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**Business Regulatory, Investment,  
and Trade Environment Program  
(BRITE)**

# **BUSINESS REGULATORY, INVESTMENT, AND TRADE ENVIRONMENT PROGRAM**

**YEAR 2 QUARTER 1 REPORT  
OCTOBER– DECEMBER 2013  
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## Business Regulatory, Investment, and Trade Environment Program (BRITE)

### Acronyms

AEI	Alliance for European Integration
AITA	Association of International Automobile Transporters
AmCham	American Chamber of Commerce
APA	Academy of Public Administration
ASYCUDA	Automated System for Customs Data
ATIC	Association of Private IT Companies
BCP	Border Crossing Point
BizCLIR	Business Climate, Legal, and Institutional Reform
BIZTAR	Business Regulatory and Tax Administration Reform
BRC	Business Research Company
BRITE	Business Regulatory, Investment, and Trade Environment Program
CISC	Citizen Information and Service Center
CNAS	National Social Insurance House
CPAS	Social Insurance Personal Number
CRM	Compliance Risk Model
DCFTA	Deep and Comprehensive Free Trade Agreement
DCOP	Deputy Chief of Party
DG	Director General
EBA	European Business Association
e-Gov	E-Government Center
EIF	Economic Integration Forum
EUBAM	European Union Border Assistance Mission to Moldova and Ukraine
FEZ	Free Economic Zone
FSI	FiscServInform
GOM	Government of Moldova
ICP	Inland Customs Point
IDNP	Personal Identification Number
IFC	International Finance Corporation
IMF	International Monetary Fund
LGSP	USAID Local Government Support Project
MCS	Moldova Customs Service
MOE	Ministry of Economy
MOF	Ministry of Finance



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MSTI	Main State Tax Inspectorate
NBS	National Bureau of Statistics
NCFM	National Commission on Financial Markets
NCTS	New Computerized Transit System
OSS	One-stop-shop
PMEP	Performance Monitoring and Evaluation Plan
RFP	Request for Proposals
RIA	Regulatory Impact Assessment
SIDA	Swedish International Development Cooperation Agency
SCP	Simplified Clearance Procedures
SRC	State Registration Chamber
STS	State Tax Service
TAB	Trading Across Borders (World Bank “Doing Business”)
UNCTAD	United Nations Conference on Trade and Development



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## EXECUTIVE SUMMARY

This quarter marks the first full quarter of Year 2 of the BRITE program. As a result of a contract and task order modification approved on November 13, 2013, the project is now fully funded and new activities have been added to Component 2 – High Impact Regulatory Reforms. This contract modification also served to shift the project’s reporting schedule to align with the USAID fiscal year, and as a result, a Year 2 work plan and a revised Performance Monitoring and Evaluation Plan (PMEP) were completed and approved by USAID on December 9. This quarter, the Government of Moldova (GoM) began to implement its key business environment improvement policies, namely the Road Map for Removing Constraints to the Business Environment 2013-2015 (Road Map) and the Regulatory Reform Strategy, much of which forms the basis of BRITE’s Year 2 work plan. At the end of October, the World Bank published its 2014 *Doing Business* report and rankings for 189 economies. While Moldova improved overall, it has slipped or stagnated in several key areas, such as Dealing with Construction Permits and Trading Across Borders.

### Program Highlights and Successes

The following are highlights of the major achievements of the project over the last quarter. These, and other activities, are discussed in greater detail later in the report.

- Expanded the functionality of the Online Taxpayer Current Account (Current Account) to enable changes in budget classifications and other taxpayer data.
- Completed a feasibility study of the Single Taxpayer Account, and confirmed its value to the GoM and taxpayers.
- Introduced full electronic declaration for export of goods.
- Introduced improved procedures for the customs valuation of goods based on law and international best practice.
- Completed a study on the benefits of introducing deferred payment of duties and taxes at import, and the use of customs bonds.
- Completed the timing study of the trade process from arrival to final clearance.
- Developed a communications campaign, logo, and tutorial for the electronic export of goods together with the Moldova Customs Service.

## **SECTION I: PROJECT RESULTS BY COMPONENT**

### **A. Component 1: Tax Administration and Trade Facilitation**

#### **A1. Intermediate Result 1.1: Improved Tax Administration Reduces Administrative Burden of Paying Taxes while Increasing Revenue Collection**

##### *1.1.1 Finalize development of and launch the Taxpayer Current Account.*

BRITE and the STS expanded the development of the Current Account this quarter to include some additional enhancements that were deemed critical prior to an official public launch. The new requirements consist of functionalities to manage the change of the budget classifiers for payment of taxes, debts, and penalties; change of the territorial office of the taxpayer caused by any change in address; and change of the fiscal code (taxpayer identification number). Currently, the tax inspectors are performing these tasks manually and STS preferred to automate them in order to minimize the administrative burden of the tax inspectors, minimize human error, and provide accurate data for the taxpayers who will access the current account online. The proposed changes address these shortcomings.

BRITE also engaged its short-term IT adviser, Sergiu Rabii, to review the STS' proposal, meet with all the stakeholders, and propose a solution including a technical task and budget to complete the work. This task was added to the contract of DAAC Systems Integrator (DAAC) and valued at \$42,000, which is approximately half the value initially proposed by DAAC. The work should be completed in January 2014. The contract also stipulates that all source code will be turned over to the STS/FSI so that future enhancements that may be funded by BRITE can be developed on a competitive basis.

As before, BRITE concluded a comprehensive action plan with all stakeholders – the STS, FiscServInform, and DAAC to carry out each task and launch the Current Account in late January. As of the date of this report, the technical task has been completed and the STS and FSI are testing the system internally and correcting errors. They have also started training tax inspectors in the use of the Current Account.

As a result of newly adopted amendments to the Law On Local Public Finance (Fiscal Decentralization), one additional functionality may be required prior to the launch of the Current Account. This will require additional budget classifiers to be introduced for certain local taxes. BRITE is awaiting a formal request from the STS before determining how best to proceed.

##### *1.1.2 Develop an electronic mechanism for relevant public authorities to receive certificates of tax status for companies from the Current Account.*

Project support also continued to introduce electronic certification of a taxpayer's status for relevant public authorities. This certification is a paper-based document that should evolve into an electronic notification over time once the Current Account is fully functional. BRITE helped draft a standard agreement between the STS and public authorities to provide them limited access to the Current Account to generate a certificate, or otherwise verify a taxpayer's status with the STS (debts/no debts) online. BRITE hopes to introduce this first for the authorities requiring large numbers of certificates (the State Registration Chamber, Procurement Agency, etc.). BRITE also views this as an opportunity to reduce the number of

authorities requiring these certificates. The draft agreement is being reviewed by the STS and will be finalized in January.

#### *1.1.3 Support the introduction of a Single Taxpayer Account.*

Today, taxpayers are required to make multiple and separate payments to a number of different revenue accounts at the Treasury. This requirement is not only costly to the taxpayer, but also time consuming. One solution could be to streamline the transfer process by implementing the concept of a Single Account (single payment) for the accumulation of all payments due to the budget, regardless of their final purpose (destination). The need for introducing this mechanism is outlined in the GoM's Road Map (Item 21.3). This quarter, BRITE completed a feasibility study of such a mechanism and presented its preliminary findings to USAID.

According to the study, taxpayers currently make an average of 6.7 tax payments per month, and there are 4.6 million separate payment orders made by taxpayers each year. Based on the cost of payment orders, this process is costing taxpayers nearly \$1 million per year, not to mention the other administrative costs associated with the calculation and preparation of these payments. A single suspense account in the Treasury for all tax payments, which would then be directed by the STS based on declarations, would help reduce these costs and reduce the incidence of error. The study concluded that such a system could be implemented, but a solution needs to be agreed upon with Treasury on how to allocate tax payments in the absence of final declarations. These so-called "overpayments" need to be allocated to a budget account quickly. Treasury does not agree to allow funds to remain in a suspense account for more than 24 hours. BRITE is now studying how this mechanism is implemented in other countries, and hopes to propose a workable solution to Treasury and the STS in January and begin implementation.

#### *1.1.4 Identify and implement other tax streamlining measures.*

- a) Assist the STS to revise the system of penalties and fines to match the severity of violations; distinguish between negligence and intent; introduce "grace periods" for correcting errors/violations.*

This activity is included in the GoM's Road Map (Item 20.1), and is defined as reconsideration of the concept of applying penalties and fiscal fines and their size, so as to make them commensurate with the damages caused. This quarter, BRITE studied the current legal provisions on the liability of economic operators for committing tax violations and irregularities, and also the practices of other countries, such as Romania, Russia, Estonia, Ukraine, Belarus, and Ireland. As a result, we drafted a number of proposals and discussed them jointly with the STS, which has its own proposals for improving the system of sanctions. One of the key reforms being discussed is linking the severity of sanctions with the potential loss in tax revenue, so that careless and correctable errors are treated differently than intentional fraud. A final draft should be completed for discussion in January. BRITE also consulted Sida and the IMF, both of which have agreed to review any proposals prior to being submitted to the MoF for consideration.

- b) Support the STS to advance the adoption of draft legal amendments to streamline voluntary liquidation, and develop and disseminate a guide for businesses.*

This quarter, the STS submitted a package of amendments to streamline the fiscal aspects of voluntary liquidation to the MoF. Unfortunately, MoF personnel were unavailable to meet with BRITE and the STS to discuss the draft or provide any feedback, despite repeated requests for meetings. We hope these discussions will take place in January.

*c) Assist the STS in revising the rules concerning taxation of small businesses.*

To exclude current contradictory provisions of the Tax Code on taxation of small businesses (income tax), as well to improve the wording of ambiguous provisions, BRITE drafted proposals on amending the Tax Code (Chapter 71 on tax regime of SMEs). These proposals were aimed at solving the problems concerning the tax liabilities due only for 2013 and were discussed with the head of the STS and other specialists in STS, but these were not submitted by STS to the MoF by the end of the year and will not be considered for this tax year. BRITE will instead propose these for 2014 and attempt to include additional provisions to further simplify SME taxation.

*d) Other streamlined measures in support of the STS and the Ministry of Finance priorities.*

This quarter, and together with the STS and USAID, BRITE held its first meeting with the new Minister of Finance, Mr. Anatolie Arapu, and discussed outstanding issues of importance to BRITE and its work with the STS and the MCS. These priorities included the Single Account, depreciation of fixed assets, SME taxation, voluntary liquidations, and deferred payments and penalties. The minister was largely supportive, but in some cases skeptical, of some of the initiatives, such as a Single Account and depreciation reform. He also requested USAID assistance in the areas of transfer pricing and determining rules for tax-deductible expenses. We agreed with USAID to defer any additional support to the MoF pending progress on issues of immediate concern to BRITE and its partners.

Furthermore, BRITE provided commentary to USAID and the RIA Secretariat on the draft Law On Tax and Customs Policy for 2014. These comments were mostly legal enhancements and clarifications to a number of provisions.

*1.1.5 Coordinate with Component 3 Strategic Communications efforts.*

Results of these activities are addressed in more detail under Component 3 below.

## **A2. Intermediate Result 1.2: Time and Cost of Moving Goods across Borders Reduced**

*1.2.1 Map import-export and inland processes and recommend streamlining measures.*

BRITE finally received the final set of data concerning the time to clear shipments at internal customs posts (ICPs). These data included information on the entry and exit times of trucks for several months at four large ICPs and ASYCUDA extracts. In November, we also conducted a timing survey of customs brokers at these same ICPs to measure the average time it takes them to prepare and lodge declarations. These data sets will provide a full picture of the time it takes various shipments to undergo a complete trade clearance process, and will provide critical baseline data as well as impact measures for pending reforms. The results will be finalized and presented to USAID in January.

BRITE and the MCS also agreed on the scope of work for a follow-up assignment of Patricia McCauley to complete the streamlining of import/export processes and develop procedure manuals. Ms. MacCauley conducted an assignment in Year 1 under subcontractor the Economic Integration Forum (EIF). Unfortunately, Ms. McCauley notified BRITE in late December that she is no longer available for this assignment. We are now discussing with the MCS on how to proceed, and whether we will field another expert or delay the finalization of this work until summer.

In a related activity, BRITE agreed to team with the MCS to conduct a survey of companies currently receiving Simplified Clearance Procedures to gauge their perception of the facilitation benefits, how they rate the various aspects of the program, and how the program could be improved. There are currently 65 companies with these privileges, and at the close of the quarter, only 18 had responded to the questionnaire. BRITE is analyzing the results and will present them to the MCS by the end of January. The results, we hope, will lead to further improvements in the program.

### *1.2.2 Support legal and regulatory reform for Customs.*

BRITE was engaged in several legal drafting efforts this quarter related to trade facilitation.

- a) The package of trade facilitation measures that was prepared in the previous project year (“cross-border trade law”) was considered by the GoM this quarter. As a result of discussions within the National Working Group and opinions provided by the MCS and the MoF, these laws were further amended and refined. These amendments were officially considered by the GoM on December 16, 2013, and a final version is now being prepared with the MoE based on additional objections from MoF, and some recent comments from EUBAM. We expect this draft to be finalized and sent to Parliament in January, and to retain most of BRITE’s original proposals.
- b) BRITE assisted the MCS, the MoE, and the private sector to refine draft amendments to a government regulation on the procedures for determining the customs value of goods at import. Valuation of goods was one of the key problems identified by the private sector during the BizCLIR assessment, and the MCS’ valuation practices have often been dictated by internal orders, and are unavailable to the private sector. The draft amendments introduce clarity and more transparency in the determination of customs values. For example, the draft explains how various methods outlined in the General Agreement on Tariffs and Trade (GATT) will be implemented by the MCS, in what order, under what circumstances, and which supporting documentation and information may be required from traders. The draft was approved and published in late December, and BRITE will work with the MCS and the private sector to ensure its full implementation.
- c) BRITE was also invited this quarter to participate in a working group established by the MCS to analyze the possibilities and the requirements of implementing the New Computerized Transit System (NCTS), the transit system in use in the European Union. The deadline set for the submission of the first analysis and proposals is the end of February 2014.

As a consequence of these and other legal initiatives, and at the specific request of the MCS, BRITE agreed to provide training for MCS staff in the principles and procedures of regulatory impact assessment (RIA). BRITE engaged Business Research Company (BRC), a

leading firm in RIA methodology and training, to conduct the training, and teamed them with Lilia Dabija, the RIA consultant specializing in customs and trade issues. The two-day training took place October 2-3 and was attended by 12 MCS staff as well as BRITE's trade advisor. The content involved theory as well as practical exercises and case studies prepared from actual Customs normative acts. Both the participants and the trainers considered the training a success, and requested follow-on trainings. At this stage, BRITE staff and the RIA consultant are providing ongoing consultation to the MCS in preparing RIAs, and will determine later whether additional training is warranted.

### 1.2.3 Support implementation of adopted reforms.

A major initiative of BRITE this quarter was promoting the deferral of import duties and taxes and the introduction of an alternative guarantee mechanism to secure those payments.

Deferring payments of trade revenues would speed the release of goods, and allowing an insurance bond to develop in Moldova would provide traders and brokers a more cost-effective security instrument. This work was spearheaded by our international customs and insurance expert, Mr. Robert Kielbas, who visited Moldova for two weeks in November and met with representatives of the MCS, customs brokers and traders, insurance companies and regulators, and with the MoF. This assignment also



International customs and insurance expert, Mr. Robert Kielbas presenting the preliminary results of the study

involved a thorough review of the existing legislation regarding financial guarantees and the current process of securing and accepting guarantees. The study concluded that introducing customs insurance bonds reinsured internationally would lower costs by 50 percent, and could free up as much as \$42 million in capital tied up in securing bank guarantees. Furthermore, introducing deferred payment on imports could speed the release of goods and expand the market for such guarantees. The results of the study were shared during a roundtable of all stakeholders held in late November, and a final report was provided separately to USAID. A Romanian version of the report will be shared with the MoF in order to gain its support for both initiatives.

From November 23- 30, BRITE organized a study visit for two MCS officers and BRITE's trade advisor to the Republic of Georgia, coordinated with the U.S. Embassy Export Control and Border Security (EXBS) Program and the Georgia Revenue Service. The goal of this study tour was to enhance the participants' knowledge in customs control and clearance procedures in a streamlined, electronic customs environment, and to advance work started



with the assistance of the senior Georgia Customs Advisor working in Moldova earlier this year. During the one-week tour, the participants were introduced to customs operations at the border, seaport and airport, as well within the central authority, which exercises broad control over all customs operations without the need for internal posts or other regional branches. This structure is facilitated by the full electronic flow of data and documents and a Single Window that facilitates interaction between economic operators and all public authorities.

As similar BRITE-supported reform initiatives are in process within the MCS, the study tour has helped provide perspective on the challenges facing Moldova, but also the opportunities for achieving significant gains in trade facilitation. Furthermore, the Georgia Revenue Service has committed to continue to advise the MCS and BRITE as needed, and further visits and STTA assignments could be arranged. The BRITE sponsored participants included:

- Mr. Corneliu Croitoru – Head of Customs Clearance Procedures Section, MCS
- Mr. Marian Zaharia – Head of the Customs Regimes Section, MCS
- Mr. Eduard Sirbu - BRITE Trade Facilitation Advisor

#### *1.2.4 Rationalize the list of permissive documents required for export.*

As part of our effort to introduce a single window environment for trade documentation and similar requirements, this quarter BRITE and the MCS began to inventory and rationalize the number of permits required to export certain types of goods. At present, there are up to 13 types of permits required by different agencies in different laws that apply to a variety of different goods. The problem for traders and the MCS is that these permits may be unnecessary in the context of export abroad, are not applied to a concrete list of goods, and may, in some cases, duplicate one another. There is also no single source of all the permits aligned with the classification of goods (Harmonized System).

In late October, the MCS created a special working group to take a complete inventory of export permits and legal requirements and to work with BRITE experts to identify reforms and propose legal and administrative improvements. BRITE engaged its short-term customs adviser, Ms. Silvia Vilcu, to lead this effort with the MCS. To date, the inventory is nearly 50 percent complete, and will be finalized in early February. At that time, BRITE and the MCS will distribute the list and organize public discussions in an effort to rationalize the list, finalize an electronic database linked to the HS Tariff for 2012, and draft the required legal amendments to establish the list as a law.

#### *1.2.5 Implement electronic clearance procedures (Single Electronic Window).*

BRITE and the MCS working group on implementation of e-Customs and Single Window continued its work this quarter. Members of this group also participated in the study tour to Georgia mentioned above. The work has proceeded in two stages. First, the introduction of electronic export and, second, electronic import; the latter requiring more legal amendments and technical resources.

##### *a) Electronic Export*

BRITE is pleased to report that this quarter, the GoM approved a decision on Electronic Export Procedures that was officially published on November 15, with the full implementation to begin on March 01, 2014 (available at all customs posts). This procedure will allow exporters to enter all declaration information electronically into ASYCUDA from

their premises or those of their broker, and to receive confirmation electronically within one hour. They may then proceed directly to the border. This reform has a number of advantages for traders as well as the MCS, including:

1. Eliminates the need to produce paper documents. This reduces time and cost for all parties, creates more security of data and information, and reduces the need to archive paper documents.
2. Eliminates the requirement to visit the ICP to present paper documents and have goods inspected by the MCS. The added advantage of this is that earlier traders were required to visit the customs post where they were officially registered, not the one closest to where their shipments originate. Upon confirmation, shipments may proceed directly to the border.
3. No direct contact with MCS officers required except at the border.
4. Improves transparency, as all communications are handled electronically through ASYCUDA and open and registered on-line.
5. Reduces time to maximum of one hour to get confirmation for electronic submissions.
6. Reduces processing time within the MCS and traffic at internal posts and at the border because electronic processing can occur 24-hours per day.

In support of this effort, BRITE supported MCS training of staff from the Moldova Food Safety Agency (FSA) on how to link their system with ASYCUDA and participate in the electronic export process. FSA is one of the main government agencies regulating trade in Moldova. This training took place over two days in November for 46 FSA staff.

BRITE is now working with the MCS to develop information guides and tutorials on how to take advantage of this new feature. These are discussed in detail in Component 3.

#### *b) Electronic Import*

The working group this quarter also finalized draft amendments in the law required for the implementation of electronic import, taking into consideration all the comments and proposals presented by other affected ministries and agencies. On December 13, this draft was approved by the GoM and has been sent to the Parliament for further examination. According to MCS data, more than 323,000 import declarations were submitted last year in paper form and also entered electronically into ASYCUDA. The new procedures would eliminate the paper-based system, saving the MCS and traders time and money, would eliminate direct interaction between traders and customs officers, and link other regulatory agencies into a single electronic window environment. Fully implementing e-import will likely require additional programming and IT resources, but these will be determined once the rules are in place.

#### *1.2.6 Support the National Customs Consultative Committee (NCCC) and engage stakeholders*

The NCCC did not meet this quarter due to scheduling conflicts in the MCS. BRITE instead worked with the private sector Council members to identify and elaborate upon issues to be addressed at the next meeting, which is tentatively scheduled for late January.

BRITE also supported the First Exporters Forum in Moldova that took place on October 22-23 in Chisinau, and brought together roughly 100 top exporters, producers with export potential, trade service providers, representatives of state institutions, and foreign embassies. The conference was organized by the MoE and the Moldova Investment and Export Promotion Organization (MIEPO), and was sponsored by Danube Logistics, the operator of the Giugiulesti International Free Port (GIFP). Minister of Economy Valeriu Lazar and Deputy Minister of Economy Octavian Calmic addressed the conference participants on the GoM's trade policies and the importance of an export-driven economy, and USAID Country Director Kent Larson introduced USAID's export support projects - BRITE, CEED II, and ACED.



In addition to its financial support of the conference, BRITE helped the MCS to present the main trade facilitation reforms aimed at exporters and to prepare information about the NCCC that was distributed at the event. The MCS presented the simplified clearance procedures, extension of working hours, and the processing of export declarations for any trader at all internal customs posts. The MCS also announced the elimination of the T1 export transit document and the export verification document for VAT reimbursement on exports. The MCS also invited the participants to take an active part in the NCCC.

## **B. Component 2: Other High-Impact Reform Activities**

### **B1. Intermediate Result 2.1: Improvement of the regulatory framework in selected Doing Business areas**

Moldova climbed 8 positions to #78 in the 2014 World Bank *Doing Business* ranking, which now ranks 189 economies. Thus, Moldova has a better business environment than 58 percent of other countries in the world. The most significant improvement in rankings was registered in the areas of Getting Credit and Paying Taxes, an increase of 27 and 21 positions, respectively. Moldova ranks better than in the previous year in Starting a Business, up 12 positions. For other areas, no significant changes in ranking were registered. Moldova, however, scored worse in 2014 in Dealing with Construction Permits (174<sup>th</sup>), Trading Across Borders (150<sup>th</sup>), and Getting Electricity (165<sup>th</sup>).

Please see Annex A for a more detailed description of key changes.

#### *2.1.1 Protecting Investors.*

BRITE's efforts in promoting reforms that will improve the Protecting Investors area of *Doing Business* continued but more intensively this quarter. Besides the BRITE-supported draft of amendments to the law on Joint Stock Companies, which was supported by the MoE and presented for discussion in the NWG, an alternative draft appeared that was developed by the National Commission of Financial Markets (NCFM). The main conflict between these two versions was in the proposed recognition of joint stock companies from Moldova as publicly-owned and privately owned.

The BRITE-supported draft included this distinction whereas the NCFM objected to this, as it would limit the scope of their regulatory control. BRITE's legal advisor, Alexandru Savva, worked intensively with the NCFM and the MoE to bridge this gap and eventually agree upon language that better reflects international practice. The same issue is being addressed by a World Bank project to amend the law on Capital Markets that will make the same distinction between companies participating in the capital markets. The World Bank adviser and BRITE's adviser are in full agreement and this has helped find a common approach with the NCFM. A unified draft was finalized and submitted to the GoM for review and approval in late December.

#### *2.1.4 Other priority areas.*

BRITE was approached by both the MoE and the Head of the Department for Energy Security and Efficiency to assess how to improve the situation in Getting Electricity, and thus improve the *Doing Business* ranking in this area. The pressure came from Minister Lazar, but later we learned that draft legal amendments had already been produced and were circulating through the GoM, reducing the need for BRITE involvement. It is unclear whether these amendments will actually improve the situation, and we have reiterated our willingness to support reforms as needed.

### **Intermediate Result 2.2: Reduce administrative burden and compliance costs for businesses by streamlining regulatory processes and government services, in cooperation with main stakeholders, including MoE and E-Government Center.**

#### *2.2.1. Support the Licensing Chamber in issuing more licenses on-line*

These activities are scheduled to begin later in 2014.

#### *2.2.2 In cooperation with the MoE, reduce the number of permits for business activity*

In accordance with the GoM Road Map, BRITE began the process of inventorying all permissive acts according to the Law nr. 160 from July 22, 2011, but also including licenses. The purpose of this exercise is to identify additional permits outside the law, and to finalize an exhaustive list of permits and licenses in order to optimize them, and in some cases eliminate or replace them with less intrusive or costly forms of control, e.g. declared liability or insurance. BRITE's legal adviser, Mr. Savva, is also undertaking this task, the first stage of which should be complete by the end of January. Mr. Savva is also in contact with BRITE's adviser Silvia Vilcu to ensure her work on export permits is shared with him and the two take a consistent approach to the work.

#### *2.2.3. Streamlining the issuance of authorizations for businesses with USAID/LGSP.*

This quarter, BRC completed its concept for a Citizen Information and Service Center (CISC) in Ungheni and presented the findings to USAID/LGSP and the mayorality of Ungheni, outlining the benefits to the mayorality and its citizens. USAID, however, has since encountered some resistance on the part of the mayorality to fully implement the concept and relinquish their control over and direct interaction with citizens in service delivery, which is one of the key principles of the CISC and OSS concept. As a result, BRITE has elected to find another municipality with which to work.

At this stage, the MoE is pursuing an agreement with the Ministry of Construction to pilot a OSS for construction permits in the city of Chisinau. If this can be agreed upon with the mayoralty of Chisinau, it could open the door for BRITE to develop a functional OSS for construction permits. A meeting between the main parties, including BRITE, is tentatively scheduled for late January. Other options include cities such as Singerei, where an earlier USAID-supported OSS is still functioning.

#### *2.2.4 Consolidate and streamline business reporting requirements.*

These activities are scheduled to begin later in 2014.

#### *2.2.5 Support CNAS to develop medical e-certificates to reduce reporting burdens on businesses and reduce fraud.*

BRITE has established an initial meeting with the Ministry of Health in January to discuss their plans for reforming the medical certificate process, and we will then align this with the plans of CNAS for streamlining the calculation and disbursement of payments under the system. A more detailed study of the process and the opportunities for reform will follow in the first quarter of 2014.

### **Intermediate Result 2.3: Institutionalize good regulatory practice through capacity building and improved public-private dialogue**

#### *2.3.1 Strengthen the capacity of the National Working Group to serve as the main public-private dialogue (PPD) forum on business environment improvement.*

Based on a series of meetings with RIA Secretariat consultants, the MoE, and members of the National Working Group, including AmCham and FIA, BRITE developed a road map for improving the RIA methodology and strengthening the NWG. The key elements of this road map include:

- **Develop a RIA portal.** This effort would be a section on the web-page [www.particip.gov.md](http://www.particip.gov.md) dedicated solely to the activity of the National Working Group. It would contain information on the agenda of NWG meetings, the documents for the meeting (draft proposals, RIAs), the opinion of the RIA Consultants, and the archive of the broadcasts made by [privesc.eu](http://privesc.eu). The portal will keep track of all the process of developing and approving a legal draft, starting with RIA and ending with the final approval of the GoM and/or Parliament.
- **Review the NWG membership and improve the qualification of the members (representatives).** Sometimes, representatives with low qualifications are delegated to participate at the NWG meetings, which means that some participants don't have the necessary expertise to discuss the topics that are on the agenda, and this diminishes the quality of discussions. Also, the membership should be awarded to public institutions and not to individuals. Furthermore, the public institutions and members of the NWG should take care to delegate knowledgeable persons to participate in NWG meetings based on the topics in the agenda.
- **Advocate for a new location for the NWG meetings.** Most NWG members concede that meeting in the GoM building is inconvenient and discourages larger participation. The MoE has agreed to locate alternative space and several spaces have been identified including one on the first floor of the GoM building with public access and another off-site, but in the city center.

- **Assess and improve the RIA curricula at the Academy for Public Administration (APA).** During the last two years, no regular courses on RIA were performed for civil servants in the APA. Meanwhile, there is a normal fluctuation in public sector personnel, which means that there is a demand for new RIA training. BRITE will organize a tender to work with the APA to develop an improved curriculum based on the experience of RIA consultants and others over the last eight years of conducting these analyses. Civil servants can then be directed to the APA for training on an as-needed basis. Training of trainers will also help ensure sustainability of the RIA teaching process.

## **Summary of Activities of the RIA Secretariat**

This quarter, BRITE's RIA Secretariat consultants reported 120 legal reviews and analyses - 51 in support of the MoE, 64 in support of the National Working Group, and 5 tasks assigned by BRITE. In terms of level of effort, about 40% of their time was dedicated to the Ministry of Economy, 55 percent to the National Working Group and 4 percent to BRITE tasks. In terms of the public authorities issuing legal drafts and RIAs, nearly half originated from the Ministry of Economy, about 15 percent from the Customs, and the ministries of Transportation, Health and Finance. The remaining 13 institutions accounted for about 24 percent of their effort.

A total of 51 documents were presented to the National Working Group, including revised documents. Eighteen of them were approved with some minor changes, 22 were approved under certain conditions for more consultation, changing some contents of the document, or adding some missing parts of the RIA or the legal draft. Only seven documents were rejected and four were withdrawn by the authors.

The time dedicated by RIA Consultants specifically to BRITE activities was related mostly to the legal acts in customs and trade performed by Lilia Dabija. Also, Oleg Chelaru and Nicolae Botan provided assistance in planning the activities of improving the RIA methodology and the activity of the National Working Group.

## **C. Component 3: Strategic Communications**

### **C1. Increased Awareness and Understanding of Business Climate Reform, Progress Achieved to Date, and New Reform Initiatives**

#### *3.1.1 Support Implementation of communications strategy and action plan at the State Tax Service.*

The Communications Strategy and Action Plan of the STS developed in Year1 with USAID BRITE support was formally approved in late November by the Chief of the STS, Ion Prisacaru. The Chief also formed a steering committee for communications to guide and oversee the implementation of the strategy. The committee includes representatives of the Strategic Management Department, Large Taxpayers Unit and Fiscservinform, and BRITE. The representative of Sida has also been invited to attend the meetings.

After the reorganization of the communications department, which is currently ongoing, BRITE will help write the protocols for communications and roles and responsibilities of the new communications department.

- a) *Develop automated communications between the State Tax Service and taxpayers –*

A key element of the communications strategy is facilitating voluntary compliance by keeping taxpayers informed of important events, deadlines, changes in legislation, and other decisions of the STS. BRITE is supporting the implementation of an IT system that will facilitate the mass e-mailing of information to taxpayers. This quarter BRITE helped STS identify the key information items to be sent regularly to taxpayers, including - notifications about debts, planned controls/audits, changes in legislation, the fiscal calendar, and a monthly newsletter. An STS working group was established to draft the technical specification for the system so that BRITE can then support its development.

In the meantime, BRITE is working with STS to develop the messages, target them and institute a mechanism that would regularly spread information both internally and externally. The E-Government Center has proposed its own system of E-Notification as a possible solution for STS/FSI. We are now investigating this possibility with FSI and E-Gov and will determine its feasibility early in the coming quarter.

*b) Develop brand book for the State Tax Service*

All parties agree that the STS image and message is distorted, partly due to the decentralization of the communications functions among various entities associated with the tax administration. For example, having access to more communications resources, FiscServInform has promoted more of its services at the expense of STS and its messages and tools. A logical first step to resolve this inconsistency is to create rules of branding and marking and develop a brand book for the STS. This quarter, BRITE contracted a local design firm that is now working with STS and the State Commission for Heraldry under the State Chancellery to develop a new logo for the institution and finalize a brand book. This work should be completed in late January.

*c) Communications Plan for the Current Account*

As mentioned under Component 1 above, the testing of the Current Account system is ongoing but all indications are that it will be ready for use by all taxpayers in early February. BRITE's communications team and STS have finalized the launch plan that includes video tutorials, promotional materials, internal training for tax inspectors, press conference and trainings for taxpayers. BRITE subcontracted a local firm to develop the video tutorials for the five reports available to taxpayers. These will be completed in January. Once the new STS logo is approved we will update and print the promotional materials prepared earlier. FiscServInform and DAAC Systems are leading the training for tax inspectors, which has been ongoing since December and will continue through January.

*1.1.2 Support implementation of communications strategy and action plan at Moldova Customs Service.*

The communications strategy developed in Year 1 together with EUBAM was approved by the MCS Director General, Tudor Balitchi in early December. BRITE is now attending the regular meetings of the MCS communications department to monitor the implementation of the action plan and supporting selected elements. Some of these are discussed below.

*a) Communications campaign for e-customs*

As mentioned in Component 1 above, the government regulation to implement Electronic Export was approved in December and will be fully operational March 1 of this year. To prepare for this BRITE and the MCS press office jointly developed a plan to inform exporters about the new system, describe its benefits, explain how to use it, and engage exporters in the process in order to maximize its use. The plan, formally agreed to by both MCS and BRITE, includes developing a web page integrated into the customs.gov.md website and a video animation explaining steps required to access the service. BRITE subcontracted two specialized companies in web-design and in video production to complete the work.

During the early stages of development it was decided to first create a visual identity for “e-customs” as a whole and a corresponding brand book. This way MCS would have a single brand for all electronic features it developed and implemented in the future, including e-export and e-import, which is now under development. The video animation and the webpage will be launched in early March 2014. The latest versions of the web-based material are included in Annex C.



### *1.1.3 Support implementation of communications strategy and action plan of the Regulatory Reform Strategy (RRS)*

The RRS communications strategy was completed at the end of Year 1, but the Action Plan continued to be discussed by the MoE throughout October and November. At that time, it was decided that given the number of activities and implementing institutions included in the plan that BRITE and MoE would need dedicated support to coordinate its implementation. USAID, in a meeting with Minister Lazar in December, agreed to fund a part-time communications coordinator with the understanding that the MoE would also dedicate one

person from their communications department to team with the coordinator in an effort to build their capacity. BRITE conducted a recruit for a communications specialist, eventually choosing Mr. Vitalie Condratchi, who had previously worked in the press office in the Ministry on an IFC-funded project. Mr. Condratchi was also involved somewhat in the development of the RRS communications strategy and is well acquainted with the responsible staff in the Ministry and the other responsible public authorities. He will begin his work in January by creating and tasking the RRS communication working group.



### *Coordination with other donors.*

BRITE’s communications team continues to enjoy a strong and collaborative working relationship with EUBAM. , and after working together on the Customs’ communications strategy, BRITE’s Strategic Communications Advisor was invited to participate in a training on New and Modern Ways of Communications sponsored by EUBAM in Odessa, Ukraine.

In addition, the project also consults with the resident tax adviser of the Sida project, Ms. Carina Silbo, who also attends meetings of the steering committee in communications and has provided comments on the action plan.

## **C2. Project Communications Activities**

The project continues to post regular updates to both its website and its Facebook page.

The page reached 360 likes, the most popular posts being the photo album of the Exporters Conference, the visit of the Trade Expert, Robert Kielbas and the RIA Training for customs officers.

The First Moldovan Exporters Forum held in late October has generated considerable media coverage. The USAID BRITE Program was one of the sponsors for this conference, thus being mentioned in various online media sources (UNIMEDIA, interlic, [NOI.MD](#), etc.).

An article about the success of the International Free Port Giurgiulesti that was published in the “Business Class” magazine also mentions the support offered by our Program at the First Moldovan Exporters Forum.

The launch of the electronic declaration for export, on which USAID BRITE Project worked closely with the Moldova Customs Service, has also been highly promoted by various online media sources (UNIMEDIA, Publika, Point.md, IT Moldova, InfoTag news portal, national radio-TV broadcaster Teleradio Moldova, Ziarul National and Logos Press newspapers.)

## **D. Other Program Activities**

### **Monitoring and Evaluation**

Mr. Daniel Belostecinic has joined the BRITE team as the new M&E Advisor. Mr. Belostecinic will work on a part-time basis for the next six months to help BRITE establish a more robust M&E system in light of BRITE’s expanded task order and Year 2 work plan, and to work with the technical team to ensure these are fully integrated into their activities.

BRITE’s second semi-annual survey of the business community was conducted late last quarter and completed at the end of the year. The survey covered 800 businesses on a country-wide basis. The purpose of the survey was to:

- Determine the level of awareness of businesses about the reforms implemented with BRITE support and how they benefited from them, if at all.
- Collect insights on businesses’ experience in getting permissive acts.
- Identify a group of business representatives that could be invited to participate in a focus group to discuss the results of the survey in more detail.
- Gain insights into how to better organize communication campaigns and assess the current communication channels of STS and MCS.

The results will be finalized and shared with USAID in January.

## **SECTION II: OPERATIONS AND ADMINISTRATION**

During this quarter, on November 13, 2013, the project received a contract modification to fully fund the contract to a new ceiling of \$9 million and to incorporate new activities and results under Component 2. This modification also increased the project's level of effort (LOE) by labor category to best match staffing and consultancy needs with project implementation.

In this quarter, the project's long-term staffing remained intact. Leadership of Component 3 activities was transitioned from Ms. Lisa Gihring to Ms. Olesea Galusca at the close of Year 1 (September 30, 2013), consistent with the project's design. Recruitment to fulfill the short-term M&E and RRS communications coordinator positions commenced during this quarter.

## SECTION III: PREVIEW OF UPCOMING QUARTER

BRITE is planning the following activities/events in the coming quarter, among others:

### Component 1: Tax Administration

- Public launch of the Current Account in February
- Identify and implement the next stage of enhancements and functionalities for the Current Account software
- Develop a pilot e-certification mechanism
- Finalize draft legal amendments related to SME taxation and penalties and sanctions. For the latter, collect commentary from Sida and IMF

### Component 1: Trade Facilitation

- Hold the next National Customs Consultative Committee meeting
- Promote adoption of the draft law on Trading Across Borders
- Draft primary legislation required for NCTS implementation in Moldova
- Finalize the Government Decision on Electronic Import Procedures
- Finalize results of the survey on simplified customs procedures
- Finalize the inventory of permits for export (Silvia Vilcu activity)

### Component 2: Other High-Impact Reform Activities

- Finalize the inventory of permissive acts and the consultations on reducing and optimizing their number and issuance.
- Prepare ToR and conduct a study on the possibility of streamlining business reporting.
- Prepare ToR and conduct a study on the possibility of implementing electronic medical certificates.
- Accomplish most of the activities from the RIA/NWG roadmap, have an agreement among NWG members regarding amendments to the regulation of the NWG activity.
- Finalize RFP for improving RIA methodology, developing RIA manual, RIA portal and training of trainers for RIA lecturers at the Academy for Public Administration and selected public institutions.

### Component 3: Strategic Communications

- Outreach campaign for using the Current Account - video tutorials developed, promotional materials printed and disseminated
- New logo and brand book for the STS developed and launched
- Working group of communicator from the implementing institutions of the Regulatory Reform Strategy established
- Training in strategic communications for the participants of the working group
- Media partnership strategy finalized and implemented
- e-Customs electronic export declaration campaign launched with video animation, explanatory webpage and info-graphics

## Annex A: Progress toward the Performance Monitoring and Evaluation Plan

Nr.	Indicator	Unit	Disaggregation	Data Source	Frequency	Baseline	Results		Targets				Comments
							Y1	Q1Y2	Y2 target	Y3 target	Y4 target	Life of project	
<b>BRITE Program Objective: Identify and Implement Business Environment Reforms Through Increased Public Private Dialogue and Improved Institutional Capacity</b>													
<b>2</b>	Monetized benefit of BRITE-sponsored reforms to the private sector	mil. USD	Component	Project records, based on Standard Cost Model methodology	Quarterly	0	<b>0.45</b>	<b>0</b>	19.5	40	40	100	During Q1Y2 no new reforms have been fully implemented. The results of some reforms implemented during Y1 aren't still known, as BRITE didn't received the official data from CMS
<b>3</b>	Monetized benefit of BRITE-sponsored reforms to the public sector	mil. USD	Component	Project records, based on Standard Cost Model methodology	Quarterly	0	<b>0.09</b>	<b>0</b>	20	40	40	100	
<b>4</b>	Number of activities and initiatives, supported by BRITE, and involving the participation of businesses in PPD	#	Component	Project records	Quarterly	0	<b>10</b>	<b>1</b>	15	15	15	55	One roundtable was organized on implementation of Customs legislation of financial guarantees
<b>5</b>	Percent of private sector representatives that consider having benefited from reforms implemented with BRITE assistance	%	Gender, region	Survey of private sector	Semi-annually	0	<b>47.4</b>	-	5	15	25	25	About half of surveyed businesses considered they benefited from at least one reform implemented with BRITE support.
<b>6</b>	Number of regulations and administrative procedures eliminated, streamlined or simplified with BRITE support	#	Component, PPD	Project records	Quarterly	0	<b>12</b>	<b>0</b>	6	6	7	31	No new reforms fully implemented during Q1Y2
<b>7</b>	Person hours of training provided by USG	#	Component	Project records	Quarterly	0	<b>1776</b>	335	750	750	750	3000	Four trainings were organized during Q1Y2.
<b>8</b>	Proportion of female participants in BRITE-assisted activities, initiatives and events	%	None	Project records	Quarterly	37.4	<b>55.6</b>	<b>35.5</b>	>45	>45	>45	>45	At the trainings, the participants were mostly men, especially from MCS and ANSA, and at the roundtable too.

Nr.	Indicator	Unit	Disaggregation	Data Source	Frequency	Baseline	Results		Targets				Comments
							Y1	Q1Y2	Y2 target	Y3 target	Y4 target	Life of project	
<b>Component 1 – Taxes and Trade</b>													
<b>IR 1.1 – Improved tax administration reduces the administrative burden of paying taxes while increasing revenue collection</b>													
11	Private Sector perception index score for paying taxes	1 (very difficult) - 5 (very easy)	Gender, Region	Survey of private sector	Semi-annually	n/a	3.97	3.69	4.1	4.2	4.3	4.3	During 2nd semiannual survey, companies were more conservative regarding time and cost of paying taxes.
<b>IR 1.2 – Time and cost of moving goods across borders reduced</b>													
14	Moldovan Exports and Trade diversification index	1 (very low) - 5 (very high level)	None	Official Statistics	Quarterly	3.14	3.07	-	3.15	3.25	3.4	3.4	The final value for Year 1 is 3.07, which shows a positive dynamics of the Moldovan exports.
<b>Component 2 – Other High Impact Reforms</b>													
<b>IR 2.3. Institutionalize good regulatory practice through capacity building and improved public-private dialogue (PPD).</b>													
15	Percent of RIAs approved by the National Working Group from the first reading	%	None	RIA Consultants' activity reports	Quarterly	22 (Year 1)	22	29	40	50	60	60	During Q1Y2, 7 out of 24 RIAs were accepted from the first reading at the National Working Group meetings
<b>Component 3 – Strategic Communications</b>													
<b>IR 3.1. Increased awareness and understanding of business climate reform, progress achieved to date, and new reform initiatives.</b>													
16	Percent of private sector representatives that are aware about the reforms implemented with BRITE assistance	%	Gender, Region	Survey of private sector	Semi-annually	0	0.4	0.9	10	25	40	40	Most of respondents named reforms implemented by STS. Only 11.6% could name a reform in general, and 0.9% from total mentioned a reform implemented with BRITE support.

Nr.	Indicator	Unit	Disaggregation	Data Source	Frequency	Baseline	Results		Targets				Comments
							Y1	Q1Y2	Y2 target	Y3 target	Y4 target	Life of project	
17	Number of articles in print media, as well as TV and radio segments, devoted to the specific reforms and project initiatives to improve the business enabling environment	#	Type of media	Project and partners' records	Quarterly	0	43	12	50	50	57	200	The number of articles and stories written about BRITE activities correspond to a targeted quarterly average.
18	Percent of private sector representatives that respond positively regarding the speed and transparency in the activity of public institutions receiving BRITE assistance.	%	Public institution	Survey of private sector	Semi-annually	0	30.2	-	40	50	60	60	The value for Y1 is 30.2%, i.e. 35.5% of private sector consider the speed of response as good or very good and 24.5% of them consider the public institutions as highly transparent

## Annex B:

### Overview of Moldova's Doing Business Rankings 2013 vs. 2014

TOPIC RANKINGS	2014 Rank	2013 Rank	Change
Starting a Business	81	93	+12
Dealing with Construction Permits	174	175	+1
Getting Electricity	165	164	-1
Registering Property	19	16	-3
Getting Credit	13	40	+27
Protecting Investors	80	80	=
Paying Taxes	95	116	+21
Trading Across Borders	150	149	-1
Enforcing Contracts	23	23	=
Resolving Insolvency	91	89	-2
<b>Ease of Doing Business (overall ranking)</b>	<b>78</b>	<b>86</b>	<b>+8</b>

Moldova climbed 8 positions in Doing Business 2014 ranking for Ease of Doing Business, which includes the description of 189 economies, thus Moldova has a better business environment than 58 percent of other countries. The most significant improvement in rankings was registered in the areas of Getting Credit and Paying Taxes, an increase of 27 and 21 positions, respectively. Moldova ranks better than in the previous year in Starting a Business, up 12 positions. For other areas, no significant changes in ranking were registered. Moldova, however, scored worse in 2014 in Dealing with Construction Permits (174<sup>th</sup>), Trading Across Borders (150<sup>th</sup>) and Getting Electricity (165<sup>th</sup>).

## Section 2. Overview of the BRITE-related areas of Doing Business

### 2.1 Starting a Business

Indicator	Moldova DB2014	Moldova DB2013	Europe & Central Asia	OECD
Procedures (number)	6	7	5	5
Time (days)	7.0	6	12.8	11.1
Cost (% of income per capita)	5.4	5.4	6.7	3.6
Paid-in Min. Capital (% of income per capita)	8.1	8.1	3.5	10.4

**Changes made:** There is one fewer procedure – the registration at CNAM (National Medical Insurance Company), which means also two fewer days, comparing to the results from the DB2013 report.

**Perspectives:** By Law, a company need not register directly at the Social Security Fund, which is a procedure specified in the *Doing Business* report. Additionally, the requirement for obtaining an official stamp could be abolished by a Ministry of Economy’s project. Also, the registration at Territorial State Fiscal Inspectorate could be excluded in the near future, as the ID number of the company is the same as the fiscal code, and TSFI is informed by the State Registration Chamber about registering any legal company. BRITE could support further improvements in this area by facilitating on-line registration, without any other steps.

### 2.2. Protecting Investors

In this area, BRITE elaborated a project of amending the Law on Joint Stock companies, which should have a significant impact on Moldova’s ranking in this area of *Doing Business*. Implementation could be done before June 1<sup>st</sup> 2014, i.e. the impact could be reflected in the next Doing Business report. The RIA of the project was presented to the National Working Group and it was approved.

### 2.3. Paying Taxes

Moldova registered significant progress in this area. These results are due to establishing electronic declaration for tax reports. Because VAT payers have to present all of the reports through the electronic declaration system, the *Doing Business* respondents considered it a major improvement in the Paying Taxes area. Each tax paid on-line is considered as a single payment and no time, this is why the number of payments and the time decreased significantly. Moldova is close to OECD standards on the time for paying taxes and on the total tax rate, but still there is room for improving the number of payments.

Indicator	Moldova DB2014	Moldova DB2013	Europe & Central Asia	OECD
Payments (number per year)	31	48	26	12
Time (hours per year)	181	220	246	175
Profit tax (%)	9.6		9.0	16.1
Labor tax and contributions (%)	30.6		22.6	23.1
Other taxes (%)	0.2		7.0	2.0
Total tax rate (% profit)	40.4	31.2	38.7	41.3

## 2.4 Trading Across Borders

The only change was adding a new document (delivery order) to the import procedure, without affecting the number of days for importing. Currently, the project's trade advisor could not identify it as a document required for import procedure, and it is not included in *Doing Business* report 2014. Additionally, the project contacted a representative of the MCS responsible for customs procedures, that couldn't identify this document as a required one. BRITE will contact the World Bank to find more details about this document. One hypothesis is that in the *Doing Business* methodology, the importing port for Moldova could be Odesa/Ilichiovsk. According to *Doing Business* 2014 report, delivery order is also required for importing by Ukraine, which means that it could affect Moldova. BRITE will clarify this matter. The cost of trading across borders remained unchanged.

Indicator	Moldova	Europe & Central Asia	OECD
Documents to export (number)	7	7	4
Time to export (days)	32	25	11
Cost to export (US\$ per container)	1,545	2,109	1,070
Documents to import (number)	8	8	4
Time to import (days)	35	26	10
Cost to import (US\$ per container)	1,870	2,339	1,090

## **2.5. Dealing with Construction Permits, Getting Electricity, and Resolving Insolvency**

In these areas, no significant changes were registered in the *Doing Business* 2014 report, and BRITE did not implement activities towards these goals in Year 1. However, there is opportunity for BRITE during the next two years to improve the Construction Permits area, by establishing OSS at the local level in concert with the LGSP project concept, and BRITE is included in the commission for Getting Electricity and to find opportunities to streamline regulations and procedures in this area.

In Resolving Insolvency, BRITE might help by improving fiscal aspects of voluntary liquidating of a company, some of which may lead to easier processes for liquidated companies.

# Annex C: Templates of communications campaign logo and tutorial for the electronic export of goods

Electronic declaration for exports  
 motto: *Save time, clear goods electronically!*

**ecustoms**

**ECONOMISEȘTI TIMP, VĂMUIEȘTI ELECTRONIC.**

**326 262** Declarații de export electronice  
 (din totalul de 326 262 declarații de export electronice)

**217 508** Declarații de export electronice  
 (din totalul de 217 508 declarații de export electronice)

Evoluția cererii de  
 servicii a firmelor participante la  
 proiectul de aplicare a procedurii  
 electronice de punere  
 în valoare în valoare

Declarații de export electronice  
 Declarații de export prin suport de hârtie

**2014** **2015** **2016**

**AVANTAJELE EXPORTULUI ELECTRONIC**

- Economisirea timpului**  
 1. Se evită deplasarea fizică în biroul  
 vamal și în biroul vamal  
 2. Timpul necesar pentru depunerea  
 electronică a declarațiilor este de  
 aproximativ 10 minute
- Economisirea banilor**  
 1. Eliminarea deplasării personalului  
 în biroul vamal  
 2. Nu mai este necesar să se plătească  
 pentru depunerea fizică a  
 declarațiilor vamale
- Independență față de  
 competența vamală vamală**  
 1. Declarațiile pot fi depuse  
 în orice birou vamal din țară  
 și în orice birou vamal din  
 străinătate
- Eliminarea contactului  
 cu personalul vamal**  
 1. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Transparență**  
 1. Informațiile sunt disponibile  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Flexibilitate**  
 1. Declarațiile pot fi depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Signatură electronică**  
 1. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Documente permise în  
 format electronic**  
 1. Declarațiile de export  
 electronice pot fi depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Securitate sporită a datelor**  
 1. Declarațiile de export  
 electronice sunt depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Arhivează electronic**  
 1. Declarațiile de export  
 electronice sunt depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Fluxul de informații  
 electronic**  
 1. Declarațiile de export  
 electronice sunt depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Prezentare vizuală modernă**  
 1. Declarațiile de export  
 electronice sunt depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Scenariu de aplicare**  
 1. Declarațiile de export  
 electronice sunt depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor
- Procedură rapidă**  
 1. Declarațiile de export  
 electronice sunt depuse  
 în orice moment  
 2. Nu mai este necesar să se  
 contacteze personalul vamal  
 pentru depunerea  
 electronică a declarațiilor

**ECONOMIE PROGNOZATĂ: 173 405 131 LEI**

**30 121 735 LEI**  
 SUNT ECONOMIȘTI ÎN TREI ANI  
 DE BROKERII VAMALI

**143 283 396 LEI**  
 SUNT ECONOMIȘTI ÎN TREI ANI DE CÂTRE  
 TRANSPORTATORII / EXPORTATORII

**30 121 735 LEI**  
 SUNT ECONOMIȘTI ÎN TREI ANI DE BROKERII VAMALI

**143 283 396 LEI**  
 SUNT ECONOMIȘTI ÎN TREI ANI DE CÂTRE  
 TRANSPORTATORII / EXPORTATORII



