

## ROADMAP FOR THE DIGITALISATION OF THE ECONOMY AND E-COMMERCE - 2023

(Updated report on 07.06.2023)

TOP PRIORITY				
	Action / short description	Expected impact	Targeted institutions / source / partners	Progress
1.	<p><b>Governance of the digitalization process and developing the national vision on digital transformation</b></p> <p>There is an urgent need to establish an effective governance framework and implement a strategic vision for the country's digital transformation.</p> <p>There is a clear need for better coordination when implementing the National Digital Transformation Strategy, with clear roles, responsibilities and implementation structure at execution level.</p> <p>Digital transformation is a continuous process of changing society, business processes and technological solutions according to new realities. All elements must be implemented systematically, and an effective coordination process in the context of the current crisis could be turned into a remarkable opportunity.</p>	<p>- Adjusting the governmental structure and creating institutional capacities for the implementation (execution) of the digital transformation</p> <p>- Vision of digital transformation updated and launched sectoral planning process</p>	<p>DPMD, MoEDD, public authorities</p> <p>_____</p> <p>/Economic Council (MRECR/GOV-01)</p>	<p><b>Partially completed, in progress//</b></p> <p>1. The Governmental structure was adjusted by the Parliament Decision 88/2021 and the appointed a Deputy Prime Minister for Digitization, responsible for the development of the Information Society and the coordination of the activity of public institutions in the field of digitalization (EGA; STISC, ASP, etc.)</p> <p>However, the existing institutional set-up needs to be improved, in particular in the sense of developing sufficient administrative capacities at central level to ensure the generation of sectoral initiatives and digital transformation projects at the level of the envisaged institutions. The Economic Council will continue to promote institutional consolidation, good coordination with the business community of the digital transformation process and support for policy development and implementation units.</p> <p>2. The elaboration of the vision on digital transformation was included as an objective in the Government's Activity Plan 2021-2022, approved by GD235/2021 (PAG, act.2.4.4, <a href="https://gov.md/sites/default/files/document/attachments/pag_2021-2022_ro.pdf">https://gov.md/sites/default/files/document/attachments/pag_2021-2022_ro.pdf</a>). The State Chancellery initiated on 06.07.2021 the elaboration of the draft Digital Transformation Strategy 2023-2030, and the first version of the draft Strategy was presented for public consultations on 21.12.2022 (<a href="https://particip.gov.md/ro/document/stages/proiect-cu-privire-la-aprobarea-strategiei-de-transformare-digitala-pentru-anii-2023-2030/9914">https://particip.gov.md/ro/document/stages/proiect-cu-privire-la-aprobarea-strategiei-de-transformare-digitala-pentru-anii-2023-2030/9914</a>). The preparation of the approval of the strategic document is at final stage.</p>

				<p>3. The policy framework for the digital economy is one of the priorities of the Economic Council. The Advisory Council for the Digitization of the Economy – iConsiliu, under the aegis of the Deputy Prime Minister for Digitization, was created on 29.10.2021, and its consolidation will be oriented towards ensuring the representativeness and support of the Ministry of Economic Development and Digitalization in the development and implementation of the eEconomy sectoral program. The iCouncil presented its proposals to the draft National Digital Transformation Strategy and in particular - to the eEconomy pillar, announcing its readiness to support the development process of the dedicated action plan.</p>
<p><b>OBJECTIVE 1. DEVELOPING REMOTE INTERACTION WITH AUTHORITIES AND PROMOTING CRITICAL DIGITAL SERVICES FOR COMPANIES</b></p> <p><i>The actions launched in this regard are focused on strengthening the existing legal framework; removing constraints for remote interaction with authorities; improving the applicability of regulations and optimizing the existing procedures at the level of institutions providing services to companies. In a practical way, these actions address process automation, remote registration of companies, digitization of G2B interaction, internal processes in companies and between companies, etc. It also addresses the difficulties in applying the regulations on the protection of personal data, cybersecurity, remote identification, the use of electronic signature and other specific measures to improve business environment through digitalization.</i></p>				
	<b>Action / short description</b>	<b>Expected impact</b>	<b>Targeted institutions / source / partners</b>	<b>Progress</b>
2.	<p><b>Strengthening regular evaluation mechanisms and identifying regulations that discourage the development of the digital economy</b></p> <p>The existence of regulations that do not match the digital age is a considerable impediment to the advancement of the Republic of Moldova in the field of digitalization of the economy. The current legislation favours the conservatism of institutions and discourages digital dynamism in the business environment.</p> <p>These phenomena include: the requirements of physical presence 'over the counter'; the presentation of documents 'in original', even when the authorities have online access to public basic registries; artificial information asymmetry; the</p>	<p>Regularly assessed and modernised legislative and regulatory framework</p>	<p>MDDED, AGE, ASP</p> <p>_____</p> <p>Economic Council, OECD Recommendations for a Digital Economy</p>	<p><b>Partially completed, in progress//</b></p> <p>This action was taken in the process of updating the Roadmap for the Digital Economy. The activity of the Economic Council in this regard is permanent and has demonstrated efficiency through the digital legislative packages elaborated and promoted/approved, as well as through the institutional capacity building projects.</p> <p>Consultations with institutions/entrepreneurs/donors are permanent, in order to achieve positive effects on the business environment through digitalization.</p> <p>The relevant proposals in this regard were promoted for the National Strategy for Digital Transformation and will be transposed into the eEconomy Action Plan, which will be developed immediately after the approval of the Strategy.</p>

	concentration/monopolisation of the market and its negative effects on competition and/or innovation, etc.			In parallel, the Economic Council, in partnership with USAID - through the MISRA and FTA projects, has carried out 2 exhaustive evaluations in this regard: <b>Rapid eCommerce Assessment report 2023</b> ( <a href="https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf</a> ) and <b>Mapping of the electronic essential public services to businesses</b> ( <a href="https://consecon.gov.md/wp-content/uploads/2023/06/USAID-MISRA-Mapping-Public-Services-for-Business-02-RO-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/USAID-MISRA-Mapping-Public-Services-for-Business-02-RO-1.pdf</a> ). The conclusions of the evaluations and recommendations are the basis for the activities promoted and implemented by the Council in this regard.
3.	<p><b>Implementation of key digital public services (critically needed) for the business environment</b></p> <p>Registering companies and simplifying their remote management through digital tools – are essential for developing a friendly business environment and attracting investment, both in the country and abroad – including from the diaspora.</p> <p>Changing the approach in implementing digital services for business and giving priority to services requested by the business environment, not to those prioritized by institutions and agencies.</p>	<ul style="list-style-type: none"> <li>- Continuous modernization of the legal framework</li> <li>- Development of essential digital G2B services</li> <li>- Providing business-critical digital government services and the necessary technological infrastructure</li> </ul>	<p>CS, MDED, AGE, PSA, other public authorities and contributors</p> <hr/> <p>EBRD, UK-GGF, USAID/Sweden</p>	<p><b>Partially completed, in progress//</b></p> <p>1. <b>The legislative package for digitization 1.0</b> (Law 175/2021 - <a href="https://www.legis.md/cautare/getResults?doc_id=128924&amp;lang=ro">https://www.legis.md/cautare/getResults?doc_id=128924&amp;lang=ro</a>) developed by the Economic Council with the support of development partners, and promoted by the Ministry of Economy, entered into force on January 10, 2022, adjusting 30 legislative acts, brought closer to the achievement of this objective. Authorities of all levels have been obliged to use digital tools in their interaction with the business community and to ensure the provision of its services including through digital tools, amendments to the Administrative and Civil Codes, and 30 of other laws. The Secretariat of the Economic Council monitors the adjustment of internal procedures and the practical application by the envisaged institutions of the new legislative provisions, but also analyzes the full range of public services essential to obtain their availability in digital format.</p> <p>2. A successful continuation of this approach was achieved by approving on 26 May 2023 of the Second digital package in this regard - <b>Contactless Business in Moldova</b> (<a href="https://www.parlament.md/ProcesulLegislativ/Proiectedeactelegislative/t/abid/61/LegislativId/6395/language/ro-RO/Default.aspx">https://www.parlament.md/ProcesulLegislativ/Proiectedeactelegislative/t/abid/61/LegislativId/6395/language/ro-RO/Default.aspx</a>). A team of local experts contracted with USAID support through MISRA and FTA projects worked with the Economic Council team to analyze the missing elements for opening/ managing a remote business in the Republic of Moldova. They aimed at: remotely granting IDNP to foreign investors, providing the necessary tools for accessing digital platforms for business by foreigners, and first of all eKYC, e Notary and MobiSign, electronic notarization, establishing the legal regime of the electronic notary act and the particularities of the</p>

				<p>electronic notary activity, the place of the electronic notary act in the documents issued by the notary, requirements for the electronic act, compulsory insurance of the English version of public forms and services for business, full legalization of remote work, clarification of salary regimes, taxes, including VAT, as well as social contributions and compulsory medical insurance, remote employment of foreign citizens, clarification of procedural aspects of interaction between foreigners and competent authorities, clarification of the labor safety regime, medical certificates and risks at work, etc.</p> <p>3. In April 2023, the work started within the Technical Assistance Project for capacity building <b>"Creation of universal technological platforms eKYC and eNotary"</b>, initiated by the Economic Council with the financial support of the UK-GGF and the EBRD. This technical assistance project comes to support institutions in creating and making available for businesses of these digital tools indispensable for remote business administration.</p> <p>4. In order to continuously promote this objective, the Economic Council with support of MISRA project, carried out in November/December 2022 a Study on the application by the envisaged authorities of the Legislative Package for Digitization 1.0 and the analysis of the level of digitization of the essential public services for business (<a href="https://consecon.gov.md/wp-content/uploads/2023/06/USAID-MISRA-Mapping-Public-Services-for-Business-02-RO-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/USAID-MISRA-Mapping-Public-Services-for-Business-02-RO-1.pdf</a>).</p>
4.	<p><b>Access to electronic identity tools, including for the diaspora and foreign citizens. Promotion of digital signature and electronic document in relation to authorities, including for the creation and administration of remote companies.</b></p> <p>Even if the domestic legislation on signature and electronic document have reached its third edition since 2004 until 2022, when Law 124/2022 on electronic identification and trust services was approved, in many cases documents signed electronically are not accepted by legal entities – subject of private or public law. In many cases, in-person presence is still required to complete, sign and receive documents. Thus, the enormous potential for optimizing the digital interaction between public</p>	<p>- Widespread use of electronic document and digital signature</p> <p>- Modernization of services and wide implementation of G2B remote interaction</p> <p>- Promote MobiSign and eKYC</p>	<p>CS, MDDE, AGE, PSA, other authorities</p> <hr/> <p>UK GGF, EBRD, USAID</p>	<p><b>Achieved//</b></p> <p>Through the amendments from the Legislative Package for Digitization 1.0 and Contactless Business in Moldova, authorities of all levels were obliged to use digital tools in their interaction with the business community and the use of electronic signature to ensure the provision of its digital services, as a first option, including the issuance of digital signatures in Moldova's consulates abroad, but also other measures for remote identification and notarization, remote employment, etc.</p> <p>However, the level of use of digital signatures is at a relatively low level - this being a constrain for the digitization of national economy and the main focus at this stage of the Economic Council is on MobiSign and eKYC, which will facilitate the absorption of digital services for business on several verticals (public, financial, notary services, etc.). Other measures to</p>

	authorities, legal entities and individuals is not fully used, and the simplification and digitalization of public services is delayed.			increase access for citizens/entrepreneurs to digital tools, as well as for digital inclusion - will be identified.
5.	<p><b>Creation of universal technology platform for remote customer identification (eKYC)</b></p> <p>A key factor in the digital transformation and the evolution towards an advanced digital economy is the first step towards granting electronic identity – remotely identifying the person. This is an essential component of the infrastructure on which the future of e-government systems and private e-services could be successfully built. The need to identify the individual arises whenever it is necessary to establish a link between a decision or transaction and a particular person or entity and to ensure the data integrity.</p> <p>These digital tools can contribute to the expansion of digital inclusion among companies and especially SMEs, as well as among the diaspora and potential foreign investors, foreign citizens candidates for remote employment in Moldovan companies</p>	Credible, universal and easily accessible eKYC/eKYB remote identification tools	<p>AGE, MJ, NBM, banking sector, notaries public, etc.</p> <p>_____</p> <p>Economic Council (Fintech consolidation AP - rec.2; 4; 6)</p> <p>EBRD, UK-GGF</p>	<p><b>Partially completed, in progress//</b></p> <p>This action was also promoted in the Government's Activity Plan 2021-2022, action 2.1.16. <i>Promoting the draft Government Decision on establishing the procedure for remote identification and verification of a person's identity by using the eKYC solution.</i></p> <p>The Economic Council carried out a series of consultations with potential partners and beneficiaries, developing the project concept to create the eKYC technology platform, which was approved for funding by the UK-GGF in November 2022.</p> <p>The technical assistance project "Creation of eKYC and eNotary Universal Technological Platforms" was launched in March 2023, being implemented by the AGE/SCE with the support of the EBRD and UK-GGF, and at this stage, the development of the System Concept, the technical requirements and the draft normative acts necessary to be approved / amended is in progress.</p> <p>The digitalization of the remote identification process of the person will simplify the process of remotely granting the digital signature and is a prerequisite for the success of the Contactless business in Moldova initiative, ensuring the diaspora, foreign investors and remote employees with the tools to interact remotely with public institutions, companies, banks, notaries, etc.</p>
6.	<p><b>Ensuring digital security in an efficient and balanced way, for a safe and trustworthy business environment, in line with European practices</b></p> <p>The harmonization of the internal legislation with the European Directive 2016/1148 on the security of network and information systems (NIS), will ensure the necessary level of protection and will give clarity to Moldovan companies on the necessary (or unnecessary) investments and procedures in ensuring cyber security.</p>	Modernised and applied internal legal framework	<p>MDDED, AGE</p> <p>_____</p> <p>Economic Council, EBRD</p>	<p><b>Achieved//</b></p> <p>The Economic Council is concerned about the implementation of effective and balanced measures and obligations to prevent cyber risks, as well as the burden that it will be put on the business environment in this process.</p> <p>The objective of improving the internal legislative and institutional framework in the field of cybersecurity was promoted, including at the initiative of the Economic Council, for the PAG 2021-2022.</p> <p>The Economic Council contributed to the relaunch of the legislative process by hiring an independent expert with EBRD support and carrying out the</p>

	<p>Digital security is traditionally seen as a technical problem, but as the share of the digital economy increases, the risks for all actors also increase, the consequences having the potential for dramatic damage for companies. The interdependence of economies, economic wars, the abuse of technology by various entities and organizations, including governments, all these strikes primarily in entrepreneurship and national economies, from which reason the business community in Moldova follows that the necessary measures to prevent these risks are applied.</p>			<p>Regulatory Impact Analysis of the Draft Law on Cybersecurity (September/November 2022).</p> <p>The members of the Economic Council actively participated in the process of public consultation of this draft law, which was approved by the Parliament in March 2023 (Law 48/2023 - <a href="https://www.legis.md/cautare/getResults?doc_id=136732&amp;lang=ro">https://www.legis.md/cautare/getResults?doc_id=136732&amp;lang=ro</a>).</p>
7.	<p><b>Full harmonisation of national legislation on the protection of personal data with the EU General Regulation on the Protection of Personal Data</b></p> <p>The harmonization of the internal legislation with Regulation (EU) 2016/679 (GDPR) will ensure the updating of the legislation in the field and will exempt Moldovan companies from duplication of procedures, providing them with advanced clarity on common requirements for the protection of personal data at the European level.</p>	<ul style="list-style-type: none"> <li>- Updating the internal legal framework</li> <li>- A broader knowledge on the applicability of the new legislation in the field of personal data protection</li> </ul>	<p>CNPDCP, MJ</p> <hr/> <p>Economic Council (MRECR/DAT-01 and CEEC/CH2/2)</p> <p>EBRD, MISRA, FTA USAID/Sweden</p>	<p><b>Ongoing//</b></p> <p>The Parliament has relaunched the process of examining the draft laws on the protection of personal data, as well as the one on the CNPDCP. The purpose of this process is to transpose the GDPR into national legislation, this exercise being a priority both in the relationship with the EU and for ensuring the rights of individuals and improving the business environment, in line with European practices.</p> <p>In order to finalize the draft laws, the Ministry of Justice created a Working Group, which launched its activity in August 2022. The Economic Council participates in this activity, but was also asked to ensure an independent opinion on the compliance of the draft laws elaborated with the GDPR. The EC will also provide support for the Regulatory Impact Analysis of the draft law.</p>
8.	<p><b>Secure and accessible online Business register</b></p> <p>The Republic of Moldova has developed its basic information resources, including RSUD, which can produce value and save resources for companies. Their limited use does not serve to reduce compliance costs for companies or to generate new G2B services. RSUD in its current form is publicly available only as an Excel file, and the web page that provides it does not ensure the generally accepted degree of SSL or EVSSL security.</p>	<ul style="list-style-type: none"> <li>- Profiles of companies accessible online on a secure resource</li> <li>- multilingual version of these resources</li> <li>- saving time and resources for companies</li> </ul>	<p>AGE; .ASP; MDED</p> <hr/> <p>Economic Council (MRECR/GEO-01)</p>	<p><b>Partially completed, in progress//</b></p> <p>The Economic Council promoted the inclusion of this action in the PAG 2021-2022, approved by HG235/2021 – p. 1.4.2. <i>Promotion of the draft Government Decision on the approval of the updated Concept of the Automated Information System "State Register of Legal Entities"</i>.</p> <p>The Government Decision on the new RSUD Concept was approved on December 28, 2022, and the processes for updating the registry started in March 2023. The Economic Council will support and promote the practical implementation of this objective and will promote its practical impact on</p>

	From another point of view, the entire complexity of problems to ensure compliance is placed on the shoulders of entrepreneurs, who must provide a multitude of confirmative documents, even for the data already contained in the public registers (costs of obtaining copies / extracts, translation, notaryization, apostille, dispatch, etc. – on average about 800 USD and up to one month of delays).			business environment.
9.	<b>Mandatory provision of the English version of public forms and services for companies and investors</b>  Inaccessibility of legal acts in the language of international affairs, forms, documents of company establishment, permissive documents, other digital services for business, etc. - all this discourages foreign investors, who are interested in developing a business in the Republic of Moldova and incur substantial costs both financially, time and other resources. With a little effort, our country can be much more accessible to investors.	Access to company incorporation documents in the Republic of Moldova in the international language of business	AGE, ASP _____ Economic Council  EBRD, USAID/Sweden FTA	<b>Achieved//</b>  Following the approval on March 26, 2023 of the legislative package "Contactless Business in Moldova", the envisaged authorities have 6 months to ensure the implementation of this objective.
10.	<b>Reviewing the procedure for granting IDNP to foreign investors</b>  This is an unavoidable element for registration and administration a company in the Republic of Moldova by foreigners and necessary adjustments in existing regulation are an element of constraint.	Clarification of the regime for granting and administering IDNP for foreigners	ASP, AGE _____ Economic Council	<b>Achieved//</b>  Following the approval on March 26, 2023 of the legislative package "Contactless Business in Moldova", the envisaged authorities have 6 months to ensure the implementation of this objective.
11.	<b>Digital notarization services for entrepreneurs, diaspora and foreign investors</b>  In the Republic of Moldova, it is necessary to establish the legal regime of the electronic notarial act and the particularities of the electronic notary activity, the place of the electronic notarial act in the acts issued by the notary, the requirements for the electronic act, the way of drawing up, signing, registering and archiving.	Accessible digital notary services	MJ, CNM, AGE _____ Economic Council  UK-GGF, EBRD, USAID/Sweden	<b>Partially completed, in progress //</b>  1. Following the approval on March 26, 2023 of the legislative package "Contactless Business in Moldova", the necessary legislative framework was created – this is the first stage of the ECS involvement in the implementation of this objective.  2. The Economic Council, in collaboration with the e-Government Agency and the UK-GGF/EBRD support, have launched the next preparatory phase for the development of the information system concept, the technical requirements and the secondary framework necessary for eNotariat.



	<p>The interaction with notaries in the country is an often difficult procedure for entrepreneurs and is totally inaccessible for diaspora citizens and foreign investors, who have limited access to the modest network of consulates of The Republic of Moldova abroad. Unlike other advanced states in this field, digital notarization has not evolved in The Republic of Moldova, and this has turned into an artificial barrier to business development.</p>			<p>During the project, other measures will be identified to increase the access of citizens / entrepreneurs to digital notary services.</p>
12.	<p><b>Legalization of teleworking, clarification of salary, taxes, social and medical insurance, work security, residence and work permits</b></p> <p>The digitalization of the economy requires the application of new forms of employment on the labour market, which do not meet the existing standards, for which reasons - an innovative approach to the regulations in the field is necessary. As a result of the analyses carried out by the Economic Council, it was identified, that no sufficient measures are taken in Moldova that would diminish the effects for companies of the massive migration of the skilled and able to work population, but in the meantime, the availability of a large number of staff to work remotely is not taken into account.</p> <p>A number of deficiencies have been identified regarding the possibilities of involving foreign citizens in entrepreneurial activity on the territory of the Republic of Moldova, as well as the employment of foreign workers with companies in the Republic of Moldova, without the need to obtain various documents and go through long procedures, which do not even ensure the possibility of remote employment.</p> <p>The modern economy provides multiple remote business models, engaging on digital platforms, offering services and products remotely – from e-commerce platforms, to models that have changed</p>	<p>Clarification of the legal regime of teleworking</p> <p>Ensuring the availability of the necessary public services</p> <p>Providing local companies with access to skilled labour from abroad</p> <p>Distance employment opportunities in the country</p>	<p>MMPS, BMA, AGE</p> <p>_____</p> <p>Economic Council, OECD recommendations on new forms of employment in the digital economy</p> <p>EBRD, USAID/Sweden</p>	<p><b>Achieved//</b></p> <p>Following the approval on March 26, 2023 of the legislative package "Contactless Business in Moldova", the necessary legislative framework was created and the envisaged authorities have 6 months to bring the secondary legislative framework into compliance.</p> <p>This initiative contains amendments, which allow foreigners who will work in Moldovan companies without a work / residence permit, tax residency, to be exempted from certain obligations and social security contributions as well as the mandatory medical insurance policy, as well as other indispensable requirements for employees in the general regime. Also, the regime of work safety, medical certificates and workplace risks for remote employees was clarified.</p>



	the perception of how to grow businesses and engage, such as Uber, Airbnb, Upwork, etc. They monetise various assets online, such as cars, homes, finance, knowledge, etc., creating value for investors, employees and the most interesting – not just for the countries where these platforms originate. Emerging economies do not ignore these opportunities for economic development, but also for the employment of their own or foreign citizens and create all the conditions for them to work in their country.			
<b>OBJECTIVE 2. DEVELOPMENT OF E-COMMERCE INFRASTRUCTURE</b>  <i>Creating the conditions for the proliferation of e-commerce is related to the development of the necessary infrastructure and the elimination of regulatory barriers. The reduction of administrative constraints is targeting the elimination of the discrimination and disadvantages for online commerce, elimination of normative discrepancies, harmonization with international best practices, facilitation of online payments, access to marketplaces, digital payment services, courier services, etc. The identified actions will serve to achieve this objective, stimulating competition and variety offer of adjacent services, transforming eCommerce into an indispensable element of a modern digital economy in the Republic of Moldova.</i>				
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13.	<p><b>Support for the diffusion of digital innovation in the real sector of the economy</b></p> <p>A true digitalization of the economy is based on the digitization of the entire operational cycle at the level of companies and between companies, internal administrative acts and procedures, financial, commercial records, etc., as well as the interaction outside the company, based on these digital resources and tools.</p> <p>Moreover, increasing the level of adoption of digital solutions within companies is that tool on which the raising of productivity and economic efficiency is based. Encouraging digital dynamism in the business community through regulatory measures, monetary or</p>	<p>- Removing administrative barriers for the digitization of processes within companies</p> <p>- Creating the conditions for the digitization of the B2B interaction</p>	<p>AGE, ASP, MF, MJ, MMPS</p> <p>_____</p> <p>Economic Council, OECD digital economy outlook</p>	<p><b>Ongoing//</b></p> <p>The action was assumed in the process of updating the Roadmap. During the consultations with the stakeholders, the necessary formats will be identified.</p> <p>Up to this stage, the most important achievements in this regard can be found in the Legislative Package for Digitization 1.0 (Law 175/2021 - <a href="https://www.legis.md/cautare/getResults?doc_id=128924&amp;lang=ro">https://www.legis.md/cautare/getResults?doc_id=128924&amp;lang=ro</a>), the eComert Legislative Package (Law 60/2023 - <a href="https://www.legis.md/cautare/getResults?doc_id=136266&amp;lang=ro">https://www.legis.md/cautare/getResults?doc_id=136266&amp;lang=ro</a>) and the Legislative Package Remote Business in the Republic of Moldova (in the process of promulgation: <a href="https://www.parlament.md/ProcesulLegislativ/Proiectedeactelegislative/tabid/61/LegislativId/6395/language/ro-RO/Default.aspx">https://www.parlament.md/ProcesulLegislativ/Proiectedeactelegislative/tabid/61/LegislativId/6395/language/ro-RO/Default.aspx</a>). Through these legislative interventions, was created a set of new preconditions for the digitalization of a considerable part of the employment relationships, in particular the possibility of digitally signing employment contracts and</p>

	fiscal stimulus and information is another set of instrument to be applied.			<p>other subsidiary acts in employer-employee relations, interaction with remote authorities, carrying out management and remote economic activities).</p> <p>Also, the interaction with the main operators of public utilities has been adjusted to allow the digitization of the remote interaction, as well as conditions have been created for the remote administration of companies such as online general meetings, boards of directors, etc.</p> <p>The Economic Council also promotes this approach for the policy documents developed by the authorities and will intensify its work in this regard and in relation with the implementing authorities.</p>
14.	<p><b>Stimulating the market for electronic payment services in support of the digital economy and e-commerce</b></p> <p>The development of the digital economy and eCommerce must consider a multitude of elements vital to succeed, but one of the key elements is the possibility of online payment. Without paying due attention to this element, it is impossible for a company to serve its customers and be for this service or product paid. Moreover, the variety of payment methods and reasonable rates for these services are also essential, being determined only by fair competition. The reasonable level of charges for online payment services can make the difference between large companies (which more easily get convenient rates) and small companies; between international companies (which have access to a variety of payment instruments at competitive rates) and local companies, etc.</p> <p>The competition on this segment in the Republic of Moldova is still weak, the access to infrastructure is limited, the tariffs for online payment services remain high, and the information of both the trader and the final beneficiary is reduced. As a result, the more digitally advanced local consumer prefers international e-commerce platforms, suffering the</p>	<p>Competition, access to online payment services at competitive rates</p> <p>Developing e-commerce and reducing the informal economy</p>	<p>NBM, NCFM, MF, private sector</p> <p>_____</p> <p>/Economic Council (MRECR/BNM-01);</p> <p>(Fintech consolidation AP - rec.2; 4; 6)</p> <p>EBRD, UK-GGF, USAID/Sweden</p>	<p><b>Ongoing//</b></p> <p>The Economic Council has prioritized its activities in this regard, relying on the proposals of the business community and the dedicated studies carried out with the participation of the Economic Council: Rapid study on the development of e-commerce in the Republic of Moldova (<a href="https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf</a>); Assessment of e-commerce and the non-cash economy (<a href="https://consecon.gov.md/wp-content/uploads/2021/02/USAID-MSRP-cashless-economy-and-e-commerce-Jan-31-final.pdf">https://consecon.gov.md/wp-content/uploads/2021/02/USAID-MSRP-cashless-economy-and-e-commerce-Jan-31-final.pdf</a>); and Strengthening the FinTech Community in Moldova (<a href="https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-comunity-of-Moldova_RO_rev1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-comunity-of-Moldova_RO_rev1.pdf</a>).</p> <p>The recommendations identified became part of the Digital Economy Roadmap and were developed into legislative amendments, being promoted through the digitalization legislative packages (Digitalization 1.0, eComert and Contactless).</p> <p>During the regular consultations of the Secretariat of the Economic Council with the interested partners, the identified constraints and the proposed solutions were promoted, including in the 2021-2022 PAG, as well as in the new public policy documents.</p> <p>One of the determining elements in achieving this line of action was the adoption by the Parliament in final reading of the Law on the harmonization of the internal legislative framework with the European Directive on payment services (PSD2) 2015/2366. The implementation of</p>

	<p>local entrepreneur.</p> <p>The state also misses enormous tax revenues due to the low level of electronic payments and the informal economy, especially in trade.</p>			<p>this legislation will allow the development of a competitive environment in the field of payment services and facilitate the implementation of new fintech financial technologies.</p> <p>In addition to the legislative amendments promoted as a result of this effort, the SCE, with the support of its development partners, has formulated and initiated such projects, such as:</p> <ul style="list-style-type: none"> <li>- EBRD/Posta Moldovei project for connecting the universal operator to the international eCommerce flows and offering electronic money services, which will contribute to increasing the degree of financial/digital inclusion of consumers and small entrepreneurs, especially in rural areas.</li> <li>- UK-GGF/AGE project "Implementation of eKYC and eNotary platforms", which results in the creation and use by payment service providers of a universal eKYC technology platform.</li> </ul> <p>Other initiatives in support of this line of action are discussed with the stakeholders (NBM and MISRA/USAID), and a consolidated and continuous effort is necessary.</p>
15.	<p><b>Strengthening the Fintech sector, supporting the association and promoting the Fintech agenda</b></p> <p>Regulators and governments typically find it difficult to work with individual Fintech companies, especially on issues that impact the industry broadly. They need an objective vision that represents the common point of view of all members of the sector.</p> <p>The Fintech Association will bring the focus and help needed to make the sector more visible and therefore able to bring about transformative changes in the financial services sector.</p>	<p>The development of the Fintech Association, with the power of representation and contribution to the development of the sector</p>	<p>Associative sector; NBM</p> <p>_____</p> <p>/Economic Council (MRECR/ASO-01);</p> <p>(Fintech consolidation AP - rec.8)</p> <p>EBRD, UK-GGF</p>	<p><b>Ongoing//</b></p> <p>The necessary evaluations were carried out and presented publicly through the UK-GGF study "Strengthening the FinTech Community" (2022 - <a href="https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-community-of-Moldova_RO_rev1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-community-of-Moldova_RO_rev1.pdf</a>), but also through the USAID Study on the Development of e-Commerce in the Republic of Moldova (2023 - <a href="https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf</a>).</p> <p>The Economic Council will support the strengthening of the voice of this emerging sector and has the support of the development partners in this regard. The scenarios that are looming are twofold: the extension of the mandate of the ICT Association, which already has a particularly active and prolific Fintech Committee in this regard having already settled processes and partnerships to cover this field; or creating an association from the scratch, but facing the associated risks of beginners. Consultations with the main contributors will continue.</p>

16.	<p><b>Developing the Innovative Fintech Hub with the support of regulators</b></p> <p>Greater competition in financial services increases the scale of the sector, thus presenting more choice for consumers.</p> <p>Entrepreneurs sometimes find it difficult to navigate the complex system of regulation of financial services and are not sure to approach the regulatory authority on this topic, and contracting specialized consulting companies often involves major costs. Often, their innovative ideas may not clearly fit into the current regulatory framework of financial services, or on the contrary, they may not be sure that their product fits into the current regulations and is welcomed on the market.</p> <p>As a result, entrepreneurs do not rush to innovate in the financial sector, leaving banks and card companies or large insurance players to dominate the sector, and this keeps fees high, and fintech products and services sub-standard.</p>	Facilitating the access of fintech innovations to the local market	<p>NBM, NCFM, MF</p> <p>_____</p> <p>/Economic Council (MRECR/NBM-02 and CEEC/CH3/9);</p> <p>(Fintech consolidation AP - rec.3)</p> <p>EBRD, UK-GGF USAID/Sweden</p>	<p><b>Ongoing//</b></p> <p>The necessary assessments were carried out and presented publicly in August 2022 through the 'Strengthening the FinTech Community' study (<a href="https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-comunity-of-Moldova_RO_rev1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-comunity-of-Moldova_RO_rev1.pdf</a>).</p> <p>The prior consultations of the Secretariat of the Economic Council with the National Bank, with other interested parties, indicated the need to create legislative preconditions. The amendments necessary for the launch of an innovative FinTech Hub were included in the draft eComerț Legislative Package, but at the final stage they were withdrawn by the NBM.</p> <p>On 12.04.2022 with the support of Tekwill (USAID/Sweden) a FinTech Hub was created with the objectives of training and promoting new technologies in the field on the ASEM platform, however, lack of regulatory authority as founder of this entity will greatly reduce the value of this Hub for the fintech entrepreneurs.</p> <p>Consultations and identification of alternatives will continue, this element being very necessary for the support and consultation of entrepreneurs on legal opportunities and possibilities to develop alternative, agile and low-cost payment solutions based on modern technological solutions.</p>
17.	<p><b>Promoting a digital education and financial inclusion program (DEFIP)</b></p> <p>The benefits of a digitalized society cannot always reach all citizens effortlessly if the actions necessary for digital/financial inclusion are not well organized. This policy should cover key issues related to the digital and financial literacy of the population, in particular young people, women and the elderly. Digital/financial inclusion is a multidisciplinary subject which, in the current institutional architecture in Moldova remains partially uncovered. Also, the responsibility to generate and implement this agenda falls entirely on the shoulders of entrepreneurs and NGOs, which is not enough.</p>	Developing a set of actions and widely promoting digital and financial inclusion	<p>NBM, MDDE, MF</p> <p>_____</p> <p>/Economic Council (CEECH/CH6/5)</p> <p>(Fintech consolidation AP - rec.7)</p>	<p><b>Ongoing//</b></p> <p>The necessary evaluations were carried out and presented publicly through the UK-GGF study "Strengthening the FinTech Community" (2022 - <a href="https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-comunity-of-Moldova_RO_rev1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-comunity-of-Moldova_RO_rev1.pdf</a>), but also through the USAID Study on the Development of e-Commerce in the Republic of Moldova (2023 - <a href="https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf</a>).</p> <p>Consultations and identification of other measures will continue, in particular in promoting a National Digital Inclusion Program.</p>

18.	<p><b>Promotion of local e-commerce platforms. Elimination of constraints for the entry on the Moldovan market of international eCommerce platforms</b></p> <p>Online promotion is very accessible in various forms, but in the avalanche of offers, many local producers remain unnoticed. This tool should integrate and redirect requests to local producers' online shops or facilities. At the same time, for small producers, who cannot maintain private online stores, digital platforms offer intermediate solutions for marketing products and services. The main objective is a digital product well recognized in the country or a variety of them. The creation of functionalities to promote offers for different social interest groups, including through social entrepreneurship - is an objective that would help SMEs to enter the economic circuit through digital tools.</p> <p>Access of international platforms to the Moldovan market is a very complex issue, less depending on internal factors. This is about the investors' priorities and the size of the Moldovan market, but it has a great potential to facilitate eTrade and eExports from Moldova. There is a need to identify measures to stimulate and encourage entry to Moldova of this kind of international eCommerce players.</p>	<p>Merchants' access to easily recognizable and accessible local and international e-commerce tools</p>	<p>MDDED, associative and private sector</p> <hr/> <p>/Economic Council</p> <p>(eCommerce platforms development AP – rec.3; AP -rec.9)</p> <p>EBRD, UK-GGF</p>	<p><b>Ongoing//</b></p> <p>The necessary evaluations and recommendations were identified and publicly presented through the studies "Development of National eCommerce Platforms" (2022); and "Evaluation of Poșta Moldovei capacities to develop eCommerce and Fintech services" (2022).</p> <p>To date, a number of consultations have been carried out with local companies and donors to identify feasible scenarios for the development of national e-commerce platforms.</p> <p>At the same time, efforts are being made to support the Universal Postal Operator to expand its range of activity and variety of services, especially outside Chisinau. It has the potential to attract and serve as a true local virtual marketplace or as an intermediary for accessing international platforms by local entrepreneurs.</p> <p>Further activities in this regard are to be developed in consultation with stakeholders.</p>
19.	<p><b>Development of the postal and courier services market, integration in the portfolios of local operators of e-payment, eCommerce, expansion of networks and regional presence to increase access and inclusion</b></p> <p>The access to modern postal services and the expansion of courier services throughout the country, in the support of online merchants - are key elements that can facilitate, but at the same time, their lack can also discourage the development of the eTrade and</p>	<p>Wide access to postal, courier, ePayment and eCommerce services throughout the country</p> <p>Day laborer regime for certain employees of courier companies</p>	<p>MIDR, NBM, MMPS postal and courier operators</p> <hr/> <p>/Economic Council (CEEC/CH4/2)</p> <p>EBRD, USAID</p>	<p><b>Ongoing//</b></p> <p>Posta Moldovei has a highly developed network of local offices, but which needs to be modernized and supplemented with new services. PM has developed its own concept on the implementation of eWallet and e-money services, as well as a business plan in this regard, preparing the application for the respective license in accordance with the NBM requirements. The process, however, has not been completed, including due to the need for investment in PM infrastructure.</p> <p>At the initiative of the SCE and with the support of the EBRD, an international consultancy company was contracted for the elaboration of</p>

	<p>eExport sector.</p> <p>This line of action will facilitate the access of potential traders and customers, especially in remote areas where there are no alternatives, to competitive electronic payment services and the possibility to practice eTrade. In most rural localities of Moldova, access to financial services remains very limited, commercial banks do not open branches, access to banking terminals is lacking, etc.</p> <p>On the other hand, the courier services market is barely gaining momentum in the Republic of Moldova. At the same time, the specificity of this field of activity is that operators can hire as couriers persons with various trainings and ages, students or not permanently employed, etc. Providers of post-delivery or courier services that have the necessary software are very mobile in hiring part-time workers for the delivery of goods using public transport, bicycle or similar, contributing to the creation of opportunities for various social categories, but also ensuring a suitable degree of their social inclusion.</p>			<p>an evaluation study and providing recommendations to the Moldovan Post regarding the current and potential capacities of integrating e-commerce platforms and ePayment solutions for its clients, especially in remote areas, where the PM is in many cases the only operator able to offer solutions to the local community, which constitutes over 2/3 of the country's population, including daily parcel delivery.</p> <p>As a result of this effort, a number of initiatives, including other operators from this market, have been launched.</p>
20.	<p><b>Reflecting the digital economy in economic statistics for pro-active, data-driven public policies</b></p> <p>Measuring the economic impact of digital transformation, e-services, e-commerce, and transactions through digital platforms, is very important for the correct formulation of public policies. Tracking the impact of digital innovation on economic activity and correctly reflecting it in legislation is important in the era when the Internet erases the boundaries between physically established and virtual companies, between office and remote work, allows the creation of virtual products that have a real and measurable economic value. Adequate reflection of this side of economic development requires intervention in the structure of the collected data, updating the basic indicators and in their correct</p>	<p>Use of data and follow-up of development trends for the development/correction of public policies</p>	<p>MDDED, NBS</p> <p>—————</p> <p>/Economic Council</p> <p>(OECD Going digital measurement roadmap)</p>	<p>Action introduced in the process of updating the Roadmap. Consultations with the institutions/partners and the necessary actions will be launched by the SCE.</p>

	processing, and globally, transposable measurement and quantification methodologies are already applied in the practice of our country.			
21.	<p><b>Support for the development of eCommerce logistics infrastructure, supply services on FEZ platforms, industrial platforms, etc.</b></p> <p>The internal logistics infrastructure in Moldova is developing, however, the tempo does not meet the needs of the operational market. Storage infrastructure shall also be established; however, the gap is related to the availability of supply companies that could offer such a service to several customers at once. For now, companies tend to build their own supply operations and often even have their own fleet of couriers, vehicles, and drivers – which is counterproductive.</p>	Modernization of the existing industrial platforms, in order to ensure the logistics infrastructure and of the eFulfilment operators.	<p>MDDED, private sector</p> <p>—————</p> <p>/Economic Council (MRECR/MOE-03)</p>	Action introduced in the process of updating the Roadmap. Consultations with the institutions/partners and the necessary actions to be launched by the ECS
<p><b>OBJECTIVE 3. FACILITATING TAX AND CUSTOMS PROCEDURES FOR THE DEVELOPMENT OF THE DIGITAL ECONOMY, E-COMMERCE, AND E-EXPORTS</b></p> <p><i>The rapid development of virtual industries and the digital economy leaves far behind the institutions and authorities with which entrepreneurs usually have to interact. The application of new methods of G2B interaction in these conditions becomes an impediment to economic development, consumes resources and time. On the other hand, modernization with the same speed of the procedures for reporting, declaration, record keeping, etc. supports innovative entrepreneurship and contributes to economic growth. Moreover, states with modern economies apply various tax and non-fiscal facilities to promote new economic sectors and innovation.</i></p>				
	<b>Action / short description</b>	<b>Expected impact</b>	<b>Targeted institutions / source / partners</b>	<b>Progress</b>
22.	<p><b>Identifying and promoting a set of measures to optimize tax and customs procedures for business digitization and e-commerce</b></p> <p>The development of digital and e-commerce tools involves considerable costs for companies, but offers sufficient benefits for entrepreneurs, tax authorities and customs. The share of the digital economy and e-commerce remains low in Moldova, mainly being</p>	<p>Optimized and digitized administrative procedures</p> <p>Boosting business formalization and eliminating unfair competition</p> <p>The proliferation of</p>	<p>MDDED, MF, SFS, SV</p> <p>—————</p> <p>EBRD, USAID</p>	<p><b>Ongoing//</b></p> <p>A series of measures in this regard to stimulate e-commerce and online exports were developed and promoted through the eComerț Legislative Package (Law 60/2023 - <a href="https://www.legis.md/cautare/getResults?doc_id=136266&amp;lang=ro">https://www.legis.md/cautare/getResults?doc_id=136266&amp;lang=ro</a>), as well as through a set of proposals for the Fiscal Budget Policy 2023, part of which was also approved on December 29, 2022.</p> <p>The implementation of these initiatives will be monitored by the Economic Council, but a comprehensive mapping and analysis of business processes is</p>



	<p>discouraged by the ambiguity of fiscal and customs procedures.</p> <p>Simplifying administration and removing bureaucratic barriers have the potential, without major risks to increase budget collections, to make an essential difference between the shadow sector and legal operation.</p>	the digital economy		<p>needed to review how well regulations, procedures and systems align with the targeted business flows – along the value chain.</p> <p>Other measures will be identified and promoted along the way, in partnership with the main contributors and business community.</p>
23.	<p><b>Facilitating cashless payments</b></p> <p>The level of electronic payments in the economy of the Republic of Moldova is relatively low compared to other countries in the region. However, cashless payments, among other positive effects, directly contribute to reducing tax evasion, the share of the informal economy and unfair competition.</p> <p>The development of simplified tax initiatives and mechanisms for business activities that only make electronic payments can open up new opportunities. Tax procedures are quite complex and involve high risks of sanctions. It is a problem primarily for small businesses and businesses that have simple activities. These companies must benefit from simplified tax arrangements where all their transactions take place with the use of cashless payment instruments, being traceable and easily subject to record-keeping and taxation. This differentiation will encourage companies to formalize economic activity, and the shadow economy will shrink.</p>	<p>Reducing unfair competition</p> <p>New business opportunities for online companies, less risk of errors and tax evasion</p>	<p>MDDED, MF, SFS, business associations</p> <p>_____</p> <p>/EBRD Economic Council, USAID; UK-GGF</p>	<p><b>Ongoing//</b></p> <p>The necessary evaluations were carried out at the initiative of ECS and presented publicly through: Rapid study on the development of e-commerce in the Republic of Moldova (<a href="https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/1.E-commerce-Assessment_RO_Full-1.pdf</a>); Assessment of e-commerce and the non-cash economy (<a href="https://consecon.gov.md/wp-content/uploads/2021/02/USAID-MSRP-cashless-economy-and-e-commerce-Jan-31-final.pdf">https://consecon.gov.md/wp-content/uploads/2021/02/USAID-MSRP-cashless-economy-and-e-commerce-Jan-31-final.pdf</a>); and Strengthening the FinTech Community in Moldova (<a href="https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-community-of-Moldova_RO_rev1.pdf">https://consecon.gov.md/wp-content/uploads/2023/06/Report_Consolidation-of-Fintech-community-of-Moldova_RO_rev1.pdf</a>). The recommendations from these studies contributed to the Updated Roadmap on Digital Economy and initiatives promoted by the Council in this regard.</p> <p>For the Government Program 2021-2022 the Economic Council promoted p.4.12.1. <i>Elaboration of the draft law on the modification of some normative acts in order to adopt the rules for stimulating cashless transactions.</i></p> <p>A major impact on the online payment services market and a real competitive environment will be achieved with the implementation of the Law on the harmonization of the internal legislative framework with the European Directive 2015/2366 on payment services (PSD2), approved in final reading by the Parliament on July 15, 2022.</p> <p>Consultations and the identification of other measures will continue, in particular in promoting the proposal for a digital inclusion program.</p>
24.	<p><b>Promotion of the electronic invoice and of the electronic tax receipt</b></p>	<p>Reducing compliance costs and transaction processing time</p>	<p>MF, SFS</p> <p>_____</p>	<p>Action introduced in the process of updating the Roadmap. Needed to simplify procedures and eliminate the duplication of several processes, especially for companies.</p>

	<p>The assessments carried out indicate an urgent need for uniformity and digitization of business flows, data transfer, connectivity between logistics units, invoicing of payments and receipts, inventory management, including data from and for customs and tax authorities, including from public procurement systems. It is necessary to move towards processes that involve functionalities such as digital payment aggregation, tax receipts, integration of APIs between the IT systems of delivery providers / payment services / markets / web stores / tax and customs authorities, etc.</p> <p>Although perceived primarily as a means of increasing tax collection, studies show that electronic invoices have proven to be a valuable tool for improving overall processes within companies.</p> <p>Also, the processing of the bank card in POS terminal must be carried out together with the issuance of a "Tax Receipt" from the CRM, exempting the beneficiary and the trader from unnecessary additional procedures, if the transaction is made electronically.</p> <p>"E-Bon fiscal" can be issued by the Tax Gateway Information System of the State Tax Service to confirm the electronic transaction, without additional paper (the ordinary extract published by CRM).</p> <p>Without the digitalization of these data flows and the interaction of B2G and B2B, there is no digital economy.</p>		<p>/Economic Council (CEEC/CH3/4), (CEEC/CH6/1)</p>	<p>Partially, the problem was addressed by adjusting the regulatory framework in the case of issuing invoices for transactions made by companies with corporate bank cards. Also, a series of necessary adjustments in the information systems of the CTIF/SFS were developed, but stopped at the certification stage, due to insufficient capabilities.</p> <p>The Secretariat of the Economic Council will carry out consultations with the institutions/partners on the necessary support.</p>
25.	<p><b>Development of the information system "Asycuda World" and integration of information modules of postal operators, as well as express courier services</b></p> <p>The implementation of Asycuda 4.3 can provide the possibility to fill in a single CN23 postal/customs declaration online on the CDS interface, eliminating</p>	<p>Optimization of customs information flows and interaction with exporters</p>	<p>MF, Customs Service, postal and courier operators</p> <p>_____</p> <p>EBRD, UNCTAD</p>	<p><b>Ongoing//</b></p> <p>The transition to Asycuda 4.3 is at the implementation stage, within a larger project initiated by the Economic Council and implemented by UNCTAD, with the financial support of EBRD. This project aims to digitize the entire data flow and interaction with exporters.</p>

	<p>payments for the services of customs brokers. At this stage, the postal information system is not yet fully interoperable with the customs information system (postal declarations and customs declarations are presented separately on paper, although they are largely comparable and can be integrated online). Delaying this solution leads to the duplication of several processes, obtaining the preliminary customs declaration and optimizing the processes related to the shipment of parcels.</p>			<p>At the same time, within this project, the Customs Service cooperates with the National Postal Operator for the interconnection of the Customs Declaration System (CDS) with the Customs Information System, the elaboration and implementation of an online application for the completion of the CN23 declaration. This process is facilitated by the status of the Moldovan Post Office as an Authorized Economic Agent (AEO) and by the Universal Postal Service Provider. Subsequently, this experience will be extended to the entire postal and courier services market.</p>
26.	<p><b>Promotion of trainings (certifications) on customs procedures for companies at eExports</b></p> <p>The stimulation of exports can and must be achieved by promoting knowledge and optimizing costs, primarily with the participation of the envisaged authorities. Often, the most invoked deterrent element mentioned by entrepreneurs is the lack of knowledge and the high costs for intermediation services.</p> <p>Companies are fully responsible for the mistakes of the declarant, therefore, there is a strong need especially for training conducted by specialists of the Customs Service (with corresponding certification).</p>	<p>Reducing risks and increasing confidence in companies' capacities to complete customs procedures.</p> <p>Cost reduction for brokerage services</p>	<p>MF, SV</p> <p>_____</p> <p>/Economic Council (CEEC /CH4/3)</p>	<p>Action introduced in the process of updating the Roadmap. Consultations with the institutions/partners and the necessary actions are to be launched by the SCE.</p>
27.	<p><b>Access to information on eCommerce</b></p> <p>There is a massive demand from companies for up-to-date and general information on e-commerce, starting from accounting, tax and customs rules on e-commerce, available / recommended payment solutions, to information about accessing international platforms, identifying partners for postal and courier services, general information about the rights of buyers, etc.</p> <p>There are several attempts in this regard, including web portals, but the most important thing has not yet been successful: the connection to this resource of the</p>	<p>Creating a vibrant and engaging ecosystem for e-commerce</p>	<p>MDDED, MF, NBM, specialized NGOs</p> <p>_____</p> <p>/Economic Council (CEEC/CH2/1; /CH5/3)</p>	<p>Action introduced in the process of updating the Roadmap. Consultations with the institutions/partners and the necessary actions are to be launched by the ECS.</p>

	main contributors from the authorities, which would ensure the accuracy and universality of the information accessed.			
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### **Abbreviations:**

MRECR – Moldova Rapid eCommerce Review

VPMD – Deputy Prime Minister for Digitalization

MDED – Ministry of Economic Development and Digitalization

MF – Ministry of Finance

MJ – Ministry of Justice

MMPS – Ministry of Labor and Social Protection

AGE – e-Government Agency

NBM – National Bank of Moldova

NCFM - National Commission of Financial Markets

CS – State Chancellery

PSA – Public Services Agency

STISC – Information Technology and Cyber Security Service

EBRD – European Bank for Reconstruction and Development

USAID – United States Agency for International Development

UK GGF – UK Good Governance Fund

FTA – USAID Future Technologies Project

MISRA - USAID Structural Reform Project

eKYC – Remote Identification of Customer

eNotary – electronic notarization services

CNM – Notary Chamber of Moldova

CNPDCP – National Center for Personal Data Protection

ODA – Organization for the Development of Entrepreneurship

AGEPI – State Agency for Intellectual Property

SFS – State Tax Service

SV – Customs Service

APCSP – Agency for Consumer Protection and Market Surveillance

**Other reference studies on which the Roadmap was based:**

1. Digital Readiness Analysis Moldova (UNDP, <https://www.undp.org/moldova/publications/digital-readiness-assessment>)
2. EU4Digital eCommerce recommendations for Moldova (EU4D, <https://eufordigital.eu/wp-content/uploads/2021/04/eCommerce-report-%E2%80%93-Recommendations-proposed-for-eCommerce-environment-harmonisation-in-the-EaP-countries-Republic-of-Moldova.pdf>)
3. Digital Ecosystem Country Assessment (DECA/USAID, <https://www.usaid.gov/sites/default/files/2023-01/Moldova%20DECA%20%28Romanian%29.pdf>)
4. Challenges in transitioning to a cashless economy in Moldova (AmCham, [https://www.amcham.md/st\\_files/2022/10/27/AmCham%20Merchant%20Fee%20Report\\_PwC\\_.pdf](https://www.amcham.md/st_files/2022/10/27/AmCham%20Merchant%20Fee%20Report_PwC_.pdf))