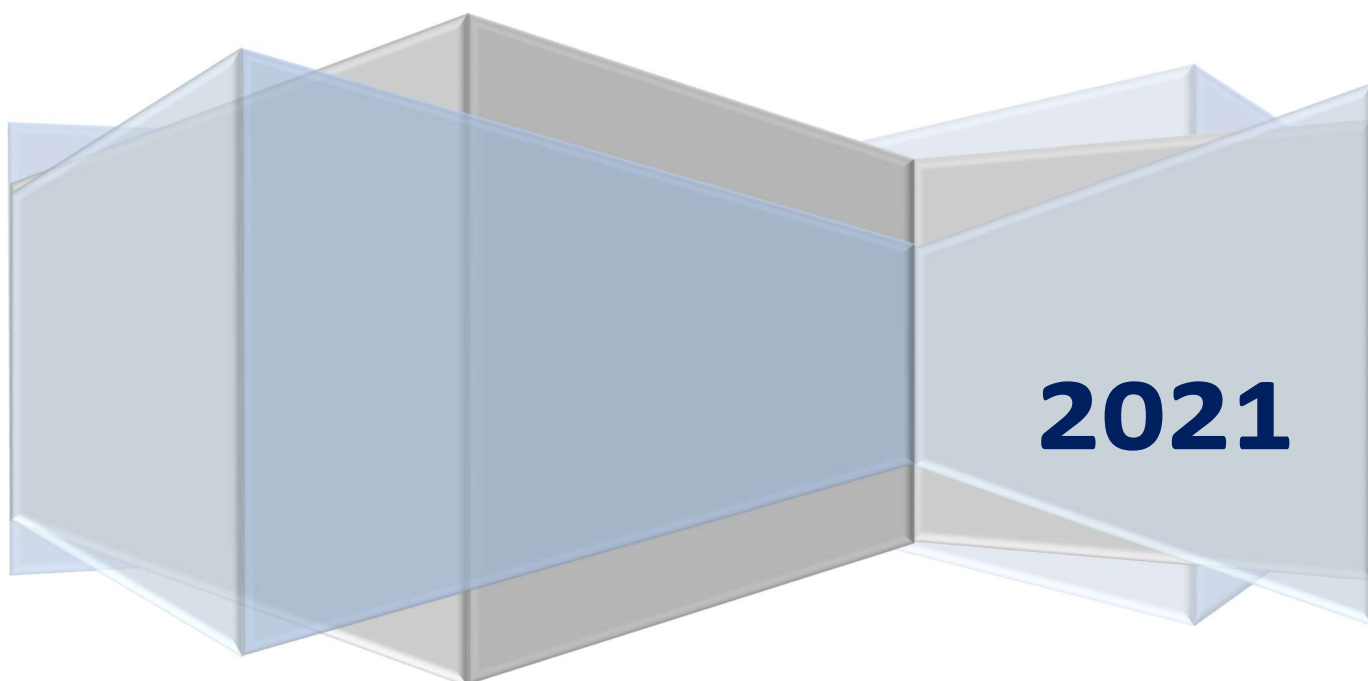


**MINISTRY OF INTERNAL AFFAIRS**

**REPORT**  
**on developments in the police reform**  
**process**  
**(2016 – 2020)**



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## GENERAL INFORMATION

The approval of the Police Development Strategy (PDS) for the years 2016-2020. (GD no. 587 / 2016), has determined, starting with 2016, the transition of the Police of the Republic of Moldova to a new stage of development.

This policy document is the first act describing the medium-term development direction of the National Police and has largely provided financial coverage for the fulfillment of the commitments made.

Thus, if previously there were several policy documents for reforming the National Police, eventually, their implementation produced a minor impact, due to the lack of consistent financial resources for the reform of this sector.

Achieving of the PDS commitments for the years 2016-2020, the aim of which was to develop a transparent, efficient, accountable and accessible police, serving the interests of the citizen -the main beneficiary of the reform- was possible due to the budget support provided by the European Commission for its reform.

In this regard, the Founding Agreement, signed between the Government of the Republic of Moldova and the European Commission, for the reform of the national police, from December 2016, with a budget of EUR 57 million, of which 51 million, intended for the implementation of the objectives of the Agreement and 6 million for complementary support, gave considerable impetus to the start of the police reform process.

Employees from all police subdivisions were largely involved in this transformation process, so that the proposed transformations to be communicated, consulted and understood by the institution's employees, who are part of the category of the target group of beneficiaries.

The Police development strategy included five major objectives, which tried to cover the vulnerable areas found in the ex-ante analysis of its approval, as follows:

1. Enhancing accountability, efficiency, transparency and professionalism of the Police.
2. Fair, efficient and effective application of human rights law in the work of the Police.
3. Strengthening the capacity of the Police to fight organized crime, trafficking in human beings, cybercrime, violence, including gender-based crime, drugs and arms smuggling, counterfeiting and money laundering.
4. Establishment of a modern police service, in accordance with the best standards and practices of the European Union and the international community, able to respond proactively and equally to the needs of citizens and society as a whole.
5. Promoting and implementing the principle of zero tolerance towards corruption, discrimination and ill-treatment in police work.

According to the PDS, Objectives 1 and 2 ensure access to quality police services. Objectives 3 and 4 aim to ensure increased police capacity in combating crime and ensuring public security, and Objective 5 aims to ensure transparency and integrity.

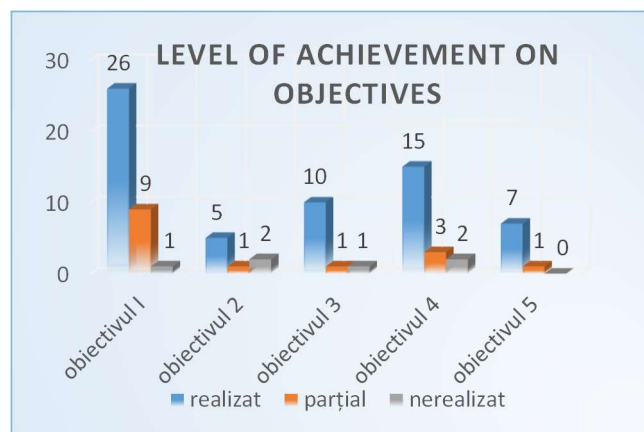


Subsequently, in December 2016, the Government of the Republic of Moldova and the European Commission signed the Financing Agreement - Reform Agreement “Support for Police Reform” no. CRIS: ENI / 2015 / 038-144 amounting to EUR 57 million.

The general objective of the Sector Reform Agreement “Police Reform Support” (Budget Support Program) is to assist the Government of the Republic of Moldova in ensuring the rule of law, strengthening public order and security, combating organized crime and protecting human rights by developing a transparent, efficient, responsible and accessible police.

The action plan of the policy document reveals that it consists of 5 objectives, 16 actions and 84 sub-actions.

Following the evaluation of the degree of implementation of the PDS and the related Action Plan, it results that out of this 16 actions, with 84 sub-actions provided in the Plan, 75% were evaluated with the grade “ACHIEVED”, 17.86% “PARTIALLY ACHIEVED” and 7, 14% with the grade “UNREALIZED”.



Considering the fact that the Plan related to PDS implementation does not establish quantifiable indicators for the categories of activities indicated in the Plan, when performing the analysis and determining the ratings, the performance criteria established in the Policy Matrix for the implementation of the Budget Support Program were properly applied.

## FINANCING OF THE POLICE REFORM

According to chapter no. V “Implementation of the Strategy” of the Police Development Strategy for the years 2016-2020, section 5.4 “Financing the Strategy”, the costs related to the implementation of the Strategy are to be financed by the European Union, based on the Financing Agreement between the Government of Moldova and the European Commission. In this context, the Government allocated annually the amounts necessary to achieve the objectives assumed in that year, and after assessing their achievement and proportionality, the amounts will be disbursed by the European Union through the financial instrument of the neighborhood policy.

Likewise, the policy document also stated that the amounts provided for the implementation of each objective of the Strategy would be correlated with the provisions of the Medium-Term Budgetary Framework for the corresponding period, which involves planning and allocating financial resources in the amount of estimates included in this document.

Thus, it can be observed that for the uncompromising fulfillment of the objectives established in the Strategy, a total budget of 957,898.8 thousand was estimated with the allocation, per years, of the necessary financial resources as established in the Action

Plan on the implementation of the Strategy: 2017 - 226800.0 thousand lei; 2018 - 277911.64 thousand lei, 2019 - 277911.64 thousand lei and 2020 - 160996.24 thousand lei.

However, the Ministry of Finance for the year 2017 allocated financial resources amounting to 161.700.000 and for the years 2018 to 2020, amounting to 177.560.800 for each year separately.

At the same time, in accordance with the provisions of the Financing Agreement, the budget provided for the implementation of the objectives is 57 million Euros, of which 51 million Euros dedicated for the reform agreement, and 6 million Euros for complementary support (*Twinning Project; Technical Assistance, Evaluation and Audit; Support Projects*).

This annex provides information regarding the financial resources offered by the Ministry of Finance:

**RESOURCES ALLOCATED / PLANNED BY THE MINISTRY OF FINANCE  
\\ FOR THE IMPLEMENTATION OF THE BUDGET SUPPORT**

Tranche	Granted 2017 (thousand lei)	Granted 2018 (thousand lei)	Granted 2019 (thousand lei)	Granted 2020 (thousand lei)
<b>TOTAL</b>	<b>161,700.00</b>	<b>177,560.80</b>	<b>177,560.80</b>	<b>177,560.80</b>
Police	148,293.6	100,610.82	79440,10	103,217.80
Item A.1.3 ILETC	7,440.00	8,891.08	2,000.00	20,080.00
Item A.4.2 TETRA	5,966.40	68,058.90	47,120,70	14,343.00
Revision of expenditures through amendments to the budget law	0.00	0.00	52,000.00	39,920.00
<b>TOTAL EXPLOITED</b>	<b>161,700.00</b>	<b>177,560.80</b>	<b>125,560.80</b>	<b>137,640,80</b>

According to the information letters submitted by the EU delegation, the European Commission disbursed four tranches, one fixed and three variable tranches, as follows:

Years	BS Allocations (thousand lei) defined	Amount disbursed	Planned disbursement	Share of disbursement
<b>2017</b>	161.700,00	7 mln (fixed tr.)	7 mln	100 %
<b>2018</b>	177.560,80	6,85 mln (Variable tr. I)	8 mln	85,62 %



<b>2019</b>	119.560,80	7,75 mln (Variable tr. II)	10 mln	77,5%
<b>2020</b>	137,640,80	5,00 mln (Variable tr. III)	8 mln	62,5%
<b>TOTAL</b>	596.162,40	26,6 mln	33 mln	80,60%

The analysis performed in the resource allocation compartment highlights the following situation:

During the years 2017 - 2020, out of the total financial means allocated by the MoF (Ministry of Finance) for achieving the performance criteria, in the amount of 694,382.40, were exploited 596,162.40 thousand MDL or 85.90%.

The unappreciated financial means were revised following the amendments operated to the State Budget Law from 2019-2020.

The volume of financial resources, exploited during this period, in the amount of 596,162.40 thousand MDL, compared to the volume of resources disbursed by the end of the year 2020, in the amount of 26.6 million, highlights that the grant entries on the budget support line represent 89.19% (*at the estimated exchange rate of 1 EUR = 20.00 MDL*).

At the same time, the analysis of the volume of disbursed financial resources, compared to those planned according to the timetable set out in the Agreement, shows that of the total resources planned to be disbursed by the end of the year 2020, amounting to 33 million Euros, only 26.6 million Euros was disbursed or 80.60%. The level of disbursement indicates the significant progress made in implementing the assumed reform objectives and directing investments specifically to achieve deliverables on the Program.

We consider that the transmission of the reports of the evaluation missions to the beneficiary institution would have contributed to a better understanding of the actions which the Commission considered unrealized and / or would have allowed the submission of additional information and arguments, which could possibly have been determines the change of the disbursement amount.

## DISBURSEMENT CONDITIONS

According to the Moldova-EU financing agreement, signed in 2016, 2 conditions had to be accomplished for the disbursement of financial resources:

### **A. General conditions for tranches release.**

a) This has led to satisfactory progress in implementing the National Police Reform Strategy (2016-2020), the related Action Plan, achieving the set objectives and indicators, credibility with the population and the relevance and consistency of activities.

b) Implementation of a macroeconomic policy oriented towards credible stability;



- c) Satisfactory progress in implementing the program that will improve public finance management;
- d) Satisfactory progress in terms of timely public availability of comprehensive and clear budget information.

**B. The specific conditions for making payments consisted in the implementation of the Policy Matrix**, namely:

1. Development of product indicators (*5 regional operational directorates; 90 sectors, 15 isolators, 100 buildings, 30 self-laboratories, 25 special vehicles for detainees*), cumulatively with
2. Realization of the Dedicated Plans on each component, according to the indicators and the implementation calendar, approved during the years 2017-2018:
  - Plan on reducing ill-treatment, abuse and discrimination against people held in police custody (GD748 / 2017);
  - Action plan on the implementation of the Community Police Activity (GD100 / 2018);
  - Plan on the role of women in the Police (GPI's Order 521/2017);
  - Improvement of ILETC training capacities (GD53 / 2018);
  - Action Plan to Combat Organized Crime (MIA's Ord. 219/2017);
  - Action Plan for the implementation of the TETRA standard communications network (MIA's Order 401/2017);
  - The concept regarding the functioning of the integrated emergency call management system (MIA's Order no. 351/2017);
  - Action plan on preventing and combating corruption within the GPI (MIA's Order no. 387/2017);

In the context of the COVID-19 pandemic and in solidarity with the Republic of Moldova, on November 03, 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 21.4 million, at the end of the second quarter of 2021, for which submitted the following conditions:

- a) Satisfactory progress with respect to the four general conditions of the Financing Agreement;
- b) Satisfactory progress in the implementation of the Action Plan on preventing and combating the COVID-19 pandemic by the subdivisions subordinated to the Ministry of Internal Affairs.

The action plan is the tool to assess the efforts of the frontline institutions of the MIA to be prepared for a response to the new type of Coronavirus infection (COVID-19). The plan's activities are aimed at both protecting the employees of the MIA front-line subdivisions and the community in general, in order to minimize the impact on health and the effects of the pandemic.

The evaluation of the activities from the Plan, established until the end of April 2021, will be at the basis of the decision to disburse financial resources, the fixed tranche of 21.4 million Euros, planned to be completed by the European Commission at the end of June 2021. This amount expresses: a) funds available for 2020, variable tranche no.



4, b) conditional funds, intended for the development of carabinieri and c) the failed funds from tranche 2 and 3, variable because of the assessments made during the evaluation missions.

The total estimated cost of the COVID-19 Control Action Plan is 126,320.00 thousand MDL, the equivalent of 6.316 million Euros.

## ACHIEVEMENTS

Starting with 2016, the institutional efforts were primarily focused on carrying out the activities and producing the deliverables assumed in the Police reform process, which would produce the qualitative transformation of the public institution according to the best international practices.

Employees from all police subdivisions were largely involved in this transformation process, so that the proposed transformations to be communicated, consulted and understood by the institution's employees, who are part of the category of the target group of beneficiaries.

During the implementation of the activities, the transparency of data and information was ensured, the dedicated activities carried out in the process of implementing the Police Development Strategy, being accessible on the official website of the institution, at the Police reform module<sup>1</sup>.

Detailed information on developments on core activities is reflected in public reports placed by areas<sup>2</sup>.

## ENHANCING ACCOUNTABILITY, EFFICIENCY, TRANSPARENCY AND PROFESSIONALISM OF THE POLICE.

1. In order to develop the mechanism of selection and promotion, at police positions, based on competition and clear criteria for selection, evaluation and promotion of staff, during 2017 several normative acts were approved that describe these aspects:

a) The Regulation on the career evolution of civil servants with special status within the MIA, approved by GD no. 460 of June 22, 2017;

b) The Regulation on the occupation of public positions with special status within the MIA, approved by GD no. 460 of June 22, 2017;

c) The regulation regarding the trial period for the civil servant with special debutant status within the MIA, approved by GD no. 460 of June 22, 2017;

d) The Regulation on work through accumulation and the conditions for accumulation of public positions with special status within the MIA, approved by GD no. 460 of June 22, 2017;

e) The nomenclature regarding the competencies for hiring and granting special degrees, as well as the manner of their delegation, approved by GD no. 460 of June 22, 2017.

2. By the MIA Disposition no. 10/441 of March 17, 2017 was approved and implemented the Strategic Vision on reversing the pyramid of posts within the MIA, as

<sup>1</sup> <https://politia.md/ro/content/strategia-si-planul-de-actiuni>

<sup>2</sup> <https://politia.md/ro/content/rezultatele-obtinite>



well as the Methodology on reversing the pyramid of posts in the Police, which involves changing the ratio of officers / non-commissioned officers, so that by the end of 2020 it to constitute 40/60%, which implies the annual transition of 675 units from officers to non-commissioned officers.

As a result, by Law no. 228/2018, has amended the Law no. 288/2016 regarding the civil servant with special status within the Ministry of Internal Affairs, subsequently, completed with art. 12<sup>1</sup>, which establishes the transition of employees, from the category of the Corps of officers, to that of the corps of non-commissioned officers in connection with the reduction of positions. At the same time, according to para. (4) of the cited article, it is established that the manner of transfer of civil servants with special status from the category of the corps of officers to the corps of non-commissioned officers in connection with the reduction of functions is regulated by the Government.

In this sense, at the end of the year 2020, GD 828 of November 18, 2020 was adopted to amend GD 460/2020, which describes this mechanism.

According to statistical data, during the reference period there was a steady increase in the functions of non-commissioned officers compared to those of officers. Thus, at the end of 2020, the number of non-commissioned officer positions was 3406 compared to 2636 in 2016, or an increase with 770 units. Expressed as a percentage, the ratio of officer / non-commissioned officer positions reflects the following situation: a) 70.58% officers to 29.42% non-commissioned officers in 2016 and 61.80% officers to 38.20% non-commissioned officers at the end of 2020.

According to the Matrix policies, by the end of 2020 this figure was to reach a share of 60.0%. However, the deficit in relation to the commitment is 21.8%.

3. Following the inclusion of gender policies in the activity of the Police, reported in 2017, when the process of implementing the Budget Support Program for 2017-2020 was started, the number of women in the Police increased significantly, from 1496 at the end of 2016 to 1873 by the end of 2020.

4. Thus, the share of women in the Police in 2020 accounted for 23.29% of the total number of employees on the list, taking into account the number of women on childcare leave, compared to 17.84% registered at the end of 2016. The obtained results prevail the progress criteria established in the Matrix, which constitutes 20%.

At the same time, the analysis reflects an effective presence of women in the Police in proportion of 19.31% at the end of 2020, compared to 14.86% at the end of 2016, except for the number of women on childcare leave.

This situation, reported at the end of 2016, indicates an increase in the number of women in the Police by 377 people, or 25.20%, which is a confirmation of the recorded success.

Due to the implementation of gender policies within the Police subdivisions, there was a positive dynamic of women's participation for the positions put up for competition



within the Police, compared to previous years. At the same time, there was a high rate of passing the exams following their conduct, for 2020 it is 92.72% compared to men of 91.00%.

5. At the same time, the number of women officers promoted to management positions during this period also registered a positive dynamic. Thus, out of the total number of existing management positions within the Police subdivisions, 10.75% of them were occupied by women at the end of 2020. The registered result represents a deficit with 4.25% from the performance criteria established in the Matrix. In the first quarter of 2021 the number of leading positions in the Police structures increased by an additional 8 units, which is an additional confirmation of the continuation of institutional efforts.

6. The efforts to create the Integrated Law Enforcement Training Center (ILETC) have been strengthened, which is a conditionality on the Policy Matrix. In this sense, the Action Plan for the years 2018-2021 regarding the establishment (ILETC) of the MIA. The Government has approved the Plan by the Decision no. 53 from January 17, 2018.

At the same time, the documentation of organization, planning, development and evidence of professional training (phase I) was elaborated - on December 18, 2018, by MIA, the professional training programs for police non-commissioned officers and carabinieri non-commissioned officers were elaborated and approved. The selection and hiring of the Center's staff was carried out. Regarding the construction of the objective, the feasibility study was carried out and the elaboration of the project documentation and the estimate was carried out on the land on N. Dîmo street, Chisinau municipality.

Based on the conclusions of the experts, regarding the unfavorable land for construction, the decision was taken to relocate the place of development of the Center's infrastructure from 30, Nicolae Dîmo street to 7, Sfânta Vineri street, Chisinau mun.

In this sense, the design of the buildings of the Center and of the afferent infrastructure was carried out (Chisinau mun., 7, Sfânta Vineri, street).

On December 17, 2020, at the meeting of the Senate of the "Stefan cel Mare" Academy of the MIA, 15 continuous training programs were approved, elaborated by the "ILETC" Directorate and subsequently approved by the rector of the "Stefan cel Mare" Academy of the MIA.

Only during 2020, 4 initial training courses were organized, during which 373 police non-commissioned officers and carabinieri soldiers were trained. At the same time, 20 continuous training courses were organized in which 758 employees of the subdivisions of the Ministry of Internal Affairs were trained.

7. The Guide on professional intervention in the exercise of the function was elaborated, approved by the interdepartmental Order MIA / MoJ / MoF / NAC / SIS / SPGS no. 4/44 / 17-0 / 6/1/4 of January 11, 2018. The guide was developed by the inter-institutional working group and aims to standardize good practices and techniques for the preparation, organization and implementation of measures on the application of special resources and firearms.

8. In the period 2016 - 2020, at the level of GPI were approved 98 standard operating procedures (SOP) in the fields: technical-forensic, operational reaction



(intervention against some categories of people / situations), operational management (including, TDI), human resources, investigations, legal, internal audit, security zone, as well as other areas.

9. Pursuing the goal of capacity building on vulnerable segments, taking into account the recommendations of several studies, including the MIA Functional Analysis, several new structures have been created to cover that capacity shortage of the institution, such as:

- Regionalized the support structures within the Directorates of Chisinau and ATU Gagauz-Yeri, (*MIA order no. 36 of 03.02.2017*) and approved (*GPI's order no. 58 of 08.02.2017*) the pilot project on regionalization of some services from the Police Directorate of Chisinau and PD of ATU Gagauzia of GPI (human resources, finance, telecommunications, logistics);

- The regional dispatcher "Centre" created (*MIA's Ord. no. 105 no. 27.03.2018*);

- The section for preventing and combating money laundering of NII established (*MIA's Order no. 100 of 22.03.2018*);

- Police sectors within the optimized territorial PI (*MIA Order no. 103 of 27.03.2018*, out of 203, 173 PS remained);

- Cynological services within the PI and regionalized North, Center, South and Chisinau dispatchers (*MIA's Order no. 208 of 19.06.2018*);

- Contravention Surveillance Section within the NPI, as well as the Contravention Surveillance Service within the Southern Patrol Battalion, created (*MIA's Ord. no. 4 of 04.01.2019*);

- Creation of the Detention and Escort Section, within the GPI Judicial Police Service, which is to ensure a unitary institutional policy for the implementation, at the level of the established structures, of the recommendations formulated in the field of human rights (*MIA's Ord. no. 315 of 03.10.2018*);

- Creation of the Community Police Coordination Section, within the General Directorate of Public Security of the GPI, which will have the general purpose of ensuring the implementation of the community police activity, monitoring and training of police officers in the targeted field;

10. By GD no. 547 of November 12, 2019<sup>3</sup> on the organization and functioning of the General Police Inspectorate were approved the GPI's Structure, the Regulation on the organization and functioning of the GPI, the List of territorial subdivisions of the Police subordinated to the GPI and the GPI's Organization Chart. The purpose of promoting a new project was to create a comprehensive framework that would regulate, in a new formula, the organization and operation, structure and staffing of the General Police Inspectorate, so that it would be accessible and efficient, ultimately contributing to the proper accomplishment of the mission and tasks with which it is invested.

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<sup>3</sup> [https://www.legis.md/cautare/getResults?doc\\_id=118948&lang=ru](https://www.legis.md/cautare/getResults?doc_id=118948&lang=ru)

Through this act, new structures were created at the level of the central administration and control unit of the Police: Strategic Management Directorate, Project Management Directorate, Document Management Directorate, Corruption Prevention Directorate, Communication and Protocol Directorate, Statistics and Records Directorate, Information Analysis Directorate.

At the same time, by the MIA Order no. 821 of December 27, 2019, the list of specialized subdivisions of the General Police Inspectorate was approved. By this document was created the National Inspectorate of Public Security, as a subdivision with general territorial competence of the General Police Inspectorate, with legal personality.

11. In terms of road safety, as part of this objective, in order to develop the capacity to prevent road accidents, in 2017, GPI contracted services of international experts, who conducted the Study on the development of police capabilities in the field of road safety. The recommendations of the Study were the basis for the acquisition of equipment, as well as for carrying out other activities in the field of road safety.

12. The draft law on amending some legislative acts aimed at amicable settlement was elaborated, with the participation of several actors. The purpose of the amicable finding is to simplify the process in case of a road accident without victims, resulting only in insignificant material damages and solving the situation without the intervention of the Police. This was adopted by the Parliament of the Republic of Moldova by Law no. 16 of 15.02.2019.<sup>4</sup>

By the decision of the National Financial Market Commission No. 37/14 of 2019<sup>5</sup>, the procedures related to the amicable finding of an accident were approved. This decision approved the form and content of the Form "Amicable finding of accident" and the Rules on the use of the form. According to the amicable finding procedure of the motor vehicle accident, in case of damage or destruction of goods, the maximum amount established for compensation is 10,000 lei, which is considered insignificant damage.

By Decision no. 9/1 of 2021 of the NFMC<sup>6</sup>, the maximum amount of compensation was modified, amounting to 15,000 lei for the holders of the MTPL insurance policy and of 25,000 lei for the holders of the "Green Card" insurance certificate.

13. On the road safety dimension, in order to develop road accident prevention and documentation capacities, deterrence of alcohol-related incidents, since 2016, state-of-the-art equipment has been made available to the police to support efforts and increase the professionalism of police officers: 20 TruCam Laser Speed measuring equipment and 74 Draeger breathalyzers.<sup>7</sup>



<sup>4</sup> [https://www.legis.md/cautare/getResults?doc\\_id=112991&lang=ro](https://www.legis.md/cautare/getResults?doc_id=112991&lang=ro)

<sup>5</sup> [https://www.legis.md/cautare/getResults?doc\\_id=125710&lang=ro](https://www.legis.md/cautare/getResults?doc_id=125710&lang=ro)

<sup>6</sup> [https://www.legis.md/cautare/getResults?doc\\_id=125668&lang=ro](https://www.legis.md/cautare/getResults?doc_id=125668&lang=ro)

<sup>7</sup> [DiPSozitive "Drager" și "TruCam" pentru îmbunătățirea siguranței traficului rutier \(politia.md\)](#)

14. In 2017, the "Infotrafic" Service was launched, which allows the real-time provision of information about the road situation in the municipality (approximately 1662 information sent by e-mail in 2017; 1481 messages in 2018; 16665 information sent by e-mail in 2019; sent 412 messages and placed 378 press releases, of which 37 were informative in 2020). This service can be used through mobile telephony, messaging, social networks, and mass media. To promote this useful service to the population, it has been extended through the Telegram application;

15. In the middle of 2018, by GPI's Order no. 265 of 08.06.2018, the Concept of signaling threats and vulnerabilities to public order and community security "Threat Map"<sup>8</sup> was approved. It was launched (August 22, 2018). The application, entitled "Threat Map", can be accessed from the police page and offers citizens the opportunity to inform law enforcement about any violation of public order and peace they observe in their community, in order to effectively plan the forces and guide them towards solving problems in the community.

## **FAIR, EFFICIENT AND EFFECTIVE APPLICATION OF HUMAN RIGHTS LAW IN THE WORK OF THE POLICE.**

1. Respect for human rights and the reduction of ill-treatment, abuse and discrimination against people held in police custody has always been one of the major concerns of the Ministry of Internal Affairs, with the institution responding promptly to all objections and recommendations made by international institutions and civil society.

The institution's efforts in recent years have focused mainly on improving detention and transportation conditions, developing detention case management tools (instructions, standard operating procedures) and training employees.

2. Thus, in the period 2018 - 2019, with the support of the SOROS Foundation in Moldova were developed 5 standard operating procedures (SOP)<sup>9</sup>:

- in the field of retention, detention and escort;
- the mechanism for providing medical assistance to persons detained and in pre-trial detention (GPI's order no. 444 of 15.11.2019);
- ensuring the right to an interpreter or translator during the detention, guarding, escorting and transportation of detained persons (MIA's order no. 797 of 10.12.2019);

The Standard Operating Procedures represent a novelty for the criminal justice system in the Republic of Moldova and are intended for police officers who may order the *de facto* or *legal* detention of persons suspected of committing crimes. These are elaborated by the representatives of GPI and of the civil society, they describe exactly what the employees of the Police must do in the process of detaining the suspected persons, from the halt in the street until the placement in provisional detention in the custody of the police.

<sup>8</sup> [https://amenintari.politia.md/.\\$/?locale=ro](https://amenintari.politia.md/.$/?locale=ro)

<sup>9</sup> <http://soros.md/files/publications/documents/Procedurile%20Standard%20RO.pdf>



3. Also, thanks to the involvement and support of the Soros Foundation in Moldova it became possible to develop: a) The Brief Guide to Human Rights for the Police<sup>10</sup>, completed in 2020 with an additional chapter on *Retention and Detention in the Context of the Coronavirus Pandemic* and b) needs assessment on the interaction between the Police and the Prosecutor's Office and the impact on human rights at the moment of the retention.

4. In the context of developing the capacities of the Detention and Escort Services, 2 instructions were approved “on escorting and transporting persons in police custody” (GPI’s Order no. 217 of 21<sup>st</sup> of June 2019) and “on the organization and operation of Preventive Detention Isolators” (GPI’s Order no. 380 of 21<sup>st</sup> of October 2019). These documents describe the requirements for ensuring security during the escort and transportation of persons held in police custody, as well as the set of rules that become applicable to persons deprived of their liberty during police custody, such as the procedure of reception / release, distribution in TDIs, their rights, obligations and prohibitions, etc.

5. Following the process of evaluating the places of detention within the Police, as well as the commitments assumed within the budget support program for the reform and modernization of at least 15 TDIs of the Police, we inform you that during 2018, 15 feasible places were selected for the establishment of Regional Detention Isolators for preventive measures (*Chisinau, Balti, Edinet, Riscani, Soroca, Ungheni, Singerei, Orhei, Hincesti, Criuleni, Anenii Noi, Cimislia, Causeni, Comrat and Cahul*).

The determining factors that influenced the process of selection and establishment of the regional TDIs were: the condition of the buildings; location (*surface, semi-basement, basement*); the surface of the headquarters; accommodation capacity; geographical positioning; demographic factor; analysis of the criminal situation; detainee flow analysis; the nearest distance to the court of First Instance and the Court of Appeal of the district to which the court belongs; the nearest distance to the Criminal Investigation Isolators in the penitentiary system; road infrastructure; correlation with state policies relevant to the field (*reform of the justice sector, the Prosecutor's Office, the penitentiary system, territorial-administrative organization, etc.*).

In the context of optimizing the processes and increasing the professionalism of police officers dealing with persons deprived of liberty in terms of their security, guard, escort, transportation, but also ensuring the guarantees enjoyed by these persons, based on ex-ante analysis in previous years, during the years 2018 - 2020, the 15 previously selected TDIs were renovated.<sup>11</sup>



<sup>10</sup> [http://soros.md/files/publications/documents/3\\_Ghid\\_DO%20RO%20%282MB%29\\_0.pdf](http://soros.md/files/publications/documents/3_Ghid_DO%20RO%20%282MB%29_0.pdf)

<sup>11</sup> <https://politia.md/ro/content/obiectivul-a21-reducerea-relelor-tratamente-abuzului-si-discriminarii-fata-de-persoanele>

These TDIs are fully operational and operate according to the regional principle, being assigned to them from 2 to 5 Police units.

Investments made to these objectives: resizing accommodation, installation of video monitoring systems, internal cell communication (*intercom type*), radiation, fire safety, protection of human values, etc., are the set of dedicated products that allow efficient case management detention, providing the main guarantees for persons deprived of their liberty and, at the same time, support tools for police intervention.

Likewise, in the case of reconstructed and under reconstruction TDIs, at least one accommodation room was provided with a transparent glass door, for people suffering from claustrophobia - the fear of being locked in a room or a small space without to have any chance of escaping from there.

All renovated TDIs were equipped with cell lighting systems to ensure the need established by national health regulations. Likewise, in the sanitary blocks installed in the cells, anti-vandal construction was provided.

In some spaces intended for the detention of persons, the elements of orientation in space (N / S / W / E) are provided, through which to ensure the exercise of the right to freedom of expression of religious convictions or belief.

All the reconstructed objects were provided with furniture and inventory according to the institutional needs and in proportion to the existing accommodation places (*tables, chairs, mattresses, blankets, bed linen (sheets), cups, plates, spoons, electric kettle, microwave oven, etc.*).

With the full operationalization of the above-mentioned TDIs, the activity of 26 TDIs was completely stopped.

6. By the GPI's order no. 527 of 28.12.2017, at the level of the Police were approved the Minimum Norms for endowment and equipment of special vehicles intended for the transport of detainees held in the custody of the Police. Through their approval, the aim was to establish a unitary set of rules applicable in the process of modernizing the car fleet for the transportation of detainees.

It was possible, starting with 2017, to purchase and re-equip, according to the approved norms, 25 transport units for transporting detainees.

These trucks were sent to the territorial police units during two festive events from December 12, 2018 and January 15, 2019.

All trucks have been equipped with modern video monitoring systems, air conditioning, ventilation, artificial lighting adapted to the surface of the speakers, seat



belts, etc., to ensure compliance with the guarantees of persons deprived of liberty in the process of transporting them.

By renewing the fleet of special vehicles, the conditions of transportation of detainees have been substantially improved, ensuring their safety and security, as well as improved working conditions for police officers involved in escort missions.

In the context of the implementation of the GPS monitoring platform of the MIA, intended exclusively for the car fleet of the MIA subdivisions, monitoring equipment, GPS Tracker, were installed at all police vehicles.

In this context, the existing solution allows the dispatchers to monitor, in real regime, the location and direction of travel of the trucks.

7. In the reconstructed TDIs, several systems were installed to ensure the security of the detainees: alarm, access control, fire installation, video-monitoring system, intercom communication system.

At the same time, in order to guarantee a high level of security, as well as to prevent cases of clandestine introduction of prohibited objects, both in TDIs and in police vehicles, the employees involved in these missions within the territorial units were equipped with 47 portable metal detectors of high performance.

8. During the years 2017 - 2020, with the support of the development partners IHR, SOROS-Moldova Foundation, Technical Assistance Project, all employees exercising guard and escort missions were trained 529 people.

## **STRENGTHENING THE CAPACITY OF THE POLICE TO COMBAT ORGANIZED CRIME.**

1. During 2017, in order to comprehensively assess the capacities of the Investigation and Forensic structures, as well as to determine the manner and conditions for streamlining their activity, at the request of the GPI, two feasibility studies were conducted: *“Strengthening and developing the capacities of the structures of Police Investigations in the fight against organized and cross-border crime through regionalization ”* and *“Capacities and needs of the technical-forensic subdivisions and of judicial expertise of the Police ”*.

2. During 2017, at the initiative of GPI’s Law no. 130/2012 has been amended twice:

a) by Law no. 185 of 21.09.2017 for the amendment and completion of some legislative acts, art. 1 al, para. (4), according to which “the manner of requesting, granting, suspending and withdrawing the permissive acts provided for the economic agents is established by Law no. 160/2011 regarding the regulation by authorization of the entrepreneurial activity in the part where it is not regulated by the present law”;

b) by Law no. 251 of 01.12.2017 for the amendment and completion of some legislative acts were amended and supplemented to Law no. 130 from 08.06.2012 on the regime of civil weapons and ammunition and the Enforcement Code. The amended provisions relate to the procedure for issuing and withdrawing firearms permits.



3. The Government Decision no. 609 of 03.07.2018<sup>12</sup>, regarding the Concept of the automated information system “State Register of Weapons”. The approval of the Concept aims to ensure a rigorous control over the procurement and possession of weapons, evidence and single centralized control over the movement of weapons in the Republic of Moldova, as well as collecting and updating information on weapons, their technical condition, property rights and other patrimonial rights and the amendments to these rights, their holders and the documents establishing a right, with the aim of the creation of an integrated information database, intended to organize the operative access to it.

4. In order to contract the services for the elaboration of the automated information system “State Register of Weapons”, at the preparatory phase, the specifications were elaborated, based on which, the procurement procedure was launched at the beginning of 2019. On 14.08.2019, the General Police Inspectorate signed the agreement for the acquisition of services with the economic operator "Alfasoft" SRL (LLC). The term of execution of the agreement is 8 months. At the end of 2019, the working group set up approved positive Technical load of the software of the automated information system “State Register of Weapons”, deliverable for I phase of project implementation according to the agreement.

During 2020, by "Alfasoft" SRL in the development of the automated information system "State Register of Weapons" were described 32 basic processes provided in the specifications, as well as 7 new work processes identified by the coordinator GPI's group. The data from the State Register of Population and the State Register of Law Units were available at MConnect at the end of 2020. In view to ensure the automated processing of information from different systems, work is currently underway on the interconnection of the system with other useful resources, such as: Register of Forensic and Criminological Information, Information System of the Customs Service, Automated Information System of the Single National Service for Emergency Calls 112, Integrated Medical Information System, AIS of evidence of contraventions, Register of cases of domestic violence Integrated File Management Program, Office SIA of Migration and Asylum; Automated Information System for Management and Issuance of Permissive Documents; Semantic Catalog and Address Book.

On 12.11.2020, during the meeting of the general secretaries, the draft decision of the Government “On the organization and functioning of the automated information system “State Register of Arms” was accepted, but it did not receive the approvals of all public authorities for submission for executive examination.

Additionally, according to the GPI's Provision no. 445 of 15.12.2020, between 16 and 30 December 2020, an online training course was organized for users of the Automated Information System "State Register of Arms", which was attended by 184 employees of the Police (women-11, men-173).

5. 30 Peugeot Parter and Dacia Dokker mobile forensic auto-laboratories were purchased. All 30 mobile forensic auto-laboratories were sent to the territorial units of the Police during an official transmission event, which took place on December 14,

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<sup>12</sup> [https://www.legis.md/cautare/getResults?doc\\_id=108736&lang=ro](https://www.legis.md/cautare/getResults?doc_id=108736&lang=ro)

2018. Each forensic auto-laboratory was equipped with forensic kits, means of protection and other accessories necessary for on-site research, which are useful for detecting, taking samples and packaging different types of material evidence, such as: digital, tracing, biological, footwear and others. This significantly increases the capacity of the Police to investigate *on the spot*, to collect evidence and, implicitly, to discover crimes more quickly throughout the country.



6. Following an extensive and long preparation process, by the Decision of the National Accreditation Center MOLDAC no. 36 of 26.02.2018 on accreditation, the Technical-Forensic Center and Judicial Expertise of the Police was granted accreditation in accordance with the requirements of the standard SM SR EN ISO / IEC 17025: 2006, with Accreditation Certificate no. LÎ - 119. Thus, on March 22, 2018, the accreditation ceremony took place, TFCJEP being accredited in six areas of expertise: ballistics, traceology, dactyloscopy, graphoscopy, IT investigations and technical examination of documents. "

7. In order to increase the mobility capacity of the subdivisions involved in combating organized and cross-border crime, from the budget support for police reform were solemnly transmitted to the territorial units of the Police in use: 59 cars to Investigation subdivisions and 42 cars to the prosecution bodies.

8. During the methodical-practical professional training sessions, over 500 Investigation officers from the entire police system were trained, and within the "Stefan cel Mare" Academy, retraining courses for officers and non-commissioned officers in the field of Crime Investigations were conducted.

9. It was approved the GPI's order no. 566 of 26.12.2018 on the approval of the Framework Regulation on the organization and functioning of the Regional Investigation Subdivisions of the National Inspectorate of Investigations and Police Directorates, which established their mission, basic functions and responsibilities.

10. At the same time, for the deployment of the five regional investigation units, the locations were identified as follows:

- a) Balti municipality, 15, Moscovei Street - NII 'North' Directorate (Northern Region);
- b) Cahul town, 79, Ioan Voda cel Cumplit Street - NII 'South' Directorate (Southern Region);
- c) Chisinau municipality, 14, Bucuriei Street - NII (Central Region) and the "Centre" Section of NII (Central Region);
- d) Chisinau municipality, 6, Tighina Street - Section for Combating Serious Crimes and Organized Crime (Chisinau Municipality);

e) Comrat municipality, 22, Komsomolului Street - Investigation Activity Coordination Section (ATU Gagauzia region).

In order to accommodate the working conditions, reconstruction works were carried out on these objectives in accordance with the identified needs and the execution documentation carried out, so that for the accomplishment of the investigation activities there are the minimum necessary conditions.

11. The GPI's order no. 291 of 26.06.2018, regarding the standard operational procedure on the use of the Intelligence-Led Policing System (ILPS) was approved. By approving this procedure, the aim was: a) to establish a unitary set of rules regarding the use of the Intelligence-Led Policing System in police activity, as well as b) to establish the organization of the activity in order to develop the institutional capacity of the Police in detecting threats and vulnerabilities both in terms of crime and inter-institutional.

12. In the context of the reorganization process, started at the GPI level, following the approval of GD no. 547 of November 12, 2019 regarding the organization and functioning of the General Police Inspectorate, the new organizational chart of the National Investigation Inspectorate, of the regional Investigation units, as well as of the Investigation structures at the level of Police Inspectorates was elaborated and consulted.

13. In order to increase the capacity of investigations and prosecutions, 420 units of computing technology and peripheral means were purchased, delivered to the beneficiaries at the beginning of November 2020<sup>13</sup>, taking into account several important factors, such as: number of employees, volume of materials / cases examined, the specific weight for the employee, the roles of the subdivisions in the investigation of crimes using software platforms and artificial intelligence, previous investments for these subdivisions, etc.

14. In order to develop the capacities of forensic expertise and information analysis at the level of the Police, various equipment was purchased for TFCFE and the specialized subdivisions within NII: data server, storage and data storage equipment such as System Storage, interconnection equipment and administration of information networks.

## **ESTABLISHMENT OF A MODERN POLICE SERVICE, ABLE TO RESPOND PROACTIVELY AND EQUALLY TO THE NEEDS OF CITIZENS.**

1. At the beginning of 2018, the Government of the Republic of Moldova approved GD no. 100 of 30.01.2018 regarding the approval of the Concept and the Action Plan for the years 2018 - 2020<sup>14</sup> regarding the community police activity. This document represents a performance criterion provided by the Policy Matrix on the implementation of budget support.

<sup>13</sup> [Politia a primit echipament pentru subdiviziunile de investigatii si de urmarire penala. \(politia.md\)](https://www.politia.md/)

<sup>14</sup> [https://www.legis.md/cautare/getResults?doc\\_id=102108&lang=ro](https://www.legis.md/cautare/getResults?doc_id=102108&lang=ro)



The concept of Community Police Activity is intended to organize the activity of police officers according to the best practices and international standards of police cooperation with community members.

The policy document comes to guide police activity for better interaction and communication with citizens, as well as attracting the community in support of the police to ensure the optimal security climate in the place and area where they live, work or recreate. The activity according to the model of the Community Police Activity comes to remove the communication gap between the police and the society and to increase the level of trust in the services provided by the police to the citizens, raising their efficiency, quality and accessibility.

2. The developments in the implementation of Community policing have been reflected in the annual reports<sup>15</sup> prepared and submitted to the State Chancellery.

3. During this period, in order to organize the activity of the Police Sectors, in the context of the reform of the Police subdivisions, the GPI's order no. 260 of 04.06.2018 "On the approval of the Instruction on the provisional organization of the activity of the Police Sectors" was elaborated and approved.

4. At the same time, in order to standardize the work processes in terms of implementing the elements of community policing and forming a clear perception on how to implement community policing at the level of police structures, as well as the relationship with local public authorities in solving community problems, the Methodology for piloting the community police activity was approved by the GPI's order no. 337 of 27.07.2018 "On the piloting of the community police activity", as a support guide for all subjects within the National Police.

5. On 22.02.2018 was organized the event of public presentation of the results of the sociological survey "Community Police"<sup>16</sup>, conducted by the Center for Sociological Investigations and Marketing "CBX-AXA" at the request of GPI of the MIA. It addresses the public's perceptions of police activity in the community, as well as efforts to create a modern police service that has provided informational support in planning activities to implement the approved concept. The study was an essential support for the management of GPI in the planning and adaptation of activities for the next period, based on the revealed community issues, these being presented on target groups grouped according to several criteria (age, regions, place of residence, etc.).

6. An important element of support in the implementation of community policing during this period was the Police Reform Assistance Project, which includes "strengthening the community-police partnership, improving police tactics and training methods and increasing the capacity of the General Police Inspectorate in the investigation of financial crimes ", funded by the Government of the Kingdom of Sweden.<sup>17</sup>

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<sup>15</sup> <https://politia.md/ro/content/a41-implementarea-activitatii-politienesti-comunitare>

<sup>16</sup> [https://www.politia.md/sites/default/files/raport\\_de\\_sondaj\\_politie\\_comunitara\\_final.pdf](https://www.politia.md/sites/default/files/raport_de_sondaj_politie_comunitara_final.pdf)

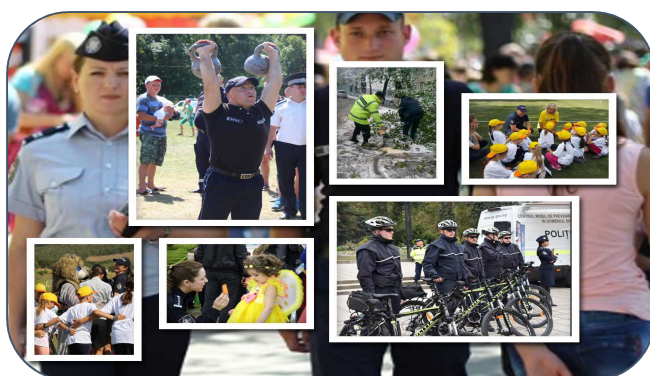
<sup>17</sup> <https://www.facebook.com/suportsuedez/>



Within this project, the piloting of the community police activity in five Sectors of the Police was carried out. These were jointly selected with the Program of the Swedish police authority to support the reform of the Police in the Republic of Moldova, these being: 1) PS-4 Bulboaca, PI Anenii Noi; 2) PS-3 PI Buiucani; 3) PS-3 Zirnesti, PI Cahul; 4) PS-1 Comrat, PI Comrat; 5) PS-1 Singerei, PI Singerei. The proposed police sectors were included in the GPI's order no. 337 of 27.07.2018 "Regarding the piloting of the community police activity".

With the support of the Swedish Police Authority's Program for Police Reform in Moldova, all police officers in the 5 piloted police sectors were trained, as well as extensive training of specialists in other units, which significantly contributes to the commitment of training police officers in the knowledge and applying the principles of community policing, but also facilitating the perception of the model of community policing in police units.

7. Through the Swedish Police Authority Program to support the reform of the Moldovan Police, 10 trainers in the field of community policing were selected and trained in this field. From the trained trainers, 8 were selected, who participated in the training of the cascading police subdivisions.



8. During this period, more than 24 programs / campaigns were organized and carried out aiming at organizing crime prevention activities adapted to the local specifics, all of which are reflected through the official page of the Police, as well as other communication tools used in disseminating information of public interest.

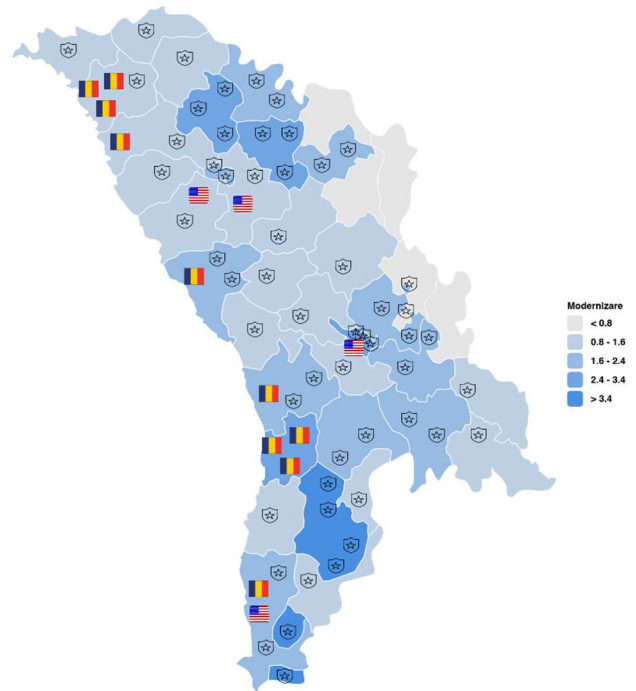
9. The implementation of the community police activity provided in the Strategy also involved the organization at local level of modern police sectors, located in places easily accessible to the community, near areas with a large population and local public services, with a unique color aspect, easily recognizable anywhere in the country. The organization of workspaces within the headquarters of the police sectors, according to the approved concept, also involved ensuring the access of citizens, including those with locomotor disabilities, of the elderly to the offices, information and services of the Police.

In the context of the institutional reform process, the number of PS headquarters was reduced from 203 to 174 units. This did not essentially solve the problem of accommodating working conditions in PS. Outdated or, existent in some places, even non-existing infrastructure was one of the determining factors that influenced the number of police sectors planned to be renovated.

At the beginning of 2017, 63 headquarters of the Police Sectors were identified with the legal status determined for the modernization procedures. The calculations of the financial resources planned for their modernization confirmed the fact of the substantial exceeding of the initially established value for objective reasons (lack of a feasibility study at the initial stage, increase of costs on the market of construction materials, and design and construction services, building infrastructure assigned or transmitted for use to the Police in a deplorable state, etc.).

At the end of 2020, in funding programs for the modernization of PS premises are included 70 offices (56 being modernized within the support program for Police reform, 10 being modernized within the cross-border project RO-MD “Regional Cooperation for Preventing and Fighting of Cross-Border Crime Romania -Moldova” within the Joint Operational Program Romania-Republic of Moldova 2019-2020 (THOR) and 4 in the context of support programs for Police reform, implemented by UNDP and funded by the US Embassy).

The selection of police sectors and their inclusion in the reconstruction process was achieved by ensuring the principle of equal performance, so that the effects of the modernization process are observed throughout the country by both local communities and employees working in these police departments.



The infrastructure of the other 104 PSs cannot be found in external assistance programs and projects. Therefore, the infrastructure of 104 PSs from the entire territory of the Republic of Moldova, which serve 60% of the population of the Republic of Moldova, must be modernized and improved. In order to ensure the continuation of the process of modernization of the police sectors, financial resources have been planned in the project Medium-Term Budgetary Framework for the years 2022 - 2024 (MTBF)

Within the project “Analysis of the physical and informational accessibility of the

police sectors from the perspective of the community of persons with disabilities”<sup>18</sup>, implemented by the INFONET Alliance, the Accessibility Analysis of the police sectors in the Republic of Moldova was carried out, during which 60 police sectors were evaluated. The objections in the study were not critical for the modernized buildings, but for the infrastructure of the existing premises. For 11 headquarters of the police sectors announced in the design at the beginning of 2021, the recommendations were taken into account at the design stage.

10. In 2018, it was possible to reach the proposed insurance indicator, with at least one transport unit, each Police Sector in the country. In this context, each sector of the 174 existing at national level, which represents 100%, owns and uses in the interest of service a Dacia Logan car. This was possible due to coherent planning and implementation of sustainable activities, capitalization of the results of the implementation of the Visa Liberalization Action Plan (VLAP) and the financial resources allocated in the context of the implementation of the Police Reform Program.

11. As a support tool for the police officers in the country, the Methodology for implementing the community police activity was approved (GPI’s Order no. 265/2019), which implements the positive experience gained during the piloting period of the community police activity.

12. In 2019, a Curriculum in the field of community police activity was elaborated (GPI’s Order no. 289/2019) and the training process of Police employees was organized by a group of 8 trainers (GPI’s Order no. 314/2019). As a result, 240 police officers were trained. This activity was a performance criterion for 2019, provided by the Policy Matrix on the implementation of budget support.

13. The information campaign for the general public “Community police activity” was organized and carried out (GPI’s Order no. 326/2019). The information activities were carried out by all 42 territorial subdivisions of the Police. The information activities targeted 754 localities, in which 342 events of watching the documentary film about the community police activity took place, with the participation of 12237 citizens. There were 933 meetings with citizens attended by 22491 citizens, 174 events were organized "At a coffee with a police officer" with the theme of community policing, with the participation of 4612 citizens, participated in 27 public programs, 129 communiqués were issued. By 13 Police Inspectorates 6199 leaflets were prepared and distributed to 5344 citizens.

14. Based on the experience of states that have achieved remarkable success in implementing the principles of community policing, the success of transformations involves adapting models presented by experts as good practices to national specifics, as well as knowledge and consideration of community issues, collected from research and studies partners. In this sense, considerable support for ensuring the consistency and continuity of the measures taken is the Monitoring Report "Local implementation of the

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<sup>18</sup> [https://www2.slideshare.net/Koroli/analiza-conditiilor-de-accesibilitate-a-sectoarelor-de-politie-din-republica-moldova?fbclid=IwAR0oAM3OOKcR-S4MR7nW54LTG6qLN2\\_ZLAZcFiZrFdyjC-keAySxShcOrmk](https://www2.slideshare.net/Koroli/analiza-conditiilor-de-accesibilitate-a-sectoarelor-de-politie-din-republica-moldova?fbclid=IwAR0oAM3OOKcR-S4MR7nW54LTG6qLN2_ZLAZcFiZrFdyjC-keAySxShcOrmk)



Concept on community policing"<sup>19</sup>, which describes the perceptions of the community and police officers in different regions on the implementation of this business model.

15. An ambitious goal that the Moldovan Police had to solve during this period was the development of a network of mobile teams of police crews, which would react promptly to emergency calls 112, minimizing the average reaction time to 15 minutes at the national level.

A favorable precondition for this was the launch on March 29, 2018 of the Single National Service for Emergency Calls 112 (hereinafter - the Service), which amended the national policies for integrated coordination of emergency calls. Launch of the Service and implementation of the automated information system of the 112<sup>20</sup> emergency service, which ensures the formation of the information resource of the Registry as an official source of information regarding calls and emergency notifications received by telephone at the unique emergency number 112 or other means of communication established electronics.

The operational interaction between the 112 Service and the specialized emergency services of the General Police Inspectorate, in order to ensure immediate intervention to solve situations of direct risk to life or health of the population, public order, public or private property or environment was established by GD 647/2018 .<sup>21</sup>

In this sense, the model of operational interaction between the emergency call reception centers 112 and the dispatchers of the specialized emergency services was established. In this sense, it was offered the possibility to include in the AIS of the 112 Service the communication systems of the specialized emergency services within the Police (TETRA communication channels, fixed and mobile telephony, GPS resource monitoring systems and other communication systems).

16. During the transition to the single resource 112, the necessary data was migrated from the Emergency Information Management System (EIMS) of the MIA to the AIS of the 112 Service. These, as well as other integrations made to ensure the interoperability of systems and processes working, facilitated the understanding and use of the new model implemented at national level.

17. For the coordination of the call intervention teams, the regional dispatchers were created, entities without legal personality, which took over the role of integrated coordination of the reaction forces to the emergency calls of the Police, in regional profile: a) The "Center" dispatcher for management police forces to respond to emergency calls of citizens in the central region of the country, initially located in the General Emergency Situations Inspectorate (GESI), and later, with the approval of GPI's order no. 275 of 15.06.2018, in the headquarters of the 112 Service; b) The "North" Dispatch Office for the management of the police forces reacting to the emergency calls of the citizens in the northern region of the country, based in Balti; c)

<sup>19</sup> <https://ipp.md/wp-content/uploads/2020/03/Raportul-de-monitorizare.pdf>

<sup>20</sup> [https://www.legis.md/cautare/getResults?doc\\_id=113386&lang=ro](https://www.legis.md/cautare/getResults?doc_id=113386&lang=ro)

<sup>21</sup> [https://www.legis.md/cautare/getResults?doc\\_id=108778&lang=ro](https://www.legis.md/cautare/getResults?doc_id=108778&lang=ro)



The “South” Dispatch Office for the management of the police forces in response to the emergency calls of the citizens from the southern region of the country, based in Cahul;

18. In order to ensure the effective coordination of the police forces at national level involved in various police missions, the Police Missions Coordination Center has been established, an objective which has been rebuilt and adapted to the conditions necessary for integrated coordination activities and support of police subdivisions, able to implement and integrate intelligent solutions and information analysis as support in decision making process.

19. In order to ensure a high efficiency of the intervention to the emergency calls 112, the GPI’s order no. 232 of 07.05.2018 regarding the primary reaction to emergency calls. This instruction comes to describe the way of taking and recording emergency calls in the dispatcher’s / guard services of the Police, as well as the allocation of resources for their settlement according to the material and territorial competences. The purpose of this instruction is to introduce unique rules for primary response to emergency calls;

20. At the same time, by the GPI’s order no. 278 of 18.06.2018, the Framework Regulation on the organization and functioning of the Dispatch Office within the territorial subdivision of the Police and the standard job descriptions of its employees was approved. By approving this document, the mission, functions, attributions, rights, as well as the way of organizing the activity of the Dispatch Offices were established.

21. In order to increase the capacity to respond to citizens' emergency calls, 159 transport units (*Dacia Duster model*) were purchased, necessary for patrol and operational reaction services within the territorial subdivisions, 52 of which were sent by the end of 2020 to all units by the police<sup>22</sup>. All this has been re-equipped, so that in the process of intervention the security of both the detainees and the police officers involved in such missions is guaranteed. They were equipped with mobile TETRA stations, being installed at the same time GPS location systems and connected to the AIS of System 112. By replenishing the number of transport units at country level, it was possible to provide logistical support for the operationalization of reaction teams.



22. Following the efficiency and rationalization of the use of resources, affected by the intervention of the human factor, by the Information Analysis Department, intelligent information analysis tools were developed and became available. The data processed and analyzed by the developed application, has been imported from the national emergency call management system 112. The analytical tool allows each police

<sup>22</sup> [Politia Natională își fortifică capacitățile de intervenție \(politia.md\)](https://politia.md/)

subdivision to streamline the planning of emergency response forces, highlighting the locations of reported incidents, type of incidents, information analysis on the time of their commission, by hours and days. This tool serves decisional support in establishing the calculation of forces by days and hours, including the distribution of forces on the most affected streets and the determination of the hot spot area of intervention for the reaction teams. The analytical data express the situation both at the level of territorial-administrative unit and at the level of the police sector.

23. In the Integrated Information System of Law Enforcement, during 2020, 354892 information on crimes, other incidents, and 36327 notifications on crimes were registered. At the same time, at the unique emergency number 112, 281136 calls were registered, requesting the intervention of the Police.

According to the information provided by the Single National Service for Emergency Calls 112, the average processing time of applicants' calls in 2020 is about 4 minutes; the average response to citizens' calls is about 32 minutes. The average daily number of 112 emergency calls within the competence of the Police is 773 cases. The analysis highlights the share of emergency calls communicated to the Police reaction teams from the total calls received to the unique emergency number 112, this year is 25% compared to 22% in 2019. These factors, analyzed cumulatively with other elements of police activity, highlight a greater openness of the population to communicate alleged violations specific to police activity and increase the role of reaction teams in solving them.

Compared to the period of 2016, when the intervention time was set at 42 min.<sup>23</sup> (A.4.3), in the process of renewing the equipment, we recorded positive and realistic signals in terms of time reduction regarding the response to emergency calls.



24. For the efficient management of the mobile teams during the interventions, considering the extension of the communication network in TETRA standard at national level, starting with 2017, a total of 1043 radio terminals of communication in TETRA standard were purchased.

25. Likewise, in order to ensure a prompt intervention of the mobile crews of the Police, 910 GPS Trackers were purchased (400 - in 2017; 300 - in 2018, 180- in 2019 and 30 in 2020), and connected to the GPS Platform- monitoring a MIA. Based on these technologies, in emergency interventions, it is possible for dispatchers to identify the transport units positioned closest to the scene of the incident, and consequently to reduce the reaction time.

26. Starting with 2017, with the support of UNDP, within the project “Support for Police Reform”, the design of LAN networks for 44 territorial subdivisions of the Police was carried out. Considering the capital construction works carried out at the Criuleni

<sup>23</sup> [https://politia.md/sites/default/files/matricea\\_de\\_politici\\_sb\\_ro.pdf](https://politia.md/sites/default/files/matricea_de_politici_sb_ro.pdf)

and Telenesti Police Inspectorates, in 2018, it was possible to implement 2 of the 44 projects for the execution of the received LAN network. The lack of a dedicated infrastructure in the police subdivisions undermines institutional development efforts or, ensuring secure access to various software platforms, as well as the protection of available data, is one of the major challenges to be addressed in the near future.

In 2021, in the context of the implementation of "COMINF"<sup>24</sup> which aims to increase the capacity for cooperation and exchange of information between public authorities in Romania and the Republic of Moldova on the cross-border area, by implementing an integrated communications system, the construction of LAN network in 9 Police Inspectorates located in the Eastern part of the Republic of Moldova has started.

27. In order to ensure a secure access to information with the application of advanced encryption mechanisms for information protection, during 2019 it was possible to connect 106 objectives registered by the GPI or subordinated units, to the WAN system of the MIA. This will allow the interconnection of LANs and ensure a secure flow of information, especially in the process of querying databases.

28. In the context of the construction of the communications network in TETRA standard at national level, the supply agreement was awarded for the acquisition, installation and maintenance of a secure voice and data communications network with the company MOTOROLA, agreement no. 273AP from 06.12.2017. Based on this agreement, the realization of the turnkey TETRA network is foreseen but also the updating of the existing network and the interconnection with the resulting TETRA infrastructure. The value of the agreement is 6,929,226.91 without VAT.

29. During the reference period (2017 - 2020) the construction of the communications network in TETRA standard was successful, according to the feasibility study and the related technical documentation. The testing of the radio signal coverage areas carried out at the end of the project highlighted the radio signal coverage of all police inspectorates and national roads. The results recorded 96.4% coverage of the tested areas for portable stations and 99.8% for mobile stations. The act regarding the radio coverage is registered with Nr. E181105-00-CS from 01.10.2020. At the end of the project, the acceptance documents registered with No. E181105-00-AT1 from 17.09.2020 were completed.



<sup>24</sup> [Lucrări de executare a infrastructurii pentru proiectul COMINF/3.1/1 \(achizitii.md\)](https://achizitii.md)

## PROMOTING AND IMPLEMENTING THE PRINCIPLE OF ZERO TOLERANCE AWARDS CORRUPTION, DISCRIMINATION AND ILL-TREATMENT IN POLICE WORK

1. One of the problems that need to be solved within the implementation of the Strategy was the increase of the salaries of the Police employees, a condition included in the provisions of the Policy Matrix of the Financing Agreement.

Thus, according to annex no. 6 of Law no. 270/2018 on the unitary salary system in the budgetary sector, the lowest monthly salary for an executive position is in the year 2020-4849.0 MDL. The minimum consumption basket established by the National Bureau of Statistics for 2020 was 2088.4 MDL. Therefore, the lowest monthly salary within the Police units is 232.19% compared to the minimum consumption basket set by the National Bureau of Statistics for 2020.

2. In the section on the analysis of information on alleged acts of corruption committed by police employees, we note that during 2020 there were 47 cases per staff that fall under the articles of the Criminal Code of the Republic of Moldova, as follows:

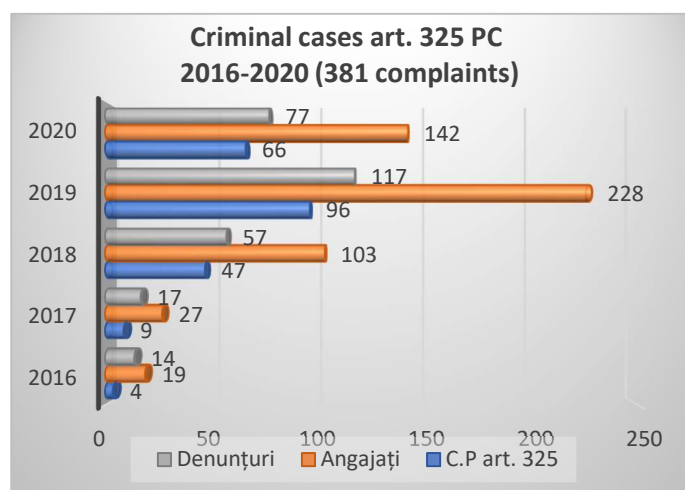
3. According to the statistical data accumulated during the years 2016 - 2020, 499 criminal cases were registered on cases of corruption and those related to corruption, with the involvement of employees of the General Police Inspectorate. According to the data presented above, during the years 2016 - 2020, there is a significant decrease, from 197 criminal cases in 2016, to 47 criminal cases registered in 2020.



4. At the same time, during 12 months of 2020, there were 77 cases of complaints from 142 police employees regarding attempted corruption, and 68 criminal cases were filed against citizens.

5. In total, during 2016-2020, 381 complaints were registered, filed by 519 employees of the Police, based on which 222 criminal cases were filed.

6. The dynamic registered in the department of the fight against corruption among the employees of the Police attests a situation inversely proportional to the situation found at the beginning of 2016, the significant increase of cases of denunciation of acts



of corruption by employees and, at the same time, the reduction of corruption cases, investigated by the competent authorities.

7. This situation is largely due to the establishment in 2017 of the anti-corruption unit, at the section level, with the mission of preventing the phenomenon of corruption at the level of the Police. Following the institutional reorganization process (GD 547 / 2019), within the GPI, the Corruption Prevention Directorate was created, the objective of which is to consolidate the activities previously started, as well as to develop and implement new tools through which systemic risk factors can be identified and applied risk management measures.

8. In order to increase operational capacity, standard operational procedures have been approved in this area:

- a) "Denunciation of improper influence", GPI's Order no. 43 of 24.01.18;
- b) "Declaration of the real conflict of interests" GPI's Order no. 75 of 01.02.18;
- c) "Initiation and conduct of service investigations", GPI's Order no. 407 din 18.09.18.

d) The evidence of the cases of improper influence exerted on the employees of the Police, GPI's Order no. 235 of 12.07.19.

e) Order of the Head of GPI no. 140 of 20.05.2020 "On the approval of the Standard Operational Procedure on Integrity Warnings".

During 2020, these Procedures have been adjusted.

9. Between 19 and 21 April 2018, the first International Scientific-Practical Conference on "Judicial expertise, present and future, the effective weapon in the fight against corruption" was organized within the Technical-Forensic and Judicial Expertise Center of the General Police Inspectorate. The event was attended by the leadership of the MIA and GPI, deputies from the Parliament of the Republic of Moldova, representatives of the EU Delegation, US Embassy and UNDP, representatives of judicial and anti-corruption institutions in Romania, Ukraine, Slovakia, Poland, Armenia.

10. Based on the GPI's Provision no. 34 / 14-8d of 07.09.2018, "On conducting the opinion poll on assessing the perception of corruption in the fields of activity of the police", the employees of the Section questioned 718 employees of the Police, within of 12 subdivisions of the GPI, on the basis of which the Report on the research of the perception of corruption in the fields of activity of the Police was elaborated.

11. In order to streamline the activities of preventing corruption, as well as to increase the awareness of Police employees and citizens regarding the risks of involvement in acts of corruption, a video spot was made, with the message "*We do not tolerate corruption! Be honest*", which was published on the Facebook page of the National Police.

12. The risks of corruption were assessed in the activity of the National Patrol Inspectorate, the General Directorate of Criminal Investigation, the National Inspectorate of Investigations, the GPI's human resources department, at the same time, being elaborated the integrity plans for them.



13. In October 2018, with the support of an expert from Georgia, contracted by UNDP, a feasibility study was conducted on the use of body cameras for police officers.

This was presented to the Police employees within the GPI together with the results of the study, which offers several alternatives for implementing this concept at the level of the Police, based on several determining factors.



In this context, during the reference year the public tender procedure was launched, and on 09.12.2019, the agreement for the purchase of the turnkey solution of the Body Cameras System was signed, being purchased 100 cameras, for piloting, 13 docking stations, fasteners, management software, located regionally in 3 centers, 2 in Chisinau (PD of Chisinau and NIP) and one in Balti. The cost of the pilot project is 2344,800.00 lei, including VAT.

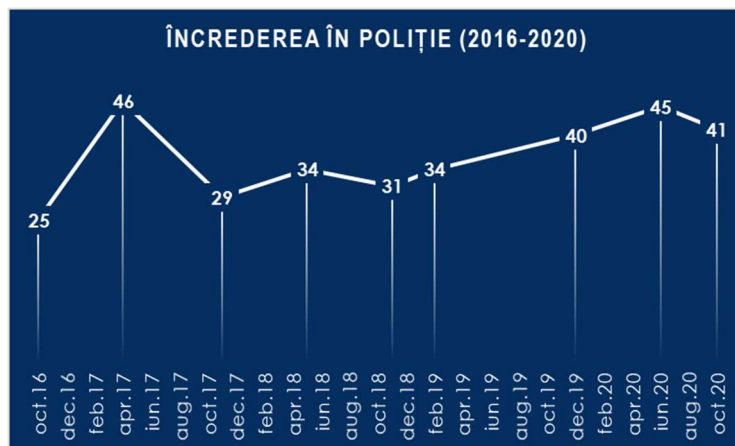
This project, after being piloted in some police structures, subject to the risk of corruption, is to be extended to other subdivisions.

## EFFECT

This report presents some elements that reflect the short-term impact produced by the implementation of the activities of the Police Development Strategy.

### The trust of the population:

Following the coordinated efforts to implement the activities set out in the Strategy for Police Development, Increasing Police Presence and Involvement in Citizen Support, starting with April 2016, according to the Public Opinion Barometer, we are witnessing a continuous process of increasing population confidence in Police, from 25.5% in April 2016 to 40.5 in October 2020, or a 15% increase compared to the April 2016 BOP data, which is a gratifying factor and a tacit confirmation that the institution's efforts and the path chosen by development is a correct, citizen-oriented one.



During this period, the highest level of trust according to the study data was recorded in April 2017, when 46% of the interviewed population expressed confidence in the Police.

On the other hand, sociological analysis applied by international institutions who are researching public opinion (IRI - International Republican Institute) placed the level of trust of the population towards the police authority with an upward trend from 31% in 2016 to 54% at the end of 2019.

At the same time, the opinion poll conducted by the Center for Sociological Investigations and Marketing CBS-AXA at the command of GPI in 2017, shows a major



level of trust in the police, especially locally, being estimated at 58.8% overall and 69.9% among young people.

The sustainability of the above also derives from the data of the study "Perceptions on human rights in the Republic of Moldova", presented on 10.12.2018, on the International Day of Human Rights, conducted for the Office of the People's Advocate. Thus, in the case of human rights, the Police is the leading institution that the population prefers to turn to. Compared to 2016, the preferences of citizens in this situation increased from 36.8% to 42.3%.

### **The criminal phenomenon**

The criminal phenomenon registered a continuous decrease since 2017. Thus, if at the end of 2017 32322 crimes were registered, then at the end of 2020 23978 crimes were registered, with 8344 fewer crimes compared to 2017 or a decrease of 25, 81%.

This is due to the implementation of management based on information analysis (Intelligence-led Policing), the implementation of elements of community policing, the provision of investigative teams with service cars, special equipment, analytical software, the creation of regional investigation units, and the development of the professional capacities of the employees, but also the pandemic situation in 2020.



### **Gender equality**

The number of women working in the Police has increased significantly. Thus, if at the end of 2016 the share of women in the Police was about 15%, at the end of 2019 the share increased to 21.88% in 2020. In the same context, it is important to emphasize other relevant data that indicate a constructive approach in application of the principles of gender equality and non-discrimination. Compared to 2017, at the end of 2020 there was an increase in the number of women in management positions by 17.1%. Another positive element revealed as a result of actions to promote gender equality in the Police was the increase in the number of female candidates for vacancies, as well as a higher rate of passing exams.

### **The car park**

The Police car park, starting with 2016, registered a positive transformation within the number of registered units. In this respect, it is worth mentioning that it was 32.25% renewed. Also during this period, 32.87% of the total transport units registered with the Police subdivisions were scrapped. By carrying out this exercise, an emphasis was placed on force mobility and safety for employees during traffic. Thanks to ensuring a coherent planning over the last 6 years, it has been possible to insure, with at least one Dacia Logan model transport unit, every Police Sector in the country. This was made

possible by capitalizing on the potential of VLAP and financial resources for police reform.

### **ICT infrastructure**

Although only 2 LAN construction projects were implemented within the police inspectorates out of the total of 44 implementation projects carried out with UNDP support, they are a positive example of the usefulness and importance of continuing to build LAN networks in other police inspectorates.

As a result of the modernization process of the police sectors, in the reconstruction process, LAN networks were planned and built for all 70 PSs, ensuring at the same time their connection to the WAN network of the MIA.

During this period, the processes for recording the Police car fleet were automated by implementing the MIA's own GPS monitoring concept, as well as developing the AIS State Register of Weapons.

### **Logistics infrastructure**

During the reference period, the infrastructure of the Police objectives was significantly improved by carrying out their reconstruction works (70 police sectors, 15 remand centers; 5 regional investigation units; mission coordination center; 2 multifunctional training rooms), being at the same time create adequate working conditions for police employees, as well as access to quality services provided to the population.

### **Respecting the human rights**

The capacity of the Police to ensure the guarantees of persons in criminal and / or misdemeanor proceedings has been increased by creating hearing and meeting rooms in confidential conditions with the defense counsel in the renovated remand centers, as well as similar rooms in other police units.

Investments in staff training with the participation of national and international experts, as well as the development of standard operating procedures to standardize the types of interventions, are a qualitative leap in ensuring respect for human rights and reducing the number of complaints about police officers on alleged abuse and ill-treatments, is an argument in this regard.

### **Prevention of corruption**

In the corruption prevention department, we can see that if the number of cases of police reporting corruption acts by the population is constantly increasing, from 17 in 2016 to 117 in 2019, then the number of criminal cases for the same period, started regarding bribery police officers, is decreasing from 197 in 2016 to 64 in 2019.

## **ARREARS**

Among the most outstanding arrears recorded we highlight:

### **1. Reversal of the pyramid of posts, the ratio of 60% non-commissioned officers to 40 officers.**

According to statistical data, during the reference period there was a steady increase in the functions of non-commissioned officers compared to those of non-commissioned officers. Thus, at the end of 2020, the number of non-commissioned officer positions was 3406 compared to 2636 in 2016, or an increase of 770 units.



Expressed as a percentage, the ratio of officer / non-commissioned officer positions reflects the following situation: a) 70.58% officers to 29.42% non-commissioned officers, at the level of 2016 and 61.80% officers to 38.20% non-commissioned officers at the end of 2020. According to the Matrix policies, by the end of 2020 this figure was to reach a share of 60.0%. However, the deficit in relation to the commitment is 21.8%.

In this sense, if in 2018 amendments were made to Law no. 288/2016 establishing the transition of employees from the category of the corps of officers to that of the corps of non-commissioned officers in connection with the reduction of positions, only at the end of 2020 was adopted GD 828 of 18.11.2020 to amend GD 460/2020, which describes the mechanism of transfer of civil servants with special status from the category of the corps of officers to that of the corps of non-commissioned officers.

At the same time, the process was conditioned by existing related issues: the moratorium on employment, the number of vacancies. For the period 2020, we see an increase in the number of jobs and a decrease in the number of dismissals, compared to similar periods of previous years 2017-2019.

During the state of emergency established in the Republic of Moldova, following the approval of the Parliament Decision on declaring the state of emergency no.55 / 2020, the Decision of the Extraordinary National Public Health Commission of the Republic of Moldova no.6 of 10 March 2020 on the evolution of the epidemiological situation of Covid infection 19, the procedure for employment in the police positions was simplified, resulting from the multitude of tasks that fell to the employees of the Police in preventing and combating the spread of Covid-19 infection among the civil society.

## **2. Modification or approval of several normative acts, such as:**

a) Improvement of the legal framework regarding the organization of public meetings, the elaborated project received negative opinions from the majority of the authorities, in the process of external approval;

b) Establishing the role, place and attributions of the criminal investigation subdivisions within the Police in the context of the judicial sector reform;

c) adaptation of the legal framework regarding the special investigation activity to the community standards - the project was elaborated by the MoJ, as the authority responsible for promoting the state policy on this compartment, with the participation of GPO's, SIS's, GPI's, SPGS's etc. representatives, so far the project wasn't promoted.

d) Elaboration and approval of projects for amending the legislative and normative framework in order to regulate the competences of the Police in preventing and combating the phenomenon of money laundering belongs to the competence of another authority. The project was developed and consulted by the MIA / GPI, including external approval with all authorities. For promotion in the legislature, the draft was submitted to the MoJ, which, moreover, is responsible for promoting the amendments to the codified acts.

e) Elaboration and approval of the training curriculum for the personnel selected to participate in international missions. This activity remains a priority, discussing the possibility of training MIA representatives in Germany.

## **3. Renovation of 90 police sectors (PS).**



This activity could not be carried out satisfactorily due to the lack of verified cost evolution estimates at the stage of the Policy Matrix negotiations and the impossibility of correcting the estimation errors by allocating additional resources, in line with the execution projects.

In the context of the institutional reform process, the number of PS headquarters was reduced from 203 to 174 units. At present, 70 PS are included in financing programs for the modernization of the premises. The infrastructure of the other 104 PSs, which serve 60% of the population of the Republic of Moldova, is not found in external assistance programs and projects. Estimates made on the basis of investments in the 70 PS undergoing the modernization process, highlight that for the reconstruction of 104 PS and bringing them to minimum working conditions by restructuring staff spaces and restoring water / electricity systems requires the need for additional allocation of approx. 12 million Euros.

However, this activity is sustainable, in 2021 being initiated the activity of elaboration of 11 execution projects for the reconstruction of PS<sup>25</sup>.

#### **4. Reduction of the average reaction time to min. 15 min. nationally.**

According to the data of the integrated information system of the law enforcement bodies, in the reporting period were registered 354892 information on crimes and other incidents and 36327 notifications on crimes. At the same time, at the unique emergency number 112, 281136 calls were registered, requesting the intervention of the Police.

According to the information provided by the Unique National Service for Emergency Calls 112, the average processing time of the applicants' calls is about 4 minutes, the average response to the citizens' calls is about 32 minutes. The average daily number of 112 emergency calls within the competence of the Police is 773 cases.

Although a complex of measures has been taken, such as: integration of MIA solutions with 112 resources, implementation of the GPS monitoring system to support dispatchers in quickly identifying the nearest mobile team; providing transport units for reaction teams; providing TETRA standard communication equipment for reaction teams and guard services, developing intelligent analytical solutions to support force planning, training dispatchers, failed to achieve the proposed indicator.

This was conditioned by the existing related processes (employment moratorium, insufficient financial resources to train reaction teams with additional transport units; full operationalization of the TETRA communications network by the end of 2020) and not by the strategy selected to achieve the objective.

For the year 2021, the continuation of the efforts to consolidate the reaction teams is ensured, being launched procedures for the acquisition of 15 special vehicles<sup>26</sup>, 465-communication equipment in TETRA standard<sup>27</sup>, the operationalization of the Police Mission Coordination Center.<sup>28</sup>

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<sup>25</sup> [Servicii de elaborare a documentatiei de proiect si deviz pentru reconstructia edificiilor existente in vederea organizarii activitatii politienesti comunitare \(repetat\) \(achizitii.md\)](https://achizitii.md/ro/public/tender/21036093/)

<sup>26</sup> <https://achizitii.md/ro/public/tender/21036093/>

<sup>27</sup> <https://achizitii.md/ro/public/tender/21036656/>

<sup>28</sup> <https://achizitii.md/ro/public/tender/21038646/>



## CHALLENGES AND LESSONS LEARNED

1. In the process of implementing the strategic documents, inconsistencies were revealed in terms of formulating the specific objectives of the Budget Support Program and the Police Development Strategy, which are similar but not identical to the general objectives of the Strategy.

At the same time, the comparative analysis of the activities set out in the Action Plan for the implementation of the PDS and the Policy Matrix, highlighted aspects of sync mismatch of the implementation schedule for the same activities, the different wording of progress indicators, those in the Policy Matrix being much more specific and measurable than those in the Action Plan for the implementation of the PDS, as well as the partial coverage of some activities in the Action Plan for the implementation of the Strategy that did not provide corresponding indicators in the Matrix.

2. Another major challenge was the mismatch in the allocation of financial resources according to the timetable for meeting the performance criteria and the presentation of deliverables. The major challenge in this regard was the years 2018 - 2019, when the financial expression of deliverables exceeded the volume of available financial resources. This situation explains the realization of deliverables with delays during this period.

3. Lack of pre-feasibility and feasibility studies developed by specialists, to establish the main technical-economic indicators related to investment objectives based on the need and opportunity to achieve them. That said, the divergences between the costs estimated at the initial stage and those found at the final stage by implementing the project documentation and estimate, was the major challenge in the field of construction, which had to be managed rigorously by the management of the institution to achieve those commitments agreed by the parties to the Agreement.

4. The implementation of the Strategy and the Financing Agreement for the Police reform was another challenge, these documents being analyzed as a whole, ensuring a harmony and synchronization in the implementation. Each objective set in the Matrix was implemented as a separate project, for which project managers were selected and appointed by teams of specialists in different fields. This formula applied at the institutional level has been the key to success in making significant progress.

5. The digitization and automation of work processes was another challenge. During this period, several automated information systems were developed to allow the optimization of work processes with excessive involvement of the human factor. Setting it as a priority, objective for the next period can support the institution's efforts in solving the problem of staff shortage, especially for activities that require the presence and direct involvement of the human factor.

6. Ensuring the sustainability and sustainability of investments made for the period immediately following the completion of external assistance is another challenge for the institution. The approval of a new policy document describing the further vision



of development is one of the additional guarantees indicating the concern and interest of the central public authority to increase the positive impact on this dimension.

7. Covid Pandemic - 19 was another challenge for the National Police in the process of implementing the Strategy in 2020 and the first quarter of 2021. The establishment of the state of emergency and the application of a set of restrictive set measures by the specialized Commissions, have left their mark on the pace implementation of activities. This situation determined the adaptation of the activities and the implementation schedule, especially on the segment of public procurement and execution of enterprise agreements.

## POLICE REFORM MONITORING

1. On July 1, 2019, the project “Civic Monitoring of Police Reform in the Republic of Moldova” was launched, implemented by the Promo-LEX Association, with the financial support of the European Union. Within this project, the Promo-LEX Association will carry out several activities, including the production of alternative reports to monitor the implementation of the Police reform, two each year.

2. In this context, a methodology for civic monitoring of the reform process has been developed, as well as other organizations that collect data and information from the population, as well as from police officers in the territory, in order to pursue sustainability efforts.

3. In order to ensure better cooperation in this process, a Partnership Agreement was signed on 11.10.2019 between the Promo-Lex Association and the General Police Inspectorate, which establishes the manner of cooperation between the parties and the responsibilities of the parties to maintain an open dialogue during the activities provided within the Project “Civic Monitoring of Police Reform in the Republic of Moldova”, as well as on the achievements and delays and / or challenges encountered during the implementation of the Police Development Strategy 2016-2020, consulting each other on the necessary measures for efficiency collaboration actions.

4. Up to this stage, alternative reports on civic monitoring of police reform have been produced and published<sup>29</sup>. Among the most outstanding arrears in these reports are the activities related to the reorganization processes undertaken in the implementation of the PDS, such as: deconcentration of public order activities at the level of territorial units; adoption of assumed normative acts, etc.

5. At the same time, until the end of 2020, in accordance with the conditionalities of the Financing Agreement, 7 Steering Committees were organized with the participation of several subjects (MIA, MoF, MFAEI, GPO, MoJ, NGOs), where the evolutions and proposals for



<sup>29</sup> <https://politia.md/ro/content/rapoarte-de-monitorizare-civica-reforme-politiei>

sustainable development of the implemented objectives were presented and discussed.

6. The implementation of the police reform was also evaluated by the Court of Accounts in the process of auditing the consolidated financial reports of the Ministry of Internal Affairs (MIA). The results of the evaluation were reflected during the meeting of 29.05.2019, in the Audit Report of the financial reports of the MIA, concluded on 31.12.2018.

7. At the same time, the implementation of the Budget Support Program was regularly evaluated externally by the team of evaluators contracted by the EU Delegation. Based on these reports, 3 variable tranches were disbursed.

## CONCLUSIONS

The analysis of the implementation of the Police Development Strategy and the related Action Plan highlighted the satisfactory progress made by the implementing institutions.

Although, in the case of activities assessed as “partially achieved”, no quantifiable indicators are expressly established, this assessment being made based on the degree of performance of the activities, related to the existing general quantity of goods / services within the authority, for which the institution will focus its efforts on the following policy documents as well.



Satisfactory progress in most activities shows a high level of commitment and responsibility both from the people involved in coordinating and implementing the Strategy and Budget Support Program, and from the actual beneficiaries.

## ACRONYMS:

AIS- Automated information system

EIMS- Emergency Information Management System

EU- European Union

GD-Government Decision

GESI- General Emergency Situations Inspectorate

GPI- General Police Inspectorate

GPO- General Prosecutor's Office

IHR- Institute for Human Rights

ILETC- the Integrated Law Enforcement Training Center

MFAEI- Ministry of Foreign Affairs and European Integration

MIA- Ministry of Internal Affairs

MoF- Ministry of Finance

MoJ- Ministry of Justice

MTPL insurance - Motor third party liability insurance

NAC- National Anticorruption Center

NFMC- National Financial Market Commission

NII- National Inspectorate of Investigations

PD- Police Directorate

PDS- Police Development Strategy

PI- Police Inspectorate

PS- Police Sector

SIS- Security and Intelligence Service

SOP- Standard Operating Procedure

SPGS- State Protection and Guard Service

TDI- Temporary detention isolators

TFCFE-Technical-forensic center and forensic expertise

UNPD- United Nations Development Programme



## **TEMPORARY DETENTION ISOLATORS**

1. Mun. Chişinău PD
2. Anenii Noi
3. Balti
4. Cahul
5. Causeni
6. Cimislia
7. Comrat
8. Criuleni

9. Edinet
10. Hincesti
11. Orhei
12. Riscani
13. Singerei
14. Soroca
15. Ungheni



## **MODERNIZED POLICE SECTORS**

### **56 police headquarters sectors:**

- |                         |                         |                       |
|-------------------------|-------------------------|-----------------------|
| 1. PS-4 Riscani PD      | 20. PS -3 Dubasari      | 39. PS-4 Stefan Voda, |
| 2. PS -1 Soroca,        | 21. PS -1 Balti         | 40. PS -3 Causeni,    |
| 3. PS -1 Causeni,       | 22. PS -1 Ungheni       | 41. PS -1 Vulcanesti, |
| 4. PS -1 Basarabasca,   | 23. PS -4 Ungheni       | 42. PS -2 Vulcanesti, |
| 5. PS -1 Donduseni,     | 24. PS -4 Centru        | 43. PS -2 Briceni,    |
| 6. PS -1 Drochia,       | 25. PS -1 Anenii Noi    | 44. PS -1 Cantemir,   |
| 7. PS -1 Floressti,     | 26. PS -1 Ocnita        | 45. PS -5 Singerei,   |
| 8. PS -1 Comrat,        | 27. PS -6 Hincesti      | 46. PS -3 Calarasi,   |
| 9. PS -5 Anenii Noi,    | 28. PS -2 Criuleni      | 47. PS -2 Drochia,    |
| 10. PS -1 Telenesti,    | 29. PS -3 Taraclia      | 48. PS -5 Soroca,     |
| 11. PS -1 Soldanesti,   | 30. PS -3 Cahul         | 49. PS -1 Glodeni,    |
| 12. PS -3 Ialoveni,     | 31. PS -4 Cahul         | 50. PS -3 Cimislia    |
| 13. PS -1 Falesti,      | 32. PS -1 Hincesti      | 51. PS -3 Straseni    |
| 14. PS -1 Cimislia,     | 33. PS -5 Balti         | 52. PS -1 Riscani     |
| 15. PS -2 Bender,       | 34. PS -1 Criuleni      | 53. PS -1 Orhei       |
| 16. PS -3 Floresti,     | 35. PS -1 Ceadir-Lunga, | 54. PS -1 Edinet      |
| 17. PS -2 Comrat,       | 36. PS -2 Dubasari,     | 55. PS -1 Nisporeni   |
| 18. PS -3 Ceadir-Lunga, | 37. PS -2 Soldanesti,   | 56. PS -5 Buiucani    |
| 19. PS -5 Drochia       | 38. PS -2 Floresti,     |                       |

### **UNPD 4 sectors**

1. PS -1 Sîngerei
2. PS -3 Buiucani
3. PS -1 Cahul
4. PS -4 Fălești

### **POC 10 sectors**

- |                  |                 |
|------------------|-----------------|
| 1. PS 7 Hîncești | 6. PS 3 Riscani |
| 2. PS 2 Cahul    | 7. PS 4 Edinet  |
| 3. PS 3 Leova    | 8. PS 5 Ungheni |
| 4. PS 1 Leova    | 9. PS 3 Edinet  |
| 5. PS 4 Leova    | 10. PS 5 Edinet |

### **Objectives launched in the design, 2021**

- |                       |                      |
|-----------------------|----------------------|
| 1. SP-2 Bălți         | 7. SP-2 Basarabasca  |
| 2. SP-2 Ceadâr-Lunga; | 8. SP-6 Ciocana      |
| 3. SP-2 Rezina        | 9. SP-2 Cimislia     |
| 4. SP-2 Taraclia      | 10. SP-1 Ștefan-Vodă |
| 5. SP-3 Cantemir      | 11. SP-3 Soroca      |
| 6. SP-8 Rîșcani DP    |                      |

