the following activities: training on regional risk analysis; training of trainers "Studying in the Virtual Environment"; working group on Schengen Integration; joint operations: **TWINS, AVALA, JADRAN**.

### 6. Joint Operational Program Romania-Moldova 2014-2020, whereby the following achievements were reached:

- a. strengthened cooperation on combating cross-border crime.
- b. extended Emergency Mobile Service.
- c. renovated 10 territorial police sectors and 4 sectors of the Border Police.
- d. constructed building for the Center for Combating Cybercrime, the Information Analysis Center and the Special Missions Division within the NII.
- e. modernized Cahul Rescue and Fire-Fighting Unit.

# Partnerships with civil society

During the period under consideration, the MIA and its subordinate structural units strengthened partnerships with civil society and ensured its involvement in all relevant business processes.

The results of the MAI's cooperation with non-governmental organizations are as follows:

## 1. *Soros Foundation-Moldova*

### a. **Collaboration Agreement between the MIA, the GPI and Soros Foundation-Moldova**

(March 2017), which provides for a series of common activities, such as:

- development of the needs analysis report for the ***detention and police arrest regulation***;
- development of the ***Standard Operation Procedures in the area of detention/ arrest***;
- development of the ***interactive training methodology*** for criminal prosecution officers and investigation officers based on the Standard Operational Procedures and organizing interactive training seminar for mixed groups of criminal prosecution officers and investigation officers;
- development of ***training methodology in the field of defense standards and strategic litigation*** at the pre-trial stage of the criminal proceedings, for lawyers that provide state-guaranteed legal assistance and organization of training seminars in the field.

## 2. *The Institute for Public Policy (IPP)*

### a. **the Memorandum of Understanding between the GPI and the IPP on the implementation of the project "Promoting the involvement of civil society in strengthening community security"** (February 2017).

### b. **the Project "Promoting civil society involvement in strengthening community security"** (2017-2018) is implemented with the U.S. Embassy support and has the following specific objectives:

- Identification and testing of the mechanisms and tools for cooperation between the community and the police, by creating and supporting the work of the Local Security Councils (Groups);
- Strengthening capacities for community policing as a way of promoting citizens' security and reducing the distance between citizens and the police.
- At the moment, the project is piloted in 6 localities of the country: Hancesti, Sangerei, Ungheni, Comrat, Otaci and Cahul. Community security councils will be created in all the piloted locations.

### c. **Surveys on Police activity.**

## 3. *The International Center "La Strada"*

### a. **The Memorandum of Collaboration between CCTIB of the GPI and A.O. "La Strada"** in order to counteract trafficking in human beings.

- b. Trainings, seminars for police officers in the field of trafficking in human beings and operational investigation measures.

#### 4. *Promo-LEX Association*

- a. **Cooperation Agreement with the GPI** (May 2016) for cooperation in preventing and combating domestic violence.
- b. **Information campaigns** organized jointly with the GPI: **"Protect your family against violence"** - informing the public about family violence, legal provisions on preventing and combating violence, measures to protect victims, and services and specialists that may intervene and help the potential victim; **Domestic violence prevention campaign "We Prevent Violence through Art"**.

#### 5. *Institute for Human Rights (IHR)*

- a. **Project: Strengthening the Police capacities to reduce ill-treatment, abuse and discrimination against Police custodians**, implemented with the Czech Embassy support, provides training for employees of temporary detention facilities for the prevention of torture, reduction of ill-treatment, abuse of and discrimination against people held in Police custody.
- b. Reports on the **Preventive Detention Conditions** in the Insulators of Police Inspectorates.

#### 6. *Women's Law Center (WLC)*

- a. **the Memorandum of Collaboration between the GPI and the WLC** to ensure national response to domestic violence cases.
- b. **the Pilot project: Increasing efficiency of the response to cases of domestic violence and implementation of protection orders in the Republic of Moldova by developing and piloting a monitoring mechanism in two pilot districts** (2014-2015).

- c. **the Project: Strengthening the police approach in achieving and supporting life without violence** (2013-2014) - Training of 500 police officers on the best practices of responding to violence.

At the same time, we note that civil society contributes to increasing efficiency of the MIA activity by developing analytical products in the field of institutional activity. The recommendations deriving from reports are evaluated and put in place while designing specific policies and in current activity. The analytical products developed during the period under consideration are listed below:

1. **Judicial practice for the examination of crimes and offences related to illegal drug trafficking without purpose of alienation**, Promo Lex and Soros Moldova, Chisinau, 2017.
2. **Perceptions and behavior of the police towards injecting drug users in the Republic of Moldova**, Promo Lex and Soros Moldova, Chisinau, 2014.
3. **Report on the implementation of the methodical instruction on intervention of police in HIV prevention and prophylaxis in the environment of high-risk groups**, Promo Lex and Soros Moldova, Chisinau, 2017.
4. **Telephone Support Service for Victims of Domestic Violence**, Annual Report, La stada, 2016.

# Institutional priorities of the MIA for 2018

## a. Priorities at the level of the Ministry

- Strengthening the MIA central apparatus by increasing the capacity of the policy units.
- Coordination of institutional reform processes of subordinate structural units of the MIA.
- Development/modification/completion, as appropriate, of the public policies for 2018 in the fields of competence, analysis, monitoring and impact assessment of the implemented policies.
- Development of the integrated operational coordination and interoperability system.
- Improvement of inter-institutional cooperation with relevant entities.
- Ensuring timely and accurate public information, development of institutional transparency and co-operation with civil society.
- Development of the human resources of the MIA, of the staff administration, career, training and incentivization system.
- Initiation of the process of construction of the official housing for the MIA staff.
- Strengthening the international relations of the MIA, of cooperation with development partners.

## b. Priorities of the Police

- Continuation of the actions planned for **2018** in the Police Reform Strategy and of the EU Budget Support in order to reduce the crime rate, increasing the confidence of society in the Police, and implementing the information-based policing and community-based activity.

- Reorganization of the central structural unit of the GPI, establishment of the National Public Security Inspectorate.
- Carrying out of the regionalization activities of the Police scheduled for 2018.
- Decreasing the crime rate by implementing Intelligence-Led Policing and other modern police concepts, such as the "**Neighborhood Surveillance**" project.
- Strengthening patrol, response and intervention capabilities, by providing technical and material support to the activities of the Police subdivisions.
- Implementation of the Community Police Concept.
- Intelligence-Led Policing.
- Increasing the share of positions of non-commissioned officers by **13.6%**, in the context of initiating the reversal of the pyramid of positions.
- Increasing the share of women in the Police (currently **16.7 %**).

## c. Priorities of the Carabineers

- Implementation of the activities envisaged for 2018 in the **Carabineers Reform Strategy**.
- Adoption of the new Carabineers Law and amendment of related legal and regulatory acts.
- Continuation of the process of professionalization and reduction of the number of conscripts by **28%**.
- Approval of the Carabineer Structure Concept Regionalization and initiation of its implementation.

- Redefining the legal skills of the Carabineers and of the Police within the dual system of public order and security.
- Amendment of the institution's Activity Regulation, establishment of regional carabineer structural units.
- Modernizing practices and ways of action by promoting new ways of preparing and conducting actions.
- Rebuilding of the initial and continuous training of the carabineers.
- Approval of the Carabineer's Career Guide.
- Strengthening the intervention capabilities by providing the Carabineers with equipment and facilities, as well as upgrading the communication system.
- Initiating the EU-funded projects to support the institutional reform process, as well as identifying new opportunities to attract funds to develop the capacities of the Carabineers.

#### d. Priorities of the Border Police

- Development of the new **National Integrated State Border Management Strategy** and of the related Action Plan.
- Implementation of the activities scheduled for 2018 in the Cooperation Plan with FRONTEX Agency.
- Development of the cooperation mechanisms with Ukraine in the context of ensuring the control of the central segment of the Moldovan-Ukrainian border (exchange of information, joint control, joint patrolling).
- Continuation of the actions of completing the state border infrastructural unit, as well as developing the maintenance capacities of the IT systems and special equipment.
- Organizing and carrying out actions and border operations at institutional, national and international levels in order to prevent and counteract cross-border crime and strengthen border security of Moldova.

- Strengthening human resource management, increasing the attractiveness of the border police profession and filling vacancies.

#### e. BMA priorities

- Continuation of implementation of the **National Strategy on Migration and Asylum for 2011-2020**.
- Reorganizing the BMA, at central and local levels, by establishing regional directorates.
- Optimizing documentation of foreigners in Moldova and strengthening the operational capabilities of the BMA.

#### f. the GIES priorities

- Implementation of the program **"A protected house, a saved life"**.
- Opening of modern rescue and firefighting units in Taraclia, Leuseni and Rezina, as well as establishment of village firefighting units in collaboration with the Local Public Administration.
- Attracting European funds for the implementation of institutional development projects, in order to increase the capacity to respond to exceptional situations, including to fires.
- Continuation of the activities to prevent exceptional situations, including fires, by enhancing education, training and information activities for the population, especially young people.
- Gradual development/renewal of the technical and material facilities of the GIES subdivisions, bringing them to the level set out in the regulations governing the rules of provision.
- Considering the possibility for Moldova's participation in the **EU Civil Protection Mechanism**.
- Continuation, in cooperation with local public authorities, of the project for the establishment of Volunteer Rescue and Fire-Fighting Stations.
- Launching the cross-border Project MESRE - 2 **"Cross-border cooperation area Romania-Moldova, a safer area by improving the operational infrastructure of the Mobile Emergency Service for Resuscitation and Extrication"**.























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