EVALUATION REPORT



ON MIA ACTION PLAN ON PREPAREDNESS AND RESPONSE TO A NEW CORONAVIRUS INFECTION (COVID-19)



Împreună Mai Puternici



In the context of the threats of the COVID-19 pandemic and in solidarity with the Republic of Moldova, the European Commission provided assistance in the implementation of the Plan by amending the Financing Agreement for police reform.

CONTENTS

PREFACE	5
1. SITUATION IN THE REPUBLIC OF MOLDOVA	6
2. EFFECT OF THE COVID-19 PANDEMIC ON MIA ACTIVITY	8
3. COVID-19 PANDEMIC PREVENTION AND COMBAT ACTION PLAN.	11
3.1 Communication and Public Awareness Activities	14
3.2 Ensuring the Protection of Employees and Citizens	16
3.3 Staff Training	20
3.4 COVID-19 Infection Prevention and Control Activities Carried o MIA Subdivisions	•
3.5 Border Management	24
3.6 Ascertaining Activities	25
3.7 Fighting Crime During the Pandemic	25
3.8 Guaranteeing the Rights of Persons Deprived of their Liberty	29
3.9 Migration and Asylum	30
4. PROGRESS REGARDING THE PLAN IMPLEMENTATION	31
5. CONCLUSIONS.	32
6. IDENTIFIED OBSTACLES	34
7. RECOMMENDATIONS	34
8 ANNEXES	37

Abbreviations:

Action Plan - Ministry of Internal Affairs Action Plan on Preparedness and Response to a New Coronavirus Infection (COVID-19)

ATU - Autonomous Territorial Unit

BCP - Border Crossing Points

BMA - Bureau for Migration and Asylum

CP - Criminal Code

EU - European Union

GCI - General Carabineers Inspectorate

GIBP - General Inspectorate of Border Police

GIES - General Inspectorate for Emergency Situations

GPI - General Police Inspectorate

ICT - Information and Communication Technology

ITS - Information Technology Service

LPA - Local Public Authorities

MHLSP - Ministry of Health, Labor and Social Protection

MIA - Ministry of Internal Affairs

MS - Medical Service

NAPH - National Agency for Public Health

NII - National Inspectorate of Investigations

PMI - Public Medical Institutions

RM - Republic of Moldova

SOP - Standard Operating Procedure

TDI - Temporary Detention Isolators





PREFACE

The staff of the Ministry of Internal Affairs continues to be fully mobilized for activities to prevent the spread of the COVID-19 pandemic.

Since the beginning of the pandemic in the Republic of Moldova, more than 16 thousand employees of the MIA have been in the front line and have taken, daily, all measures to combat, prevent and inform citizens about the disease and spread of the new type of virus.

I am grateful to the ministry's team for their active involvement in the fight against the pandemic and thank the cooperation partners, in particular the European Commission, for their support in preventing and combating COVID-19.



Our work supported by the recommendations of European experts on the implementation of police reform - allowed the achievement of institutional reform objectives by developing a transparent, efficient, accountable and accessible police service that serves the interests of the citizen - the main beneficiary of the reform.

The first effects are already being felt today, through accessibility to higher quality police services, faster intervention on 112 emergency calls, the smoothing of the state border crossing, but also many others.

We are aware that the implementation of Addendum No 2 to the Financing Agreement between the Government of the Republic of Moldova and the European Commission on the Budget Support Program for Police Reform and the Action Plan on Preparedness and Response to Coronavirus Infection is not an end point but a driving force to intensify the dialogue, continue and start new projects in the field of common interest.

We are fully aware that we have and will continue to face challenges, such as those related to the pandemic caused by COVID-19, but we want to emphasize that we will maintain the positive results obtained, and we will make more efforts to fulfill all the commitments provided in both policy documents as well as in international legal instruments.

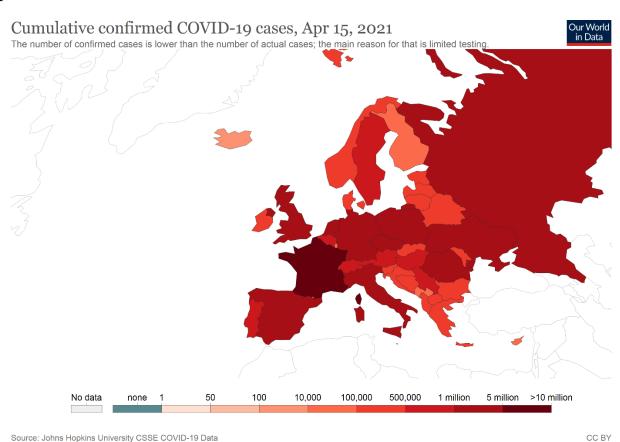
Pavel VOICU,

Minister of Internal Affairs of the Republic of Moldova

1. Situation in the Republic of Moldova

Source: Johns Hopkins University CSSE COVID-19 Data

In order to present the situation regarding the implementation of the Action Plan of the Ministry of Internal Affairs on the preparedness and response to the new type of Coronavirus infection (COVID-19), as well as considering the national and international developments related to the pandemic, below are presented disaggregated data on the impact of COVID-19 in relation to other states.



Cumulative confirmed COVID-19 cases per million people
The number of confirmed cases is lower than the number of actual cases; the main reason for that is limited testing.

Moldova

Moldova

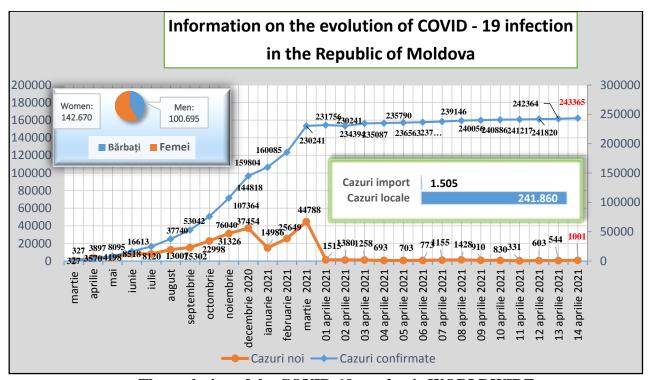
40,000

20,000

Mar 8, 2020 Apr 30, 2020 Aug 8, 2020 Nov 16, 2020 Apr 15, 2021

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For the Republic of Moldova, the pandemic resulted, first of all, in a dramatic statistic of infections and deaths. The latest data show that, one year after the pandemic has begun, in the Republic of Moldova were registered about **244 thousand infected people**, including **3731 MIA employees**.



The evolution of the COVID-19 pandemic WORLDWIDE (affected 219 states) on 15.04.2021¹

TO P countri es	COUNTR Y	Total No of infections	New cases	Total No of deaths	New deaths	Recovered cases	Active cases
	WORLD WIDE	138,931,822	+110,481	2,987,958	+13,81 1	111,886,42	24,057,442
1	USA	32,149,223	+78,439	578,092	+915	24,696,161	6,874,970
2	India	14,070,890	+199,569	173,152	+1,037	12,426,146	1,471,592
3	Brasil	13,677,564	+75,998	362,180	+3,462	12,170,771	1,144,613
4	France	5,149,834	+43,505	99,777	+297	315,152	4,734,905
5	Russia	4,666,209	+8,326	104,000	+399	4,291,223	270,986
6	United Kingdom	4,378,305	+2,491	127,161	+38	4,000,777	250,367
7	Turkey	4,025,557	+62,797	34,734	+279	3,480,146	510,677
8	Italy	3,809,193	+16,168	115,557	+469	3,178,976	514,660
9	Spain	3,387,022	+10,474	76,756	+131	3,118,437	191,829
10	Germany	3,064,382	+32,546	79,813	+405	2,718,700	265,869
16	Ukraine	1,887,338	+14,553	38,225	+467	1,442,618	406,495
24	Romania	1,016,449	+4,076	25,605	+164	920,653	70,191
60	Moldova	243,365	+1,001	5,466	+28	226,325	11,574

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¹ https://www.worldometers.info/coronavirus/

2. Effect of the COVID-19 Pandemic on the MIA Activity

An equidistant analysis of the performance of administrative authorities and institutions subordinated to the MIA is essential not only to determine the effectiveness of measures taken by law enforcement, but also to develop recommendations for the subsequent management of the pandemic crisis.

The activities at the level of the institution were performed with a double risk by the MIA employees. Thus, in addition to the professional risk assumed daily in ensuring the service missions, the employees of the ministry were exposed to the danger related to the evolution of the COVID-19 pandemic and the spread of the virus among the citizens.

Along with medical workers, MIA employees are the first to come into contact with citizens, whether they are on duty at the border, to extinguish fires and save lives, or being in the public environment reacting to various addresses of citizens, as well as operational interventions.





The data collected during the pandemic demonstrate changes in the behavior of the population, in crime patterns and modus operandi of criminals, in the activity of law enforcement, but also in the requirements that come from society regarding security services.

Following the adoption by the Parliament on 17 March 2020 of the Decision No 55 on the declaration of a state of emergency², in connection with the declaration by the World Health Organization of a new type of coronavirus pandemic (COVID-19) on 11 March 2020 and the establishment by the Extraordinary National Commission on Public Health on 13 March 2020 of the Red Code, at national level, in connection with the epidemiological situation through COVID-19 infection, the MIA subdivisions have moved to a special activity regime meant to ensure the efficient fulfillment of specific functional attributions, including those established in Law No 212/2004 on the regime of state of emergency, siege and war³, the execution of the Provisions of the Commission for Exceptional Situations of the Republic of Moldova, as well as the Decisions of the Extraordinary National Commission of Public Health.

² https://www.legis.md/cautare/getResults?doc_id=120817&lang=ro

³ https://www.legis.md/cautare/getResults?doc_id=27024&lang=ro

In this regard, between 17.03.2020 - present, at the level of the MIA were approved and implemented 36 normative administrative acts, which regulated the activities, processes and mechanisms related to measures to prevent, control and combat COVID-19 infection, according to the competence assigned to the Ministry of Internal Affairs.

In particular, the MIA/MHLSP Joint Order on ensuring the record and exchange information on persons under surveillance at home in order to prevent the spread COVID-19 infection⁴ is noteworthy, regulating the information categories of managed, information flows and circuits, as well as the common responsibilities in terms of ensuring the record of



information related to cases of infection with COVID-19 and the Order of the MIA⁵ regarding approval of MIA Action Plan on Preparedness and Response to New Coronavirus Infection (COVID-19), through which proactive, anticipatory and response measures to COVID-19 infection were planned on the assigned areas of responsibility.

Currently, following the adoption of the Parliament Decision No 55 of 17 March 2021, regarding the declaration of the state of emergency and the establishment of the Red Code at national level by the National Extraordinary Public Health Commission, the MIA subdivisions were transferred to a special activity regime meant to ensure the efficient fulfillment of specific functional tasks, the Operational Center for Management in

Exceptional Situations was activated.

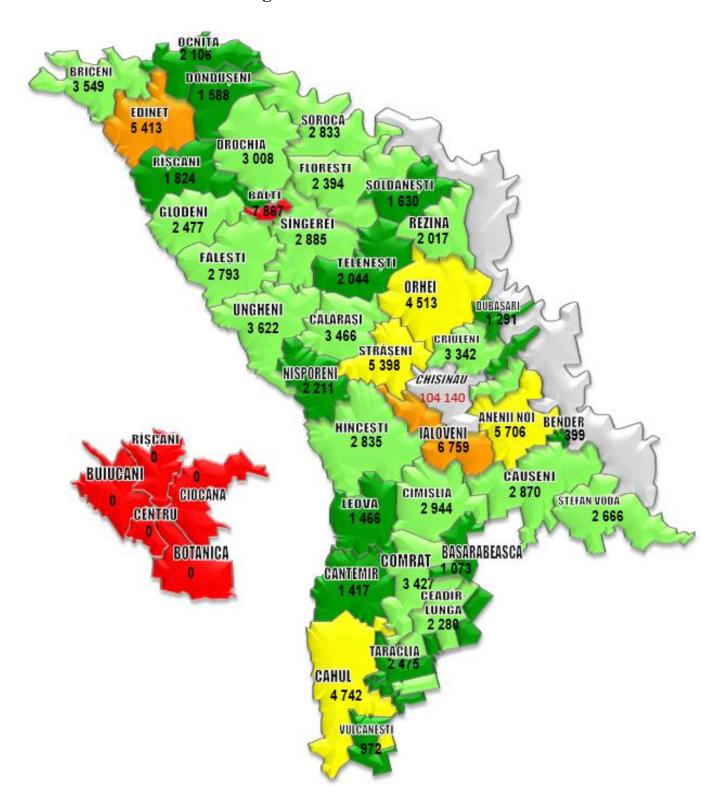
In this context, it is mentioned that in the activities of prevention and response to COVID-19 infection, daily, from 8 000 to 10 000 employees of the MIA subdivisions are involved.



⁴ MIA Order no. 298 from 3 July 2020

⁵ MIA Order no. 545 from 29 December 2020

SITUATIONAL TABLE on confirmed cases (243,365) of COVID infection - 19, according to NAPH data from 14.04.2021



3. Action Plan on preparedness and response to new Coronavirus infection (COVID-19)

In the context of the threats of the COVID-19 pandemic and in solidarity with the Republic of Moldova, on 03.11.2020, the European Commission proposed amending the Financing Agreement for the Police Reform No CRIS: ENI/2015/038-144 and the full disbursement of a fixed tranche of **EUR 21.4 million**, at the end of the second quarter of 2021, for which the following conditionality's were submitted:

- a) satisfactory progress on the 4 existing general conditions and;
- b) satisfactory progress in the implementation of the Action Plan on preparedness and response to COVID-19 pandemic by the subdivisions subordinated to the Ministry of Internal Affairs.

The activities in the Action Plan⁶ are aimed at both protecting the employees of the MIA subdivisions, first line responders and the community in general, in order to minimize the impact on health and the effects of the pandemic.

The evaluation of the accomplishment of the activities from the Action Plan, until the end of April 2021, constitutes a condition for disbursement of the financial resources - the fixed tranche of EUR 21.4 million - planned to be done at the end of June 2021.

This value expresses:

- a) funds available for 2020, variable tranche No 4;
- **b**) conditional funds intended for the development of carabineers;
- c) fully undervalued funds from variable tranches No 2 and No 3, as a result of the reports of the EU evaluation missions.

The total estimated cost of the Action Plan on preventing and combating the COVID-19 pandemic by the subordinated subdivisions of the Ministry of Interior is MDL 126 million, the equivalent of about EUR 5.8 million. The Ministry of Finance will examine the possibility to allocate resources to the next rectification of the annual bugged law depending on the evolution in the execution of the state bugged.

Context:

- Amendment of the Financing Agreement for the Police Reform;
- Signing the Addendum, No 2 to the Financing Agreement.

General Objectives:

- Minimizing the Covid-19 spread;
- A multidisciplinary response and prevention interventions;
- Strengthen the law enforcement institutions.

Impact:

- Communication and constant information of citizens;
- planning the action for preventing and combating COVID-19.

The implementation of this Action Plan aims to:

ensure measures to prevent and control infections at work;

 $^{^6\} https://mai.gov.md/sites/default/files/COVID/PLAN\% 20 covid.pdf.$

- reduce the number of infections among employees of the MIA subdivisions first line responders;
- improve the coordination of actions for the preparation and response to COVID-19 at national and local level;
- > strengthen the capacities of first line responders to combat and prevent COVID-19 in the context of the global threats generated by the pandemic.

The implementation of the activities involves:

- implementation of early virus identification solutions;
- development of standard operating procedures for establishing the mode of intervention in the context of the pandemic situation;
- support of infected/isolated persons in the recovery process;
- development and standardization of waste management processes from COVID-19;
- application of remote learning processes;
- providing secure access in the institutions subordinated to MIA;
- provision of products/equipment that offer the possibility to limit physical contact and/or remote involvement of first line respondents;
- digitization of processes to reduce contact time during the service and/or in the provision of services for the population;
- digitization of processes to reduce contact time during the service and/or in the provision of services for the population;
- increase of capacities to ensure the isolation of localities with an increased risk of spreading the infection;
- strengthen the response capacities at state border crossing points;
- strengthen the capacities of the Police in the prevention and investigation of crimes in the context of global threats generated by the COVID-19 pandemic.

The Action Plan was developed as a framework document of strategic measures in order to support national efforts to prevent and combat COVID-19, and provides for the adjustment of the internal regulatory framework at the level of subordinate subdivisions of MIA, by adjusting operational procedures with embracing practices and European standards.

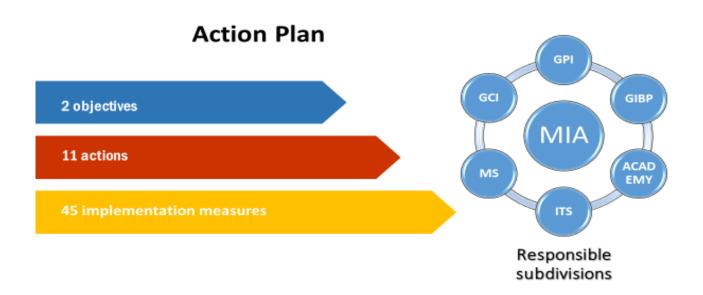
The Action Plan supports the agenda of the Government of the Republic of Moldova and the National Response Plan to COVID-19⁷ in order to minimize the negative effects of the pandemic.

The impact of the pandemic crisis on the rule of law has increased the demands of citizens for specialized assistance from the structures within the MIA, GPI, GCI, GIBP and GIES.

During the implementation of the Action Plan, several working meetings and coordination meetings were organized in order to monitor the fulfillment of the actions and to ensure the constant progress in achieving the established objectives.⁸

⁷ https://www.md.undp.org/content/dam/moldova/docs/Moldova%20Covid-19_FINAL_0.pdf

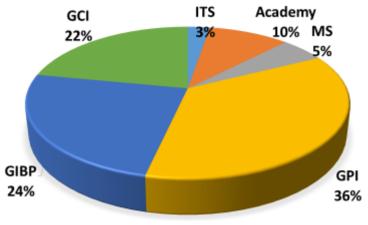
⁸ On 6 January 2021, the first meeting on the MAI Action Plan on the preparedness and response to COVID-19 infection took place https://mai.gov.md/ro/news/uniunea-europeana-va-oferi -support-to-fight-with-covid-19



The Action Plan aims to strengthen a linked effort of a multidisciplinary team in the field of preventing and combating COVID-19 in order to guarantee a high-performance, transparent, cooperative, cooperation-based and pro-actively public order and security system.

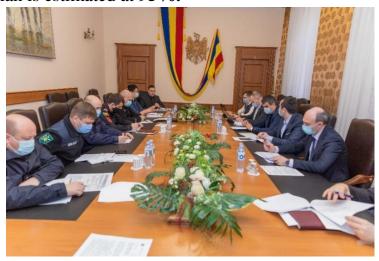
In particular, the document sets out actions for GPI, GCI and GIBP - about 82%, and the other subdivisions ITS, the "Stefan cel Mare" Academy, the Medical Service has a supporting role in implementing the measures.

Although it covers a period of four months (January-April 2021), the implementation of the Action Plan



has been correlated with the developments that are registering internationally in terms of the pandemic.

After four months of implementation, the achievement of the specific objectives related to the Action Plan is estimated at 95%.



3.1 Communication and Public Awareness Activities

In order to raise public awareness and inform citizens at national level about measures to prevent and combat COVID-19, as well as the need to comply with infection prevention measures, the MIA subdivisions were involved in activities of:

- 1) informing citizens to raise public awareness;
- 2) online communication and use of social networks;
- 3) informing the persons in police custody about the danger of COVID-19;
- 4) warning and explanation of the need to comply with quarantine for people in isolation;
- 5) dissemination of statistical information and increased intersectoral coordination;
- 6) integration of information and communication technology in daily work.

The crisis has become a test of the ability of the Republic of Moldova and its citizens to combat the phenomenon of misinformation. We mention that the Ministry of Internal



Affairs through its subdivisions ensures public order and safety, including safety in road traffic throughout the country. Police and carabineers employees patrol and monitor public spaces and carry out monitoring activities of people in self-isolation and quarantine. At the same time, the police and carabineers inform the citizens about the risks of COVID 19 infection, about the measures recommended by the authorities and about the risks they are subjected to when they do not respect them.

The police monitor the flow of passengers, checking

if the restriction of the number of transported persons is observed. Road transport restriction stations are installed in the localities where a quarantine condition has been

declared.

MIA employees patrol adjacent to commercial markets, public access points, recreational areas, stations and bus stations and urge citizens to comply with protection measures, public transport drivers to limit the number of people to 60%, and economic agents and other institutions to not endanger the lives of employees.

There is a systematic communication about all the actions carried out through the official platforms: mai.gov.md, politia.md, border.gov.md, carabinier.gov.md or the official pages of the social networks.

Thus, in the first four months of 2021, about **70 thousand** information messages were disseminated through various means to raise awareness of the degree of compliance with protection measures.

On the official pages of the subordinate subdivisions of the MIA were placed **45** press releases, and on social networks over **2335** press releases and published information made jointly with the media - **147**. To view photos and videos about the activities undertaken please see Annex no 3.

In order to increase the capacities of intersectoral coordination in the implementation of public health measures associated with the risk of COVID-19 transmission, the meetings of the Commissions for exceptional situations at district level (LPA II) and the meetings of the Commissions for exceptional situations at locality (LPA I) were coordinated. The police subdivisions held 38 cross-sector coordination meetings and presented **587** reports to the National Extraordinary Public Health Commission.



On 9 March 2021, the **Guide on first aid to citizens** in the context of current public health risks related to **COVID-19** infection was approved⁹. Consult please Annex 2 to get acquainted with the guide.

The aim of the guide is to provide practical advice and guidance on health and safety in policing. Its purpose is to provide information on the issues that MIA employees should be aware of in their interaction with citizens in the context of pandemic risks. The guide offers solutions to increase the degree of safety in the activity of MIA employees.

Also, for a better understanding of the set of recommendations, several training sessions were held. The guide was published in 500 copies and was disseminated to the police subdivisions for

application in the current activity.

In order to facilitate access to information, the Guide was published on the website of the MIA and its subordinate subdivisions, and 6 training sessions were organized on the application of the guide for 1012 first-line respondents trained.

At the same time, in April this year, **8** employees of the Border Police participated in the training course "Providing first aid by first responders", organized with the support of the US Embassy in the Republic of Moldova.

In order to protect the community and prevent the spread of the pandemic, 40 meetings and online meetings were organized, and 550 webcams were purchased.

Moreover, in order to prevent infection, MIA employees informed the citizens through broadcast sound messages. In this sense, patrol missions were organized in the localities of the country to prevent people. At national level, about **30 thousand** information activities were carried out through acoustic devices, with the distribution of about **9 thousand** information materials.

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⁹ https://mai.gov.md/sites/default/files/COVID/igpi%20_ghid2%20(1).pdf

At the same time, over **449** information leaflets were distributed in pre-trial detention facilities. Each special vehicle intended for the transport of persons in police custody has protective equipment.





Also, the cooperation with the territorial management points in exceptional situations, of the Commissions for exceptional situations from the districts, Chisinau municipality, Balti and ATU Gagauzia was organized. Anti-COVID information points have been set up. Information leaflets and protective masks are handed out at the information points.

In the context of reducing the risk of infection with the COVID-19 virus, the ministry's employees will continue their information activities within the Campaign "Fii în Siguranță - COVID nu a dispărut" ["Be Safe - COVID is not gone"]

In order to automate and digitize work processes with a focus on teleworking to minimize the possibility of infection, **11** police subdivisions were connected to the ITS "Document Management".





3.2 Ensuring the Protection of Employees and Citizens

Aware of the need to ensure a safe and healthy working environment for employees, as well as for citizens entering the premises of institutions subordinated to the MIA, a series of measures have been taken to ensure:

- 1) reducing mortality and morbidity;
- 2) early detection and prevention of COVID-19;

3) securing the access spaces in the headquarters of the subdivisions and disinfecting the spaces and the service cars;

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- 4) guaranteeing the rights of persons deprived of liberty;
- 5) treatment and recovery of employees;
- 6) waste management.

To reduce morbidity and mortality, firstline respondents were provided with personal protective equipment.

In order to implement solutions for early detection and prevention of infection, the MIA subdivisions have **6 500** rapid tests.

Based on the specifics of the assigned duties, in the first four months of this year, remote work was organized for 239 employees.

Measures were provided to protect citizens within the MIA subdivisions, especially the access spaces which were equipped with 61 thermoscanners and 216 infrared thermometers.

In January-April 2021 the GPI subdivisions were visited by **2833** people, and the GIBP subdivisions of **1710**. To provide services to citizens in a safe environment by complying with the measures of cleaning the salons of transport units, used in shift work, **58** portable nebulizers were purchased.



GPI, GCI, GIBP - 4 months 2021

Dezinfectant

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The provision of MIA employees infected with post-COVID-19 treatment and recovery services and conditions was performed by the MIA Medical Service. Since the beginning of the year, **488** employees have been treated and recovered in the MIA Hospital.

BMA of MIA provided a building within a subordinate center, equipped with all necessary equipment, in order to organize additional measures to control and combat infection, among MIA employees, but also in order to ensure an adequate regime of isolation of persons with mild form of COVID-19. This accommodation has a capacity of 28 accommodation places. So far, the Center has not been activated.

In the context of voluntary support for society, **296** employees who previously was treated for COVID-19, have joined the ranks of voluntary plasma donors, thus contributing to the strengthening of measures to support infected patients.

In order to provide psychological support through telephone and other communication channels to employees diagnosed with COVID-19 hospitalized, those in quarantine and in isolation at home, as well as



their families, **159** psychological support sessions were held with family members of employees diagnosed with COVID-19 and **837** employee psychological counseling sessions.

Also, **3292** psycho-emotional rehabilitation activities were organized for **1998** employees who returned to work during the post-COVID-19 period.

At the same time, the Psychological Service of GIBP developed 3 000 information brochures on measures to prevent and reduce emotional burnout and occupational stress in the context of the COVID-19 pandemic. The brochures were distributed for self-training of border guards within the Regional Directorates of GIBP.

Achieving efficient waste management to prevent the increase in the number of infected people required the creation of storage conditions for protective equipment used by employees in COVID-19 infection prevention activities and the purchase of containers and bags for hazardous waste storage.

In 2020, within the Project "Strengthening the national response to the COVID-19 crisis", funded by the UN Trust Fund for Partners for Response to COVID-19 and Recovery (UN COVID-19 MPTF) were developed:

- "Assessment of the needs of the staff of the Moldovan State Border Crossing Points regarding infrastructure, rooms and equipment to ensure access to water, sanitation and hygiene services and to isolate people in the context of the COVID-19 pandemic";
- Standard Operating Procedure (PSO) for GIBP.

Both documents can be consulted at Annexes 4 and 5 of the Evaluation Report.

BCP play a key role in preventing the spread of infectious diseases throughout the country by: measures to reduce outbreaks, respond to public health emergencies caused by infectious diseases and by



implementing public health recommendations, while limiting traffic restrictions and international trade that are not needed.



In this context, the needs assessment aims at the activities of the BCP which aim to ensure, on the one hand, the effective control of the infection and, on the other hand, the protection of the BCP staff from infection, as it is the first line of defense the risk of transmitting the virus upon entry into the country. All the recommendations offered aim to support the effective implementation of health and sanitation measures and the maintenance of infection response and

control capacities at BCP, in accordance with the recommendations of the World Health Organization.

The aim of the SOP is to establish a clear and unified methodology, including instructions, work steps, necessary forms and responsibilities for ensuring the detection

and management of suspected cases of COVID-19 infection, as well the prevention of transmission and contamination with this virus in the workplace and at Community level, for use by BCP border guards and other staff with related responsibilities.

The activity of completing the institutional framework and incorporating the new components necessary for the implementation of pandemic prevention and control measures continued in 2021. **36** departmental acts were revised that modify



and/or introduce new elements in preventing and combating COVID-19. **12** acts of recommendation on actions to prevent contamination and spread of COVID-19 were approved.

In order to establish a unitary set of rules on measures to prevent contamination and spread of COVID-19 (coronavirus) among the police force responding to emergency calls and the use of personal protective equipment, prevention of contamination with COVID-19 in police headquarters; maintaining the cleanliness and disinfection of the premises, including the work of the employees; management of infectious waste generated during the pandemic, was approved SOP on actions to prevent contamination and spread of COVID-19 (coronavirus) among the police force. The procedure is applied by the management of the Police subdivisions, the police force involved in reacting to emergency calls, detention and escort of persons in police custody and police personnel performing office work.

Also at the level of the carabineers structures, several documents were approved, such as:

- Instruction for compliance with COVID-19 infection protection measures;
- Instruction on psychological intervention for psycho-emotional recovery of employees;
- The instruction regarding the temporary change of the military's job with the performance of work at home or remotely within the General Inspectorate of Carabineers;
- Guide to the prevention and control of COVID-19 new coronavirus infection among employees.

3.3 Staff Training

Strengthening the MIA's capacities in the field of infection prevention and control by developing study programs, courses, materials and learning tools with a focus on the use of information technology were achieved by:

- 1) training of MIA employees;
- 2) training of psychologists;
- 3) training of TDI feldshers;
- 4) providing qualified assistance to citizens.

In January-April 2021, **56** training sessions on infection prevention and control were conducted for first-line respondents with the participation of over **1 000** employees.

The development of employee training alternatives to prevent the spread of the COVID-19 pandemic with a focus on the use of information technology allowed the organization of **68** remote training for - **3378** police officers and **259** border policemen.



At the same time, **35** training sessions were organized for police officers involved in guarding and escorting activities regarding the intervention of police officers in the context of the pandemic, which was attended by **293** employees out of a total of **400** employees (73.25%).

The "Stefan cel Mare" Academy of the Ministry of Internal Affairs organized the online training course, for the professional training of psychologists in the field of prevention and reduction of emotional burning, of professional stress in the context of the pandemic caused by the COVID-19 virus.

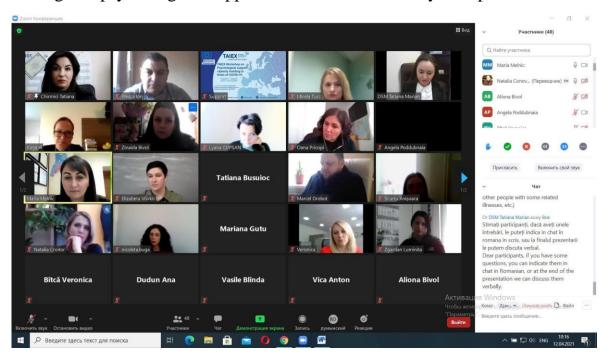
The course was held between 10-11 March 2021. The training was attended by 58 psychological specialists from the MIA subdivisions. Curriculum for the specialization in the field of psychological training of psychologists from the MIA in the context of COVID-19, includes 6 hours of both course and practical lessons. The informative-practical material on the topics in the curriculum was distributed to the audience-psychologists in an organized way to be used in the activity of prevention and reduction of emotional burning, as well as in relation to the people diagnosed with COVID-19.

Between **12-15 April 2021**, through the Instrument of the European Commission for Technical Assistance and Information Exchange (TAIEX) was organized a workshop for employees of psychological services within the subdivisions of the Ministry of Internal Affairs of the Republic of Moldova.

The purpose of the training was to improve the psychological assistance provided to employees in the context of the COVID-19 pandemic.

The workshop took place online with the participation of six experts from Romania and Slovenia. Thus, it is a significant contribution to the exchange of best practices with EU Member States in addressing and managing the additional psychological burden, stress and anxiety on law enforcement officers, operating in an environment of prevention and control of COVID-19.

The training was attended by 37 employees from the General Inspectorate of Border Police, the General Carabineers Inspectorate, the General Inspectorate for Emergency Situations, the General Police Inspectorate, the services responsible for providing counseling and psychological support to officials affected by the epidemic.



At the same time, between **26-28 April 2021**, a Workshop with the participation of a mixed group of representatives of GIBP, GPI and Customs Service will be organized through the Instrument of the European Commission for Technical Assistance and Information Exchange (TAIEX). The workshop entitled "Improving border control measures in the context of the pandemic" will be moderated by Slovenian experts.

The purpose of the training is to strengthen the knowledge of border police personnel who are in direct contact with potentially infected persons, by training them in detecting and combating public health hazards. The workshop will bring together about 95 participants.

3.4 COVID-19 Infection Prevention and Control Activities carried out by the MIA Subdivisions

The subdivisions of the Ministry of Internal Affairs have continuously carried out the activities provided by the normative framework in order to prevent and combat the infection with the new type of Coronavirus (COVID-19), including ensuring:

- 1) monitoring compliance at national level with COVID-19 infection prevention and control measures;
- 2) monitoring compliance with COVID-19 infection prevention and control measures when crossing the state border on the way to enter the Republic of Moldova;
- 3) the quarantine regime introduced in the localities of the country;
- 4) directing the flow of people in the public transport stop stations in the municipalities of Chisinau, Balti, Comrat, Cahul, Hincesti and in the cities of Causeni and Sangerei;
- 5) coordination of the meetings of the Commissions for exceptional situations at district level (LPA II) and the meetings of the Commissions for exceptional situations at locality level (LPA I).



Starting with 01.01.2021, by the employees of the MIA subdivisions, **about 114057**¹⁰ persons under the incidence of self-isolation **were monitored**, including by using their **remote verification tools**, or at the addresses indicated in the declarations on compliance under their own self-isolation regime.

In addition, in order to ensure measures to prevent COVID-19 infection in public places, the employees of the MIA subdivisions carried out **78 790** monitors/verifications of the compliance of trade units with the requirements imposed by the Provisions of the Commission for Exceptional Situations of the

Republic of Moldova and Decisions of the Extraordinary National Public Health Commission.

The reference verifications targeted, cumulatively, the activity of **80918** commercial/service units and commercial markets.

At the same time, the activity of **18867** public catering units, **36925** PECO filling stations, **28443** outdoor leisure areas and **4508** nightclubs were cumulatively monitored.

Also, **25752** verifications of the observance of the measures for prevention and control of COVID-19 infection were carried out by the natural and legal persons providing passenger transport services.

Also, it is revealed that the employees of the MIA subdivisions reacted to **6722** emergency calls **112** related to the COVID-19 topic. Number of documented cases of people of vulnerable groups - **654**. Border police assisted 24 people identified at the Border Crossing Points with symptoms associated



¹⁰ In total, more than half a million people have been monitored since the beginning of the pandemic

with Covid-19 infection, the 112 Service being requested 12 times.

More than **30 thousand** patrol activities were carried out by the police and about **8 thousand** prevention missions were carried out by the carabineers in the adjacent car stations. At the same time, following the activities of maintaining order in public spaces, **129** contraventions on drug use were documented.

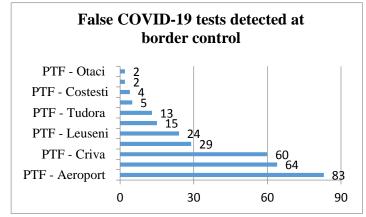
In the context of the COVID-19 pandemic, police forces have been involved to a considerable extent in ensuring a climate of public order and safety appropriate to the risks and threats posed by it.

The presence and visibility of law enforcement has consequently led to a positive trend in the public safety climate, thus obtaining several indicators that show a decrease in the criminal situation at the country level in most categories of crime.

Phenomenon of false COVID-19 PCR tests

When crossing the state border on the way to enter the Republic of Moldova, starting with March 23, 2021, it became mandatory to present the PCR test COVID-19, in order to be exempted from the 14-day self-isolation regime, which must be performed at most 72 hours before.

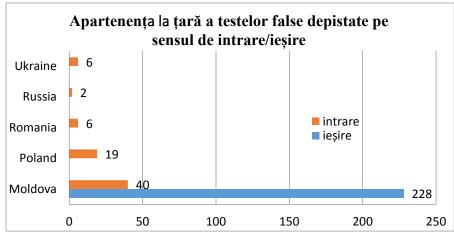
Between 20 March and 20 April 2021, **301** COVID-19 PCR tests were



displayed by inspectors at checkpoints during border control.

The main factors that determine the citizens of the Republic of Moldova, as well as some foreign citizens to resort to having a counterfeit PCR diagnostic test COVID-19 are:

- 1) the relatively high cost of COVID-19 diagnostic PCR tests (MDL 800-1200);
- 2) increasing the degree of threat of diagnosis with a positive result after the test performed;
- 3) the impossibility to go to the authorized medical institutions due to the large number



of people who intend to be tested, the need to obtain tests urgently.

If we analyze the direction of travel of the citizens who presented at the border control false PCR COVID-19 tests, then **76%** we have on the way out of the country. On the way to enter the Republic of Moldova

during the analyzed period, **73** COVID-19 PCR tests were detected, of which **55%** were issued by laboratories in the Republic of Moldova.

3.5 Border Management

Taking into account the international context and the measures imposed by neighboring states, permanent contact has been maintained with the authorities of the countries with a common border to ensure crossing by persons and means of transportation.

The GIBP has continuously ensured participation in working groups at the level of the Public Health Commissions. The data collected by the border guards were made available to the competent state authorities.

In the first four months of this year, a flow of 1385130 people was registered through the state border crossing points, out of which 654431 people on the way in and 730699 people on the way out.

The border air segment was crossed by **188960** people, of which **87093** people on the entrance direction and **101867** people on the exit direction.

The crossing points of the state border with Romania were crossed by 812903 people, the crossing points of the state border with Ukraine - 383267 people.

Screening with digital thermometers / thermo-scanners were subjected **1 473 134** people, with the preparation of **63 149** epidemiological files, including:

- 1) at the border with Romania 29 607 epidemiological files;
- 2) at the border with Ukraine 10 903 epidemiological files;
- 3) at the air border 22 639 epidemiological files.

There were **18 370** calls to the Border Police **Green Line**, made in particular to consult on the manner of crossing the state border, the conditions and the risks in the context of the measures applied to reduce the spread of COVID-19.



3.6 Ascertaining Activities

In the period of 01 January - 14 April 2021, by the ascertaining agents were found, examined and solved **10545** contraventions provided by Article 76¹ "Failure to comply with measures to prevent, prevent and/or combat epidemic diseases" of the Contravention Code of the Republic of Moldova.

- The amount of the fines applied was MDL 20 423 028.
- The amount of fines paid was MDL 4 084 012.
- The amount of uncollected fines is MDL 12 327 750.

During the same period, **20** contraventions were found by the ascertaining agents within the GPI of the MIA, provided by Article 359 "Infringement of the special scheme in exceptional circumstances" of the Contravention Code of the Republic of Moldova.

- The amount of the fines applied was MDL 6 400.
- The amount of fines paid was MDL 3 200.
- The amount of uncollected fines is MDL 600.

3.7 Fighting Crime During the Pandemic

During **2020**, the Police registered **23 978** crimes, of which **30%** went to **Chisinau**. The criminal phenomenon decreased by 17.54%, compared to the analog period of 2019 (29077).

Thus, during 2020, crime decreased in all categories of crimes, namely, exceptionally serious by 21.4%, particularly serious by 33.2%, serious by 11.5%, less serious by 22.8% and the light ones by 6.73%.

The share of minor and less serious crimes is 83% of the total number of registered crimes.

During 2020, in the field of documenting **organized crime**, in 211 criminal cases, 63 organized criminal groups and 14 criminal organizations were documented, of which 463 members were identified.

During the reference period, 833 criminal cases were initiated regarding **illicit drug trafficking**, attesting to a decrease of 13.41% compared to the analog period of 2019 and 18 cases of drug smuggling.

During the reporting period, on the national level there were initiated 58 criminal cases on **human trafficking**, compared to 121 criminal cases initiated in the similar period of 2019 year:

- 42 criminal cases regarding human trafficking, (91 in 2019) Article 165 PC.
- 16 criminal cases regarding child trafficking, (30 in 2019) Article 206 PC.

The officers of the Center for Combating Trafficking in Persons started the criminal investigation on 26 criminal cases, regarding trafficking in persons and children, registering a decrease of 67.5% compared to the analog period of 2019:

- 14 criminal cases regarding human trafficking (Article 165 PC), (55 criminal cases 2019);

- 12 criminal cases on child trafficking (Article 206 PC), (25 criminal cases 2019).

Of the total number of identified victims, according to the form of exploitation, it is attested that trafficking in victims for labor exploitation (76.7%) represents the largest share of the total number of victims of trafficking in human beings identified at national level (comparative with 154 victims identified in the same period of the 2019).

Domestic violence

During the 12 months of 2020, the police registered 12970 complaints regarding crimes and incidents related to conflicts within family relationships. With reference to the category that threatens family values, it is found that, in 2020, 2453 cases were found compared to 2597 in 2019, less by 5.54% of cases of domestic violence.



Juvenile delinquency

According to statistical data, during 12 months of 2020, 606 crimes were committed by minors and with their participation, (2.46% of the total number), registering a decrease of 8.73%, compared to the analogous period of 2019 (664 in 2019).

Control of the movement of weapons

During the 12 month period of 2020, there were registered - 76 (93 in 2019) crimes committed with the application or use of firearms, which is a decrease of 18%, including: with legally owned weapons - 29 (32 in 2019), with illegally



possessed weapons - 30 (40 in 2019) and weapons that have not been established - 17 (21 in 2019).

Thus, out of the total number of crimes committed with the application or use of a firearm, 55 male offenders were established, and in the case of 21 crimes the perpetrator was not established.

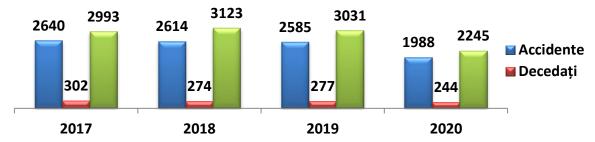
At the same time, there were 213 incidents with weapons (159 in 2019), including: with registered weapons - 82 (69 in 2019) and with illegally held or pneumatic weapons - 106 (76 in 2019), and in 25 (14 in 2019) cases the weapon was not set.

There were 75 revealed (116 in 2019) crimes related to carrying, storing, procuring, illegal manufacture of firearms and ammunition, which is a decrease of 35.34%.

Traffic safety

During the 12 months of 2020, 1988 road traffic accidents were registered, in which 244 people died and 2245 were traumatized, being attested a decrease by 24.7% of the number

of registered accidents, by 19.2% of the number of dead people and 25% of traumatized people.



Contravention phenomenon

During 2020, the contravention phenomenon registered an increase of 14.12% compared to the analogous period of the previous year, being found to have 396566 contraventions. From the total of contraventions found, by the employees of the Police were drawn up 24470 reports of contraventions on cases of not very serious hooliganism, 8417 reports on cases of consumption of alcoholic beverages in public places and the appearance in such places in a state of intoxication produced by alcohol, 1158 reports for the purchase or illegal storage of drugs in small quantities or drug use without a doctor's prescription, 8843 reports on cases of disturbance of peace.

Cybercrime

It is worth mentioning that the global pandemic has left its mark on this issue, actively placing the population in the online space, being a favorable environment for new categories of criminals operating in cyberspace.

The analysis of cybercrime and crimes in the field of electronic communications in relation to the same period of 2019 shows an increase in the number of criminal cases initiated: 182 criminal cases in the previous year compared to 232 criminal cases in 2020, (with 50 more criminal cases in compared to the same period last year).

During 2020, by the investigation officers of the Investigation Directorate of computer crimes, 523 materials were registered (cybercrime - 226, electronic means of payment crimes - 212 materials, child pornography crimes - 85 materials).

The pandemic generated by the COVID -19 virus, caused several challenges related to the commission of cybercrimes as well as cases of fraud through the use of electronic means of payment.

The online medium, which is particularly attractive for children, is an additional way in which children can become victims of abuse, exploitation and trafficking. Thus, during 2020, 85 cases involving minors were registered. Namely by enticing them for sexual purposes, especially through social networks and messaging applications, where abusers enter the trust of child victims in order to obtain their intimate



images or meet in real environment for sexual abuse, also through sexual harassment online and child pornography.

To prevent such situations, the police came up with several recommendations for the protection of personal data and children.

Dynamics of the criminal phenomenon for the period of 3 months of 2021

In the period of **3 months of 2021, 5925** crimes were registered, compared to 6185 crimes during the same period of 2020, attesting a decrease of 4.2% of the criminal phenomenon.

Compared to the same period of the previous year, crime recorded a decrease in crimes in the exceptionally serious categories by -20% (36/45), particularly serious by -35% (91/140), less serious by -11% (3031/3404).

Crimes in the category of serious ones increased by + 12.39% (925/823), and light ones by + 4.58% (1668/1595). The share of minor and less serious crimes is 82%.



According to statistical data, compared to the same period of the previous year, the following crimes under supervision increased: robberies + 30%, fraud + 53.23%.

Of the total number of crimes, 47% belong to property crimes (2690 (-5.98%), 22% to transport crimes (1289 (+ 6.53%), 5% against public security (280 (-12.5) %), 5% of crimes against the family and minors (260 (-8.77%).

Illicit drug trafficking online

At the same time, between 1 January and 15 April 2021, 6 online drug stores were documented, 7 arrests were made with a total number of 24 people and 8 criminal cases were filed.

Drugs detected and seized from the illicit circuit as a result of carrying out activities to combat drug trafficking in the online environment:

- 1) Marijuana 15 kg 275 gr.
- 2) Amphetamine 1 kg 1gr.
- 3) Methamphetamine 300 gr.
- 4) Cocaine 56 gr.
- 5) Ecstasy 6250 pills
- 6) MDMA powder 156 gr.
- 7) Hashish 1.5 kg.
- 8) PVP 7 kg 447 gr.

Confiscated material assets and financial sources: MDL - 30500; Dollars - 1800; Euro - 2650; Automobile - 3; Bank cards - 39.

Support was also provided to German law enforcement authorities by blocking access to 9 servers hosted by a hosting company in Moldova, which was activating a **DarkNet** platform. This platform is known internationally to criminals for the possibility of trading-purchasing mainly drugs, counterfeit currency, stolen or counterfeit credit card data, anonymous SIM cards and malware.

At the same time, **1** case of sale of **counterfeit medicines** was documented, namely the sale of 132 packages with "Arbidol" worth MDL 50,000.

Following the joint activities with the authorities responsible for food safety, for the detection and investigation of cases of release of non-compliant, counterfeit and/or improperly labeled food, 8 cases of illicit trafficking were documented as follows:

- 7 cases of illicit trafficking in animal products;
- 1 case of illicit food trafficking.

Cybercrime

In order to reduce the harmful impact of cybercrime, cyber-attacks and incidents on the secure development of society, 11 crimes of online sexual exploitation of children, 36 crimes committed with the use of electronic means of payment and 5 cybercrimes and crimes in the field of telecommunications.

3.8 Guaranteeing the Rights of Persons Deprived of Their Liberty

In the first four months of 2021, 1322 people were detained and placed in TDI, of which men -1242, women - 65 and minors -15.

A total of **3344** escorts/transports were performed:

- in jails **726**;
- courts 2312;
- for the execution of additional criminal procedural actions at the prosecutor's offices **62**;
- criminal investigation bodies 244.

In the TDIs, the weekly records of the graphs are observed and disinfection procedures take place daily. **17** employees were tested for COVID-19 and confirmed positive - **14** employees of the Detention and Escort Services of the territorial subdivisions of the Police.

9 persons in police custody were tested at COVID-19, of which **1** person tested positive.

In order to prevent the spread of the infection, **15** bactericidal lamps are to be purchased for the police inspectorates where temporary detention isolators are provided. At the same time, in order to perform triage and thermometry, **15** non-infrared thermometers were purchased.

In order to strengthen the diagnostic capabilities of the virus infection, GPI received from MHLSP - **2000 rapid diagnostic tests** for testing persons deprived of liberty in police custody.

The persons in police custody confirmed with COVID-19 infection in mild form, who do not meet the hospitalization criteria, are placed in two Strategic Detention Isolators of Sangerei and Cimislia.

Also, during the detention of persons confirmed with COVID-19, quarantine detention facilities shall be established in the strategic detention facilities, from the date of placement of the person confirmed with COVID-19 and until the expiration of 10 days after the person's release/transfer/hospitalization/detainees confirmed with COVID-19.

In addition, it is mentioned that persons in the custody of the police infected with COVID-19 in mild form, during their detention in strategic TDIs, are provided with medicines on their own, or on behalf of third parties with their consent (close relatives, friends, colleagues, etc.).

In case of impossibility of purchasing the medicines by the persons in the custody of the Police infected with COVID-19 in mild form, the necessary medicines are purchased from the account of the territorial police subdivision.

The prescribed medicines treatment for persons detained in the strategic quarantine TDIs is administered with a single dose, by the feldsher or in his presence, as the case may be, in the presence of the employees of the Detention and Escort Service, in strict accordance with the PMI sampling statement on COVID-19.

The Sangerei and Cimislia Police Inspectorates, in which strategic TDI have been set up, have purchased medicines to treat people in police custody diagnosed with mild COVID-19 during detention.

Statistics for the period 01.01-15.04.2021 on guaranteeing the rights of persons deprived of liberty during the detention in the IDP of the police by disinfecting the spaces in the isolator and ensuring hygiene

No	Protective equipment against COVID - 19	Total available	Used	Available at the moment (left)
1.	Gloves	11796	10391	1405
2.	Masks	21648	20615	1033
3.	Hooded jumpsuit	414	118	296
4.	Disinfection solution	9121	770,5 1	141,51
			Total	
5.	Number of disinfectants in TDI		3415	
6.	Number of disinfection of special cars		2477	
7.	Employees tested at Covid-19		17	
8.	Employees test positive for Covid-19		14	
9.	Detained tested at Covid-19		9	
10.	Detained tested positive for Covid-19		1	

3.9 Migration and Asylum

As of 14.04.2021, in evidence with various statutes of residence in the country, there are - **21215** thousand foreigners from 94 states of the world, of which **7952** with permanent residence and **13263** - temporary.

Currently, **494** people are registered in the asylum system, **718** people in the statelessness system.

During the pandemic period, all the residents of the Accommodation Center for asylum seekers were subjected to repeated tests at COVID-19 (tested positively one person), being offered the necessary medical treatment to refugees living outside the Center - Chisinau.

A total of 14 people from the asylum system were tested positive, and they were provided with the necessary treatment in the hospitals of Chisinau, on equal terms with the citizens of the Republic of Moldova.

4. Progress Regarding the Plan Implementation

The MIA Order No 545 approved the Action Plan of the Ministry of Internal Affairs on the preparedness and response to the new type of Coronavirus infection (COVID-19).

In order to implement the Action Plan, the heads of the administrative authorities and institutions subordinated to the Ministry of Internal Affairs provided monthly information, in tabular form, on the progress registered for the implementation of the planned measures. During the implementation period, the media coverage of the activities on the official pages was ensured.

Systematically, working meetings were organized both at strategic level and at the level of experts and Minutes were drawn up with the outlining of the necessary tasks. The regular conduct of the meetings ensured a good coordination and mutual information about the manner and progress of the implementation of the Action Plan, as well as other ways of cooperation and continuous communication between the MIA entities.

The higher level of coordination and monitoring of the Action Plan was exercised by the General Secretary of the Ministry, Mr. Ianus Erhan.

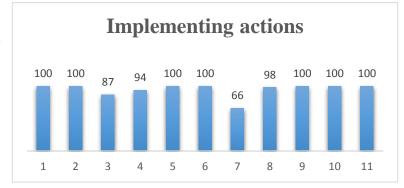
The report on the degree of implementation of the Action Plan was prepared by the Institutional Development Policy Directorate of the MIA and includes figures, data and information updated on 15.04.2021.

The action plan in the Romanian and English versions was placed on the MIA page www.mai.gov.md at the web directory dedicated to combating COVID-19. The respective directory contains all the documents deriving from the anti-pandemic activity, including: The guide on providing first aid to citizens in the context of current public health risks related to COVID-19 infection for MIA employees; acts and documents of the Exceptional Situations Commission; the list of states for which a self-isolation regime

is required.

The chart shows data on the current status of "realized" and "partially realized" actions.

In the table attached to this report, Annex 1, data on the implementation of the 45 measures



of the Action Plan were included. Implementation measures are grouped into 11 actions that have been assigned markup colors:

- green 100% realized;
- yellow 50 90% partially realized;
- red 0 40% unfulfilled measures.

Thus, 87% of the implementation measures had an implementation deadline of April 2021.

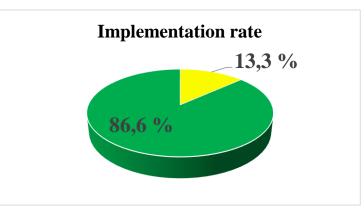
Analyzing the degree of achievement of the 11 actions we observe positive evolutions, but also certain measures partially realised, which are in the process of implementation - 6 measures in the plan: 3.4 (50%); 4.6 (75%); 4.7 (75%); 7.1 (50%); 7.3 (50%); 8.2 (80%).

We conclude that the pace of implementation of the Action Plan has been balanced and there are no unfulfilled actions.

The level of implementation of the actions is assessed in relation to the indicators that are provided in the Action Plan.

The report is a review of the progress made between 1 January and 15 April 2021, by monitoring the 11 actions provided for in the Action Plan.

The results of the monitoring attest to the fact that **86.6%** of the actions provided in the plan have been carried out, and **13.3%** are partially carried out.



5. Conclusions

Decision support at the MIA level was ensured by establishing priorities, objectives, responsibilities, the regulatory framework and improving communication for the efficient management of the information flow. Also, the risk analysis carried out on the line of illegal migration, smuggling, the operative situation at the state border level have a special role in decision making.

Following the coordinated efforts to implement the activities set out in the Police Development Strategy, increasing the presence and involvement of the police in supporting the citizen, according to the Public Opinion Barometer, we are witnessing a constant process of increasing the level of public confidence in the Police, 25,5% in April 2016 to 41% in October 2020¹¹. This is a confirmation that the chosen development process is a correct one, oriented towards the citizen and for his benefit.

In the context of the state of emergency, the police have several duties to maintain law and order. Mixed crews were mobilized.

In terms of crime, certain trends of change during the state of emergency were predictable. We are seeing an increase in online crime cases. The long-term impact on crime will be different depending on the type of crime and the duration of the pandemic.

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¹¹ https://ipp.md/wp-content/uploads/2020/10/BOP_10.2020.pdf

Both the European Police Office (EUROPOL) and the International Criminal Police Organization (ICPO) INTERPOL have warned that criminals see the pandemic as an opportunity to increase or diversify their criminal activities.

With the expansion of remote work, the intensive use of digital services for data storage and business activities will increase both the probability and frequency of cyber-attacks, which will require an increase in the number of experts in digital forensics.

Other types of digital crimes, e.g. the development and spread of fake news have the potential to cause unrest among citizens and destabilize public order.

All countries in the world have been affected by the pandemic. Therefore, the government authorities of the Republic of Moldova have taken several measures to protect the population and prevent the spread of the virus. In this context, the COVID-19 pandemic imposed the need to take measures to limit fundamental rights such as free movement. All the restrictions adopted were aimed at protecting the health of citizens. Law enforcement authorities have played a key role in ensuring the implementation of restrictions, preventing the spread of the pandemic and combating crime.

The subdivisions of the Ministry of Internal Affairs were involved and ensured the maintenance of public order, monitoring compliance with restrictions at the national level, thus implementing complex measures in: parks, stations, streets, markets, shopping centers, hospitals. Compliance with physical restraint and disinfection measures was monitored. Investigation resources were used to identify and locate quarantined persons. At the same time, law enforcement in coordination with other national authorities played an active role in informing the public about the need to comply with measures to prevent and combat COVID-19. Several awareness-raising activities were organized in all localities of the Republic of Moldova. Several information materials and leaflets on the risks of COVID-19 were disseminated. We emphasize that coordination of forces was ensured both internally between the subdivisions of the MIA and inter-institutional coordination at the level of government authorities.

A series of activities were carried out to prevent crime, domestic violence, drug trafficking. Effective communication with civil society has been ensured by raising the awareness of active groups of the population such as teachers, social workers and young

people in order to prevent antisocial activities.

Websites

monitored to detect darknet criminal activities, counterfeiting of medical products, counterfeiting of

COVID-19 tests.



6. Identified Obstacles

As a result of the actions carried out, a number of obstacles are identified, such as:

- 1. the deficit of human resources within the MIA, as a result of the moratorium imposed in the case of the 1 077 vacant positions, determines the overload of employees outside working hours and on holidays (when practically and most violations are allowed), being also affected the activity basic information on preventing and combating crime and ensuring border security;
- 2. the negligence shown by LPAs and citizens in the implementation of measures to prevent and control COVID-19 infection established by the Decisions of the Extraordinary National Public Health Commission;
- **3.** reduced control by responsible structures over people without a permanent place to live.

In order to overcome the stated obstacles, it is proposed to examine the possibilities regarding: the intensification by the LPA services of the work with the persons without permanent place of residence (their evidence and testing); to complete the vacant positions in the MIA after lifting the temporary moratorium; intensifying rural and youth awareness campaigns on the risks of COVID-19 infection.

7. Recommendations

- Protecting employees, equipping them with personal protective equipment, securing work spaces, providing access to vaccine for MIA employees according to the Vaccination Strategy of different groups of staff;
- Strengthening the capacities of the MIA Medical Service by equipping it with modern equipment in the treatment and investigation of diseases caused by COVID-19;
- Strengthening police capacities to document cases of misinformation, training staff and taking over good practices, strengthening the structure to combat cybercrime within the GPI;
- Digitization of the activities of the subordinated subdivisions, procurement of software and endowment with ICT equipment, interconnection of all MIA subdivisions and provision of real-time information, endowment of Operational Centers with computer technology and INTRANET networks;
- Strengthening the online training capacities of the employees, developing software and study programs, equipping the "Stefan cel Mare" Academy with computers and launching a development program of the institution;
- Protecting citizens and combating cross-border crime by approving the new Strategy on Public Order and Security and launching new cooperation partnerships and signing bilateral and multilateral treaties.













Source: https://www.essp-sas.eu/communication/news/eu-space-growing-strongertogether-happy-europe-day/

MINISTRY OF INTERNAL AFFAIRS APPRECIATES THE EUROPEAN UNION'S SOLIDARITY TOWARDS THE REPUBLIC OF MOLDOVA IN SUPPORTING THE STATE'S EFFORTS TO INCREASE CAPACITY TO PREVENT AND COMBAT THE PANDEMIC

8. Annexes

Annex 1: Information on the implementation of the Action Plan on Preparedness and Response to a New Coronavirus Infection (COVID-19)

Annex 2: Guide on providing first aid to citizens in the context of current public health risks related to Covid-19 infection for MIA employees

Annex 3: List of Useful Links

Annex 4: Assessment of staffing needs at Moldovan State Border Crossing Points regarding infrastructure, rooms and equipment to ensure access to water, sanitation and hygiene services and to isolate people in the context of the COVID-19 pandemic

Annex 5: Standard Operating Procedure for GIBP

Annex 6: Standard Operating Procedure on the preventing actions for the contamination and spread of COVID-19 (coronavirus) within the police staff

Annex 7: Instruction for compliance with COVID-19 infection protection measures

Annex 8: Instruction on psychological intervention for psycho-emotional recovery of GPI employees

Annex 9: Instruction on the temporary change of the military man's job with the performance of work at home or remotely within the General Inspectorate of Carabineers

Annex 10: Guide to the prevention and control of COVID-19 coronavirus infection among GCI employees

Annex 11: Minutes of meetings to report on progress in implementing the MIA Action Plan on Preparedness and Response to a New Coronavirus Infection (COVID-19)