

# LEGAL ASSISTANCE SERVICES FOR CITIZENS



CONTACT INFORMATION

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## **INTRODUCTION**

This publication is intended to help citizens whose rights were presumably violated and who seek the assistance of competent state entities or nongovernmental organizations (NGOs) to protect them. This brochure contains information about several human rights NGOs and state entities that can help citizens in certain situations.

## **NONGOVERNMENTAL ORGANIZATIONS, THEIR PURPOSE AND ROLE**

NGOs are private organizations working either as informal groups or as legal entities that are independent from any public authority. Their purpose is to promote certain values and initiatives in the society. NGOs may work in any area where there is a societal need including human rights, child protection, anti-trafficking, prevention of domestic violence, social security, environment protection, education, science, culture, and research. NGOs

also serve as a social tool citizens can use to solve their problems at local or national level.

## ***WHAT ARE HUMAN RIGHTS?***

The fundamental human rights are those rights of citizens that are indispensable for their life, freedom, dignity and individual development, and for the enjoyment of the rights established and guaranteed by the Constitution and laws. Under the Republic of Moldova Constitution, citizens have many fundamental rights and freedoms, including free access to justice, access to information, the right to a healthy environment, the right to health care, the right to work and work protection, and the right to education.

# CONTACT INFORMATION OF THE NGOS THAT OFFER LEGAL ASSISTANCE OR ADVICE:

## *Human Rights*

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### *Human Rights Information Center (CIDO)*

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**Type of assistance:** Free primary legal advice emailed to persons whose fundamental rights have been violated.

**Mission:** To promote fundamental human rights, democracy, and rule of law as the supreme values in the Republic of Moldova and worldwide.



069-731-765



asistent@cido.org.md



www.cido.org.md; www.drepturi.md



www.facebook.com/pages/Centrul-de-Informare-  
în-domeniul-Drepturilor-Omului-CIDO

**Working hours:** Mon-Fri: 9.00-13.00.

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## **Human Rights Center of Moldova / Ombudsman's Office**

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**Area:** Human rights.

**Type of assistance:** Free legal information and advice on children's rights; referral of children and their legal representatives to line agencies for assistance

 **Child's hotline:** 0-800-12-222

**Type of assistance:** Free legal assistance and advice on the prevention and combatting of torture and cruel, inhuman, degrading or other ill treatment.

 **Hotline** of the National Mechanism for the Prevention of Torture: 0-800-11-116

 16 Sfatul Tarii st. , MD-2004, Chisinau

 (0-22) 23-48-00

 (0-22) 22-54-42

 cpdom@mdl.net

 www.ombudsman.md

 www.facebook.com/pages/Centrul-pentru-Drepturile-Omului-din-Moldova

**Working hours:** Mon-Fri: 8.00-17.00.

## **Representative offices of the Human Rights Center of Moldova**

### **Bălți**

-  1 Independentei st. , Balti
-  (0-231) 2-81-49

### **Cahul**

-  6 blvd. Republicii, of. 415  
(Mayor's Office Building), Cahul
-  (0-299) 2-17-81

### **Gagauzia ATU**

-  207 Lenin st. , Comrat
-  (0-298) 2-51-05

### **Anenii Noi**

-  66 Tighina st. , Varnita
-  060-002-684

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## **Amnesty International Moldova**

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**Area:** Human rights.

**Type of assistance:** Free advice on human rights.

**Mission:** To promote and defend human rights.

-  49/2 Alexei Mateevici st. , of. 14, MD-2009,  
Chisinau
-  (0-22) 83-58-08; (0-22) 22-99-66
-  info@amnesty.md

 [www.amnesty.md](http://www.amnesty.md)

 [www.facebook.com/aimoldova](https://www.facebook.com/aimoldova)

**Working hours:** Mon-Fri: 10.00-17.00.

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***Community Association “Institutul pentru Apărarea Drepturilor și Libertăților Fundamentale ale Omului” (Institute for the Protection of Fundamental Human Rights and Freedoms)***

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**Area:** Law.

**Type of assistance:** Legal advice that is mostly free but also paid for filing claims in national and international courts of law, including the ECtHR.

**Mission:** To promote the observance of fundamental human rights and freedoms.

 19/6 Cuza Voda blvd., MD-2060, Chisinau

 069-355-282

 [idlo.rm@gmail.com](mailto:idlo.rm@gmail.com)

**Working hours:** Mon-Fri: 9.00-14.00.

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***International Center for the Protection and Promotion of Women’s Rights “La Strada”***

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**Area:** Prevention of human trafficking, abuse of children and domestic violence.

**Type of assistance:** Information on safe migration and children's online security; psychological counselling and psycho-emotional assistance for victims of domestic violence, migrants at difficulty, child victims of violence or negligence, and children at risk; assistance in cases of human trafficking; legal assistance to victims of domestic violence; legal assistance during the investigation and trial of cases of abuse and commercial sexual exploitation of children.

**Mission:** To promote and protect human rights and legal interests of women and children from Moldova at all levels – personal, legal and social – through awareness raising, training, support and direct assistance.



MD-2012, Chisinau, C.P. 259



(0-22) 23-49-06



(0-22) 23-49-07



office@lastrada.md



www.lastrada.md



www.facebook.com/lastrada.moldova

**Working hours:** Mon-Fri: 9.00-18.00.



**Hotline:** (for safe migration and prevention of trafficking in people): 0-800-77-777 (from 8:00 until 20:00) – free call.



hotline@lastrada.md



**Helpline:** (for victims of domestic violence): 0-8008-8008 (available 24/7) – free call.

@ trustline@lastrada.md

 **Children's line:** (for cases of negligence, violence or exploitation of children or children at risk): (0-22) 116-111 (24/7) - free call.

@ telefonul.copilului@mmpsf.gov.md

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### **Community Association "Centrul Informațional Tighina" (Tighina Information Center)**

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**Area:** Human rights and rule of law in rural groups from the strategic region of the Republic of Moldova, bordering Transnistria and Ukraine (Causeni and Stefan Voda Districts).

**Type of assistance:** Free primary assistance, sometimes representation in courts

 20/1 Alexei Mateevici st. , MD-4300, Causeni

 (0-243) 2-39-99; 067-123-999

@ infotighina@yahoo.com

 www.cit.md

 **Hotline:** (0-243) 2-39-99 – Free call.

**Working hours:** Flexible

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## **Community Association “Ambasada Drepturilor Omului” (Human Rights Embassy)**

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**Area:** Human rights, prevention and combatting of human rights violations, development of a democratic society.

**Type of assistance:** Primary legal assistance and free legal advice.

**Mission:** To promote and observe human rights.

 17 Sfatul Tarii st. , MD-2012, Chisinau

 (0-22) 92-07-00

 (0-22) 92-07-00; (0-22) 83-58-07

 info@humanrightsembassy.org

 www.humanrightsembassy.org www.stoptorture.humanrightsembassy.org;

 www.facebook/humanrightsembassy

**Working hours:** Mon-Fri: 9.00-18.00.

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## **Legal Resource Center of Moldova (CRJM)**

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**Area:** Justice and human rights.

**Type of assistance:** Strategic litigation in special cases.

**Mission:** To ensure qualitative, prompt, and transparent justice and the effective observance of civic

and political rights.

 33 Alexei Sciusev st., MD-2012, Chisinau

 (0-22) 84-36-01

 (0-22) 84-36-02

 [contact@crjm.org](mailto:contact@crjm.org)

 [www.crjm.org](http://www.crjm.org)

 [www.facebook.com/pages/Centrul-de-Resurse-Juridice](https://www.facebook.com/pages/Centrul-de-Resurse-Juridice)

**Working hours:** Mon-Fri: 9.00-18.00.

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## ***Balti Legal Clinic***

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**Area:** Law and human rights.

**Type of assistance:** Free legal assistance and training.

**Mission:** To promote and protect human rights.

 38 Alexandr Puskin st. , block V, of. 511, MD-3100, Balti

 (0-231) 5-24-76

 [clinicabalti@gmail.com](mailto:clinicabalti@gmail.com)

 [www.clinicajuridica.md](http://www.clinicajuridica.md)

 [www.facebook.com/pages/Clinica-Juridica-Universitara](https://www.facebook.com/pages/Clinica-Juridica-Universitara)

**Working hours:** Mon-Fri: 9.00-17.00.

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## **Comrat Legal Clinic**

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**Area:** Free legal assistance for disadvantaged categories; strategic litigation in national and international courts; monitoring and reporting; human rights training for various categories of beneficiaries; public information and awareness raising campaigns.

**Type of assistance:** Free legal assistance.

**Mission:** To contribute to the development of democracy in Gagauzia TAU through promotion and protection of human rights, monitoring democratic processes and strengthening civil society.



46 Pobeda st. , of. 50, MD-3805, Comrat



(0-298) 2-94-80



clinicacomrat@mail.ru

**Working hours:** Mon-Fri: 9.00-17.00.

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## **Community Association "Promo-LEX"**

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**Area:** Promotion and protection of human rights and monitoring of democratic processes in Moldova

**Type of assistance:** Free legal assistance.

**Mission:** To contribute to the development of democracy in the Republic of Moldova, including in Transnistria, through human rights promotion and protection, and monitoring democratic processes.



11 Dumitru Riscanu st., of. 41, MD-2012, Chisinau

-  (0-22) 45-00-24
-  (0-22) 45-00-24
-  info@promolex.md; pr@promolex.md
-  www.promolex.md
-  www.facebook.com/Promo.lex.md

**Working hours:** Mon-Fri: 9.00-18.00.

Consultation day – Thursday.

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## **Community Association for Children and Young People “Mostenitorii” (Heirs)**

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**Area:** Young people from various social categories.

**Type of assistance:** Free legal, social and psychological assistance.

**Mission:** To contribute to the social integration of young people from various social categories from the Northern region of Moldova by outreach, consultancy and training.

 34 Konev st., MD-3100, Balti

 (0-231) 7-50-11

 mostenitorii@gmail.com

 http://mostenitorii.org.md

**Working hours:** Mon-Fri: 9.00-18.00.

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## **Causeni Law Center**

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**Area:** Law.

**Type of assistance:** consultancy, primary and spe-

cialized legal assistance, mediation services (free and paid).

**Mission:** To promote and protect human rights.



1/2 Stefan cel Mare st., MD-4300, Causeni



(0-243) 2-36-80



(0-243) 2-42-91



cd\_causeni@yahoo.com



[www.facebook.com/pages/Causeni-Law-Center](http://www.facebook.com/pages/Causeni-Law-Center)



**Hotline:** (0-243) 2-36-80 – paid call

**Working hours:** Mon-Fri: 9.00-17.00.

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## **Community Association “Asociația de Educație Civică – Viitorul Începe Azi” (Civic Education Association – Tomorrow Starts Today)**

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**Area:** Promotion of human rights, particularly those of children and young people.

**Type of assistance:** Social assistance; free psychological counselling and legal advice for children and young people from disadvantaged families.

**Mission:** To promote human rights, particularly the rights of young people and children through training, outreach, and awareness raising; the development and implementation of an institutional social protection framework for citizens at risk; and employment and social-economic inte-

gration of young people.

 8 George Meniuc st. , MD-3603, Ungheni

 (0-236) 2-31-15; (0-236) 2-88-97

 (0-236) 2-31-15

 aec\_via@yahoo.com

**Working hours:** Mon-Fri: 8.00-17.00.

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## **Community Association “Juriștii pentru Drepturile Omului” (Lawyers for Human Rights)**

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**Area:** Representation of citizens in the European Court of Human Rights (ECtHR).

**Type of assistance:** Free legal assistance.

**Mission:** To protect and promote international human rights standards in the Republic of Moldova.

 2 Vlaicu Parcalab st. , of 13, MD-2009, Chisinau

 (0-22) 26-09-37

 (0-22) 27-41-61

 info@lhr.md

 www.lhr.md

**Working hours:** Mon-Fri: 9.00-17.00.

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## Community Organization “Generația Mea” (My Generation)

---

**Area:** Social, young people

**Type of assistance:** free primary legal assistance.

**Mission:** To promote and protect the rights of young people, children, and their families.

 70/1 Stefan cel Mare st. , MD-2093, Gratiesti, Chisinau

 (0-22) 45-17-27; 060-667-933; 069-449-015

 generatiamea.org@gmail.com,  
mariaboico@gmail.com

**Working hours:** Wed, Thu, Fri: 9.00-14.00.

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## Independent National Center for Investigation and Human Rights

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**Area:** Protection of fundamental human rights and freedoms.

**Type of assistance:** Primary and specialized legal advice and assistance; assistance for case examination; representation in the ECtHR.

**Mission:** To investigate human rights violations.

 182 Stefan cel Mare st. , et. 2, bir. 207, MD-2004, Chisinau

 (0-22) 29-58-61

 nina.ciorap@mail.ru

 **Hotline:** 079-352-182

**Working hours:** Mon-Fri: 9.00-17.00.

Lunch break: 12.00-13.00.

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## **Community Organization “Justiție pentru Toți” (Justice for All)**

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**Area:** Legal services.

**Type of assistance:** Free legal advice.

**Mission:** To protect fundamental human rights and freedoms; to raise awareness about them and their observance; to support citizens’ participation in public life; to organize benefaction events; and to ensure access to justice for persons from socially vulnerable categories.

 89 Decebal st., of. 1, MD-2038, Chisinau

 (0-22) 53-55-34; 069-110-458; 069-272-770

 (0-22) 53-55-34

 torilex.torilex@yahoo.com

**Working hours:** Mon-Fri: 8.30-17.30.

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## **Community Association “Centrul de Drept si Interese Comunitare” (Law and Community Interest Center)**

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**Area:** Civil, economic, and social human rights.

**Type of assistance:** Free advice.

**Mission:** To promote, observe and defend fundamental human rights and freedoms; to contribute to sustainable community development by ensuring transparency of the decision-making in central and local governments; to sensitize the public about communities' social needs, and to promote volunteering aimed at meeting them; to contribute to active participation and involvement of various participants in social dialogue and community development.

 128 Grenoble st., ap 91, MD-2019, Chisinau

 079-701-739

 goreg@mail.com

**Working hours:** Flexible

## Children's Rights

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### National Center for the Prevention of Child Abuse

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**Area:** Prevention of child abuse.

**Type of assistance:** Free psychological, social and legal assistance.

**Mission:** To protect children at risk and child victims of all forms of abuse through pre-emptive activities and specialized services for children and their families.

-  61/2 Calea Iesilor st., MD-2069, Chisinau  
 (0-22) 75-88-06; (0-22) 75-67-87  
 (0-22) 74-83-78  
 office@cnpac.org.md; ajutauncopil@cnpac.org.md  
 www.cnpac.org.md  
 www.facebook.com/pages/Centrul-Național-de-Prevenire-a-Abuzului-față-de-Copii-CNPACNCCAP  
**Working hours:** Mon-Fri: 9.00-18.00.  
Lunch break: 13.00-14.00.
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***Community Association “Protectie si Perspective pentru Femeie și Copil”  
(Protection and Perspectives for Women and Children)***

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**Area:** Assistance for women and children at risk and in crisis, including children with special needs and their families.

**Type of assistance:** Free legal, medical, psychological, pedagogical and logopaedic assistance.

**Mission:** To create social, economic, and organizational conditions for psycho-social development of women and children.

-  44 Ivano Franco st., MD-3112, Balti  
 (0-231) 7-10-03  
 ppfc@mai.ru  
**Working hours:** Mon-Fri: 8.00-17.00.

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## **Community Association “Demos”**

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**Area:** Social, children and young people, civil society, community development.

**Type of assistance:** Information, free legal advice and mediation through community’s resources.

**Mission:** To develop social-economic skills and competences of young people and women for a prosperous community.

 10 Basarabia st. , MD-4601, Edinet, Edinet District

 (0-246) 2-40-18; 069-681-100

 (0-246) 2-40-18

 liliana.demos@gmail.com

 asociatiademos.wordpress.com

**NOTE:** Also see page 7 “Human rights” area, International Center for the Protection and Promotion of Women’s Rights “La Strada” that offers the following service:

 telefonul.copilului@mmpsf.gov.md

 **Children’s line** (for cases of negligence, violence or exploitation of children or children at risk): **(0-22) 116-111** (available 24/7) – free call

# Consumer Rights

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## South Consumers' Assistance Center

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**Area:** Food safety.

**Type of assistance:** Consultation for consumers on food safety norms; consultation on consumer rights; information about other governmental or nongovernmental structures protecting consumer rights; primary legal assistance; lab tests for various needs, for example, if there are suspicions that a product was forged or that storage conditions were not observed.

**Mission:** To protect consumer rights, and to promote and increase food safety.

 4B/3, 31 August 1989 st., MD-3900, Cahul

 (0-298) 8-48-42

 contact\_cahul@yahoo.com

 www.alegesanatos.md

 www.facebook.com/pages/Centrul-Regional-De-Asistenta-a-Consumatorilor-Sud

 **Hotline:** (0-22) 23-32-00

**Working hours:** Mon-Fri: 9.00-18.00.

Lunch break: 13.00-14.00.

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## North Consumers' Assistance Center (CAS Balti)

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**Area:** Food safety.

**Type of assistance:** Information and consultation for consumers, businesses, governmental agencies and other interested entities; consumer rights advocacy; training activities; assistance in solving cases of consumer rights violations, and legal assistance for consumers.

**Mission:** To protect consumer rights, and to promote and increase food safety.



63 Dostoievski st., MD-3100, Balti



(0-231) 2-75-54; 060-776-441; 079-999-538



(0-231) 2-75-54



consumator.bl@gmail.com



www.alegesanatos.md



www.facebook.com/certitudine

**Working hours:** Mon-Fri: 9.00-17.00.

Lunch break: 13.00-14.00.

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## Community Association “Centrul pentru Protecția Consumatorilor din Republica Moldova”

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**Area:** Consumer rights.

**Type of assistance:** Free legal advice; study of conflict documents; representation of consumers; participation in case hearings; issuing orders for expert tests; comparative tests; execution of requested documents.

**Mission:** To promote and ensure consumers' economic and legal interests; to increase consumer protection by awareness raising and outreach; to develop consumers' capacity to protect themselves against the risk of purchasing products or services that can harm their health, safety or life, or negatively affect their legitimate rights and interests.

 20/1 Mihail Sadoveanu st. , et. 4, of. 405, MD-2044, Chisinau

 (0-22) 62-66-82; 069-433-993; 079-190-606

 (0-22) 62-66-82

 alexvasilache@yandex.ru

 <http://consumator.md>

**Working hours:** Mon-Fri: 9.00-17.00.

# Rights of People with Disabilities

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## Community Association “Femeia și Copilul – Protecție și Sprijin” (Woman and Child – Protection and Support)

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**Area:** Social, educational.

**Type of assistance:** Free informational and legal assistance for parents with children who have special educational needs and for local NGOs for reclaiming children’s fundamental rights; technical assistance for developing community services aimed at supporting disadvantaged people, including those with disabilities; methodological assistance for teachers, aimed at ensuring educational and social inclusion of children with special educational needs in pre-school and pre-university educational institutions.

**Mission:** To ensure access to a decent standard of life for disadvantaged people and those with disabilities by developing services and policies at local and central level in partnership with local and central public authorities and families.

 43 Pacii st. , MD-4801, Criuleni, Criuleni District

 (0-248) 2-18-09, (0248) 2-06-54

 (0-248) 2-18-09

-  office@fcps.md  
 www.fcps.md  
 www.facebook.com/pages/Asociația-Obștească-Femeia-și- Copilul- Protecție-și-Sprijin  
**Working hours:** Mon-Fri: 9.00-18.00.
- 

## ***Legal Assistance Center for People with Disabilities***

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**Area:** Promotion, protection and monitoring of the observance of the rights of people with disabilities.

**Type of assistance:** Free primary legal assistance; representation in strategic litigations.

**Mission:** To promote and protect the rights of people with disabilities and to facilitate social inclusion by monitoring, advocacy and programs dedicated to developing their potential.

-  16 A. Puskin st., of. 6, MD-2012, Chisinau  
 (0-22) 28-70-90  
 info@advocacy.md  
**Working hours:** Mon-Fri: 9.00-17.00.
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## ***Moldovan Association "MOTIVATIE" (Motivation)***

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**Area:** Social integration of children and young people with locomotor disabilities.

**Type of assistance:** Free consultancy.

**Mission:** To improve the quality of life for people with disabilities and to achieve greater social inclusion for them.

 23/1 Traian bd., MD-2060, Chisinau

 (0-22) 66-13-93

 office@motivation-md.org

 www.motivatie.md

 www.facebook.com/pages/Asociatia-MOTIVATIE-din-Moldova

**Working hours:** Mon-Fri: 9.00-17.00.

Lunch break: 13.00-14.00.

## **Protection of the Rights of Persons Living with HIV/AIDS, TB and Other Diseases**

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**Community Association “Liga persoanelor  
care trăiesc cu HIV din Republica Moldova”  
(The League of Moldovans living with HIV)**

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**Area:** Assistance for persons living with HIV/AIDS.

**Type of assistance:** Free consultancy.

**Mission:** To protect the rights and interests of persons living with HIV in the Republic of Moldova and their family members, and to strengthen the

capacity of governmental, private, international and nongovernmental organizations to solve problems related to HIV/AIDS.

 7 Miron Costin st., of. 504 A, left wing, MD-2068, Chisinau

 (0-22) 92-99-07; (0-22) 43-80-03

 (0-22) 43-80-03

 plwha\_md@yahoo.com; liga@ligaaids.md

 <http://ligaaids.md>

 [www.facebook.com/pages/Liga-persoanelor-care-traiesc-cu-HIV-din-Republica-Moldova](http://www.facebook.com/pages/Liga-persoanelor-care-traiesc-cu-HIV-din-Republica-Moldova)

**Working hours:** Mon-Fri: 9.00-18.00.

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## ***Moldovan Human Rights Institute (IDOM)***

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**Area:** Monitoring human rights in the Republic of Moldova; national and international advocacy; strategic litigation; information of specific groups, international organizations and the whole society about the worst human rights violations.

**Type of assistance:** Free legal advice and litigation in cases in the following areas: protection and promotion of the rights of persons living with HIV/AIDS; monitoring, protection and promotion of the rights of people from psychiatric facilities.

**Mission:** To protect and promote human rights, and to monitor the human rights obligations taken up by the Republic of Moldova on international level.

-  95A Mitropolit Dosoftei st. , MD-2004, Chisinau  
 (0-22) 83-84-08; (0-22) 83-84-09  
 (0-22) 24-49-11  
 [director@idom.md](mailto:director@idom.md)  
 [www.idom.md](http://www.idom.md)  
 [www.facebook.com/pages/Institutul-pentru-Drepturile-Omului-IDOM](https://www.facebook.com/pages/Institutul-pentru-Drepturile-Omului-IDOM)  
**Working hours:** Mon-Fri: 9.00-18.00.  
Lunch break: 13.00-14.00.
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## **NGO “Speranta Terrei” (Earth’s Hope)”**

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**Area:** Assistance for socially vulnerable and homeless persons

**Type of assistance:** Free legal, psychological and material assistance.

**Mission:** To raise the awareness about TB in the Republic of Moldova and to promote and protect the rights of TB patients; to support TB patients’ family members; to inform the society about such diseases as TB, HIV/AIDS, diabetes mellitus, cancer, and hepatitis; and to promote volunteering.

-  101 Decebal st., cab. 433, MD-3107, Balti  
 (0-231) 5-46-37  
 [rodiucova@gmail.com](mailto:rodiucova@gmail.com)  
 [www.ombudsman.md](http://www.ombudsman.md)

 [www.facebook.com/Speranta.Terrei](http://www.facebook.com/Speranta.Terrei)

 **Hotline:** (0-231) 9-23-52 – free call

**Working hours:** Mon-Sat: 9.00-17.00.

## **Right to a Healthy Environment**

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### **Community Association “Aarhus Moldova”**

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**Area:** Environment protection.

**Type of assistance:** Free consultancy on the access to information about environment, public’s participation in decision-making, and access to justice.

**Mission:** To facilitate the cooperation between citizens and central/local public authorities and to contribute to the development of democracy in environment protection.

 13 Serghei Lazo st. , MD-2004, Chisinau

 (0-22) 23-26-54

 (0-22) 23-71-49

 [aarhus.moldova@gmail.com](mailto:aarhus.moldova@gmail.com)

 <http://aarhusmoldova.ucoz.net>

 [www.facebook.com/pages/Centrul-Aarhus-Moldova](http://www.facebook.com/pages/Centrul-Aarhus-Moldova)

 **Hotline:** (0-22) 23-26-54 – Free call

**Working hours:** Mon-Fri: 13.00-16.00.

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## **Community Association “EcoContact”**

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**Area:** Environment protection; prevention of environment pollution; mitigation of disaster risks; management of hazard substances; management of toxic waste; protection and promotion of human rights and interests related to environment; legal advice; ecological education; ensuring public participation in making decisions on environment.

**Type of assistance:** Free legal assistance and services on environment and environmental human rights; development, analysis and interpretation of the environment legislation; ensuring transparency of decision-making.

**Mission:** To promote sustainable development in the Republic of Moldova in social, economic and ecological matters, and to contribute to the cooperation between Moldova and other countries, particularly in environment protection.

 4 Serghei Lazo st. , MD-2012, Chisinau

 (0-22) 21-27-86

 (0-22) 23-42-61

 office@vox.md

 www.aarhus.vox.md

 www.facebook.com/EcoContact

**Working hours:** Mon-Fri: 9.00-18.00.

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## **Community Association “Habitat” Regional Development Agency**

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**Area:** Sustainable community development by strengthening participative democracy.

**Type of assistance:** Free consultancy on constitutional, social, civil, environmental and ecologic law.

**Mission:** To facilitate sustainable community development by strengthening participative democracy, developing green economy, tourism, small and medium businesses, and professional training.

 61 Păcii st., MD-5400, Rezina

 (0-254) 2-13-60

 (0-254) 2-12-90

 [adr.habitat@gmail.com](mailto:adr.habitat@gmail.com)

 [www.habitat.md/](http://www.habitat.md/)

 **Hotline:** (0-254) 2-13-60 – Paid call.

# Domestic Violence Prevention and Combatting

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## Women's Law Center (CDF)

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**Area:** Women's rights; specialized information, support and legal assistance services for domestic violence victims; information and awareness campaigns.

**Type of assistance:** Free primary and specialized legal assistance; psychological assistance; workshops.

**Mission:** To advocate for status equality for women and men in public and family life; to promote and protect women's rights; and to contribute to the reduction of domestic violence in the Republic of Moldova.

 27 Sfatul Tarii st. , of. 4, MD-2012, Chisinau

 (0-22) 23-73-06; 068-855-050

 office@cdf.md

 www.cdf.md

 www.facebook.com/cdfmd

 **Legal advice line:** 068-855-050

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## Association against Domestic Violence "Casa Mărioarei"

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**Area:** Lobby and advocacy to prevent domestic violence.

**Type of assistance:** Free social, legal, and psychological assistance and shelter for female victims of domestic violence, including their children.

 (0-22) 72-58-61

 (0-22) 72-78-87

 cmarioarei@gmail.com

 www.antiviolenza.md

 www.facebook.com/cmarioarei

**Working hours:** Mon-Fri: 9.00-17.00.

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## **Family Crisis Center “SOTIS”**

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**Area:** Temporary shelter and social, legal, and psychological assistance for actual and potential victims of domestic violence and other forms of human trafficking.

**Type of assistance:** Secure temporary shelter; free meals; emergency medical care; psychological and legal advice; catering for basic material needs (personal hygiene products, clothes, footwear); (re)integration assistance.

**Residential services:** Initial 30-day sheltering with a possible extension for up to 6 months accompanied with professional services of a social worker, psychologist, lawyer; offering food and hygiene packages.

**Non-residential and consulting services:** hotline

consultations; assistance and counselling from social workers, psychologists, and lawyers.

**Mission:** To offer temporary protection and shelter to actual and potential victims of domestic violence and human trafficking; facilitating their socialization and (re)integration in family and community.



Balti



(0-231) 9-25-41; 079-992-541



(0-231) 3-34-75



ccf.sotis@gmail.com



**Hotline:** (0-231) 9-25-41 – Free call

**Working hours:** Non-stop.

---

## **Community Association “Onoarea si Dreptul Femeii Contemporane” (Modern Woman’s Honor and Right)**

---

**Area:** Social, anticrisis, economical.

**Type of assistance:** Legal, psychological and economical advice, training and employment assistance.

**Mission:** To create new opportunities for women and young people through social, economic, entrepreneurial and anti-crisis programs and a variety of reintegration and social advancement services for this category of beneficiaries.



142 Bulgara st., ap 12, Balti



(0-231) 7-07-78; 079-055-616

 (0-231) 7-77-94

 olgapatlati@mail.ru; odfc2000@mail.ru

 **Hotline:** (0-231) 7-07-78

**NOTE:** Also see page 7 “Human rights” area, International Center for the Protection and Promotion of Women’s Rights “La Strada” that offers the following service:

 trustline@lastrada.md

 **Helpline** (for victims of domestic violence): 0-8008-8008 (available 24/7) – Free call.

## **Prohibition on Discrimination**

### **Community Association “Coaliția Nediscriminare” (Non-discrimination Coalition)**

**Area:** Human rights, non-discrimination.

**Type of assistance:** Free legal advice on human rights violations, focusing on discrimination cases.

**Mission:** To protect and promote human rights and freedoms and to develop and consistently apply non-discriminatory legal framework in the Republic of Moldova.

 98 A, Alexandru cel Bun st. , et. 4, MD-2005, Chisinau

 (0-22) 21-07-09

 nediscriminare@gmail.com

-  [www.nediscriminare.md](http://www.nediscriminare.md)
-  [www.facebook.com/discriminare](https://www.facebook.com/discriminare)
-  **Hotline:** 0-800-38-003 – Free call.

**Working hours:** Mon-Fri: 9.00-18.00.

In weekends, persons who need the assistance of the Non-discrimination Coalition can leave a message in the chat accessible on the organization's Web site [www.nediscriminare.md](http://www.nediscriminare.md) or send an email to [nediscriminare@gmail.com](mailto:nediscriminare@gmail.com). The messages will be received by operator lawyers who will come back with a phone call.

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## **Community Association GENDERDOC-M Information Center**

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**Area:** Protection and promotion of the rights of LGBT people (lesbians, gays, bisexuals, transsexuals) and objective information of the Moldovan society about LGBT community.

**Type of assistance:** Free legal and psychological assistance for persons who have suffered because of their homosexuality, bisexuality or gender identity.

**Mission:** To create a legislative, legal and social environment for lesbian, gay, bisexual and transgender persons by developing LGBT community, by information, advocacy of their rights, provision of services and developing organizational capacity.

-  72/1 Valeriu Cupcea st. , MD-2021, Chisinau
-  (0-22) 99-09-92
-  (0-22) 28-88-63
-  info@gdm.md
-  www.gdm.md
-  www.facebook.com/genderdoc
-  **Hotline:** Crisis line 060-491-200 (available 24/7).

**Working hours:** Mon-Fri: 10.00-18.00.

## **Right to Free Expression**

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### **Independent Journalism Center (CJI)**

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**Area:** Mass-media.

**Type of assistance:** Free legal assistance offered to individual journalists and to editorial offices and media outlets at organizational level.

**Mission:** To facilitate the development of an information-oriented society by strengthening a free and viable press, including new media through educational projects on journalism and public relations, media advocacy campaigns, research, media literacy and nonprofit journalistic products.

-  53 Alexei Sciusev st. , MD-2012, Chisinau
-  (0-22) 21-36-52
-  (0-22) 22-68-81
-  info@ijc.md, mlu@ijc.md

-  [www.media-azi.md](http://www.media-azi.md)
  -  [www.facebook.com/pages/Centrul-pentru-Jurnalism-Independent-Moldova](https://www.facebook.com/pages/Centrul-pentru-Jurnalism-Independent-Moldova)
- Working hours:** Mon-Fri: 9.00-18.00.  
Lunch break: 12.00-14.00.

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## **Community Association “Apollo”**

---

**Area:** Audiovisual media.

**Type of assistance:** Free consultancy on the protection of author’s rights and related rights.

**Mission:** To develop a culture and the protection of author’s and related rights; to monitor the legality of audiovisual content in the Republic of Moldova, particularly with regard to preventing the proliferation of pirated and unlicensed products.

-  15, 31 August 1989, st., MD-2001, Chisinau
  -  (0-22) 24-41-40
  -  [info@aoapollo.md](mailto:info@aoapollo.md); [a.o.apollo@gmail.com](mailto:a.o.apollo@gmail.com)
  -  [www.aoapollo.md](http://www.aoapollo.md)
- Working hours:** Mon-Fri: 9.00-17.00.

## **Right to Information and Transparency of Decision- making**

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## ***Transparency International - Moldova***

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**Area:** Anti-corruption.

**Type of assistance:** Free legal assistance.

**Mission:** To strengthen the capacity of the civil society and government agencies to combat corruption.

 98 31 August 1989, st., of. 205, MD-2004, Chisinau

 (0-22) 20-34-84

 (0-22) 23-78-76

 office@transparency.md

 www.transparency.md

 www.facebook.com/transparency.international.moldova

 **Hotline:** 0-800-10 000 – Free call.

**Working hours:** Mon-Fri: 9.00-13.00.

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## ***Corruption Analysis and Prevention Center***

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**Area:** Anti-corruption.

**Type of assistance:** Free anti-corruption consultancy.

**Mission:** To contribute to the reduction of corruption in the country to a level that would not affect citizens' rights and freedoms; to raise the awareness about corruption; to establish an efficient public control over the work of government agencies.

 27 Sfatul Tarii st., of. 6, MD-2012, Chisinau

 (0-22) 23-83-84

 contact@capc.md

 www.capc.md

**Working hours:** Mon-Fri: 9.00-17.00.

Lunch break: 13.00-14.00.

## Minorities' Rights

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### National Romani's Center

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**Area:** Romani population, national minorities, human rights, education.

**Type of assistance:** Free legal assistance.

**Mission:** To ensure social inclusion of Romani through legal assistance and strategic litigation; to facilitate access to social services; integration of Romani in the educational system; advocacy; participation in the development and promotion of public policies.

 109/1 Alexei Mateevici st. , of. 306, MD-2009, Chisinau

 (0-22) 22-70-99

 (0-22) 24-46-67

 radita@mtc.md

 www.roma.md

 www.facebook.com/pages/Centrul-National-al-Romilor

**Working hours:** Mon-Fri: 10.00-17.00.

Lunch break: 12.00-14.00.

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## **Resource and Consultancy Center “Ograda Noastră” (Our Yard)**

---

**Area:** Quality education; public participation; social inclusion.

**Type of assistance:** Free consultancy for disadvantaged and/or discriminated groups/communities.

**Mission:** To facilitate development processes in disadvantaged and/or discriminated groups/communities in Moldova to ensure fair and thorough social inclusion.

 22 Alexandr Puskin st., Casa Presei, of. 521 A,  
MD-2011, Chisinau

18 Victoriei bd., of. 4, Cahul

 (0-299) 3-32-70

 info@ogradanoastra.org;  
e.turcan@ogradanoastra.org;  
t.costev@ogradanoastra.org

 www.ogradanoastra.org

 www.facebook.com/OgradaNoastra

**Working hours:** Mon-Fri: 9.00-17.00.

# Rights of Elderly Persons

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## Community Association “Batrinete fara tristete” (Aging Happily)

---

**Area:** Problems of socially vulnerable persons.

**Type of assistance:** Free consultancy and social services and placement for children and elderly; social and medical assistance.

**Mission:** To promote the right to a decent life for all persons irrespective of their race, age or sex, particularly for elderly, children with disabilities and children from socially vulnerable families.

 65/2 Nicolae Costin st. , of. 68, MD-2071, Chisinau

 (0-22) 51-73-75

 marciuc@mail.md

**Working hours:** Mon-Fri: 9.00-16.00.

## Branch of the Community Association “Batrinete fara tristete” in Anenii Noi

 1/1 Militarilor st. , Chetrosu

 (0-265) 7-66-06

 (0-265) 7-66-05

 protejare05@mail.ru

**Working hours:** Mon-Fri: 9.00-16.00.

# Rights of Asylum Seekers, Refugees, Beneficiaries of Humanitarian Protection, and Stateless Persons

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## Community Association “Centrul de Drept al Avocaților” (Lawyers’ Law Center)

---

**Area:** Human rights, expert examination for asylum, refugees, statelessness, rule of law, and non-discrimination.

**Type of assistance:** Free legal assistance and representation.

**Mission:** To support judicial reform; to ensure the observance of fundamental human rights and freedoms; free legal assistance for persons under the mandate of the UNHCR; publication of legal literature on refugees.

 8 Vlaicu Pircalab st. , MD-2009, Chisinau

 (0-22) 24-08-99

 (0-22) 24-08-98

 law-center@cda.md

 <http://cda.md>

 [www.facebook.com/CentruldeDrept](http://www.facebook.com/CentruldeDrept)

 **Hotline:** (0-22) 060-574-848 – Free call

**Working hours:** Mon-Fri: 9.00-18.00.

## Legal Aid

Legal aid represents legal services (legal advice, lawyer's services) offered from the State Budget for persons who do not have money to pay for them.

The central regulatory act governing this type of legal assistance is Legal Aid Law No. 198 XVI of July 26, 2007.

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### National Legal Aid Council (CNAJGS)

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 1 Alecu Russo st. , bl. 1A, of. 36, 35, MD-2068, Chisinau

 (0-22) 49-69-53; (0-22) 49-63-39; (0-22) 31-00-65

 ot\_chisinau@cnajgs.md

 www.cnajgs.md/

 www.facebook.com/pages/Consiliul-Național-pentru-Asistență-Juridică-Garantată-de-Stat

#### *CNAJGS's Bălți Territorial Office*

 2 Mihai Sadoveanu st. , Balti

 (0-231) 61-316, 22-811, 068551122,

 ot\_balti@cnajgs.md

#### *CNAJGS's Cahul Territorial Office*

 6 Independentei st. , Cahul

 (0-299) 204-13

@ ot\_cahul@cnaajgs.md

***CNAJGS's Comrat Territorial Office***

✉ 42 Tretiacov st. , Comrat

☎ (0-298) 28-853

@ ot\_comrat@cnaajgs.md

***CNAJGS's Bender (Căușeni) Territorial Office***

✉ 9 Alexei Mateevici st. , of. 41, Causeni

☎ (0-243) 24-299 / fax (0-243) 24-159

@ ot\_bender@cnaajgs.md

***Working hours of the CNAJGS's territorial offices and HQ:***

Mon- Fri: 8:30 - 17:00. Lunch break: 12:30 - 13:00.

## ***Paralegals***

Paralegals are the persons who, after a special training, provide free primary legal assistance to members of certain rural areas. Paralegals are independent of any governmental agency (with the exception of CNAJGS).

Citizens can access the Web site <http://parajurist.md>, which was designed for those who seek answers to legal questions, information about their rights and obligations, legislative provisions on certain topics or possibilities to get legal aid. If the visitor of this Web portal does not find all the information he/she is looking for and needs more of it, he/she can send a message to paralegals, who will offer assistance promptly.

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### ***Independent Service for Protecting the Rights of Inpatients from Psychiatric Facilities***

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The Independent Service for Protecting the Rights of Inpatients from Psychiatric Facilities has the purpose of ensuring an independent mechanism for monitoring psychiatric facilities and examining patients' complaints to identify and address irregularities in the observance of the patients' fundamental rights. The duties of the patients' lawyer include ensuring patients' unlimited access to the Service,

examining complaints, reporting on the identified irregularities to the Human Rights Center.

***Lawyer for Inpatients from Psychiatric Facilities:***  
Petru Moscaliuc

 3 Alexandru Cosmescu st., MD-2009, Chisinau  
(Health Management Center HQ).

 069-959-592

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### ***National Committee for Combatting Trafficking in Human Beings***

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The Committee is a consultative entity of the RM Government. The Committee coordinates the activities of prevention and combatting of human trafficking and cooperates with public authorities, international and nongovernmental organizations, other agencies and civil society representatives.

 Piata Marii Adunări Naționale 1, of. 509, Casa Guvernului, MD-2033, Chisinau

 (0-22) 25-03-10

 (0-22) 25-02-57

 antitrafic@gov.md

 www.antitrafic.gov.md

 www.facebook.com/antitrafic

 ***La Strada's hotline for national calls:*** 0-800-77-777

Free call from any part of the Republic of Moldova:  
(0-22) 23-22-09

 **Hotline from the left bank of the Nistru:** 0-800-88-888

 **Free hotline for child assistance:** (0-22) 11-61-11

 **24/24 Hotline:** (0-22) 25-49-98

### **Call center of the Ministry of Home Affairs and European Integration:**

From the Republic of Moldova: 0-80-090-990

From abroad: (+373) 22-25-49-98

**National Coordination Unit of the Ministry of Labor, Social Protection and Family:** (+373) 22-72-72-744

**Integration Center "Migrația și Legea" for Moldovan citizens at difficulty in the Russian Federation:** \*926-539-13-30 (\*from R. Moldova – 007; \*Russian Federation - 8)

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### **Assistance and Protection Center for Actual and Potential Victims of Human Trafficking (Chisinau)**

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The Center is open for trafficked persons and their children, unattended juveniles and potential victims (persons exposed to the risk of trafficking). The hotline operators or the members of the International Organization for Migration, in cooperation with local contact points of the Ministry of Labor,

Social Protection and Family, can discuss with the victim to decide whether the best solution would be their referral to the Center, depending on the case. The Center offers temporary shelter, psychological counselling, and social, medical and legal assistance.

 93 Burebista st. , MD-2062, Chisinau

 (0-22) 92-71-94

 (0-22) 91-71-74

 shelter\_team@iom.md

 www.cap.md

**Working hours:** Mon-Fri: 8.00-17.00.

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### ***Ministry of Labor, Social Protection and Family, National Coordination Unit***

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 (0-22) 72-72-74

 coordonator.snr@mmps.gov.md;  
coordonator\_snr@yahoo.com

 **Hotline/trust line of “Interacțiune”** NGO for Safe Migration in the Transnistrian Region: 0-800-88-888 (in the region – free); (+373 22) 533-86-030 (from abroad).

 **Trust line of “Interacțiune”** NGO for victims of domestic violence: 0-800-99-800 (free calls from the region).

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## **Public Entity “Centrul de Asistenta si Protectie a Victimelor Traficului de Fiinte Umane” (Causeni)**

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**Area:** domestic violence, human trafficking.

**Type of assistance:** legal, social, psychological, and medical assistance; security and protection; assistance for contacting relatives; accommodation, meals, personal hygiene products, clothing, and footwear (all services are free).

**Mission:** To prevent and combat domestic violence and human trafficking.

 18A, Ana si Alexandru st. , MD-4301, Causeni

 (0-243) 2-69-75; (0-243) 2-68-35

 (0-243) 2-69-75

 ipcmprofamilia@yahoo.com

**Working hours:** 24/24

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## **Council for the Prevention and Elimination of Discrimination and Ensuring Equality**

---

**Area:** Prevention and combatting of discrimination.

**Type of assistance:** Free legal assistance and advice.

**Mission:** To protect against discrimination, to ensure equality and to restore the rights of all discrimi-

nated persons.

 180 Stefan cel Mare bd. , of. 600, MD-2004, Chisinau

 (0-22) 21-28-17

 secretariat@egalitate.md

 www.egalitate.md

 www.facebook.com/pages/Consiliul-pentru-prevenirea-și-eliminarea-discriminării

 **Hotline:** 0-800-33-388 – Free call

**Working hours:** Mon-Fri: 8.30-17.00.

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## ***Labor Inspection***

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The Labor Inspection is subordinated to the Ministry of Labor, Social Protection and Family and is authorized to control the observance of labor legislation.

 17/2 Miron Costin st. , MD-2068, Chisinau

 **Hotline:** (0-22) 49-94-00

***Communication about accidents:***

 (0-22) 49-41-29

***Legal Directorate:***

 (0-22) 86-81-55

 itmchisinau@im.gov.md

 [www.inspectiamuncii.md](http://www.inspectiamuncii.md)  
**Working hours:** Mon-Fri: 8.00-17.00.  
Lunch break: 12.00-13.00.

### ***Balti Territorial Labor Inspectorate***

 38 Pacii st. , bir. 308, Balti  
 (0-231) 2-95-08; 069-501-938  
 itmbalti@im.gov.md

### ***Cahul Territorial Labor Inspectorate***

 102 Vasile Alecsandri st. , bir. 44, Cahul  
 (0-299) 4-60-20; 069-501-864  
 itmcahul@im.gov.md

### ***Calarasi Territorial Labor Inspectorate***

 6 Constructorilor st. , Calarasi  
 (0-244) 2-13-62; 069-501-862  
 itmcalaras@im.gov.md

### ***Causeni Territorial Labor Inspectorate***

 30 Păcii st., or. Causeni  
 (0-265) 2-45-47; 069-501-861  
 itmcauseni@im.gov.md

### ***Cimislia Territorial Labor Inspectorate***

 14 Stefan cel Mare st. , bir. 4, or. Cimislia  
 (0-241) 2-30-82

@ itmcimislia@im.gov.md

### *Drochia Territorial Labor Inspectorate*

✉ 15a Independenței st. , etaj 3, Drochia

☎ (0-252) 2-74-13; 069-501-932

@ itmdrochia@im.gov.md

### *Edinet Territorial Labor Inspectorate*

✉ 37 Soseaua Bucovinei st. , Edinet

☎ (0-247) 2-24-08; 069-501-939

@ itmedinet@im.gov.md

### *Orhei Territorial Labor Inspectorate*

✉ 160 Vasile Mahu st. , etaj 3, Orhei

☎ (0-235) 2-29-29; 069-501-857

@ itmorhei@im.gov.md

### *Gagauzia TAU Territorial Labor Inspectorate*

✉ 46 Pobedi st. , Comrat

☎ (0-298) 2-20-89

@ itmutag@im.gov.md

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## *National Personal Data Protection Center*

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The Center is an autonomous public authority, independent from other public authorities, individuals and legal entities, responsible for contro-

ling personal data processing. The purpose of the Center is to protect fundamental human rights and freedoms, particularly the right to private life in the context of personal data processing and cross-border communication.

 48 Serghei Lazo st. , MD-2004, Chisinau

 (0-22) 82-08-01

 (0-22) 82-08-07

 centru@datepersonale.md

 www.datepersonale.md

 ***Legal and Public Relations Directorate:***  
(0-22) 82-08-04

***Working hours:*** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.

***Hours for appointments with citizens:***

***Director:*** Monday 15.00-17.00.

***Deputy Director:*** Thursday 8:00-12:00.

***Chiefs of Directorates:*** Wednesday and Thursday  
8:00-12:00.

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## ***State Agency for Intellectual Property of the Republic of Moldova (AGEPI)***

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AGEPI is a specialized governmental agency empowered to offer protection for intellectual property assets. The agency is independent in its decisions on the legal protection for intellectual property assets and issues orders on the protec-

tion of intellectual property assets in the name of the State..



24 Andrei Doga st. , bloc 1, MD-2024,  
Chisinau



(0-22) 40-06-07; (0-22) 40-06-08; (0-22) 40-05-00



(0-22) 44-01-19



office@agepi.gov.md; petitii@agepi.gov.md



www.agepi.gov.md



www.facebook.com/AGEPI



**Hotline:** (0-22) 40-06-33

**Working hours:** Mon-Fri: 8.00-16.30

Lunch break: 12.00-13.30.

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## ***National Consumer Protection Agency***

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The Agency is an administrative authority subordinated to the Ministry of Economy, responsible for the implementation of consumer protection policy and state control over the compliance of products and services with legal requirements and the compliance with laws and regulations on legal metrology and trade.



78 Vasile Alecsanadri st. , etajul 1,5, MD-2012,  
Chisinau



(0-22) 50-19-80



(0-22) 50-19-81

 [consumator@apc.gov.md](mailto:consumator@apc.gov.md)

 [www.consumator.gov.md](http://www.consumator.gov.md)

 **Hotline:**  
(0-22) 74-14-64

 0-800-28-028 – Free call

**Working hours:** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.

### ***AGEPI's Balti Territorial Office***

 54 Victoriei st., Balti

 (0-231) 3-98-08

### ***AGEPI's Cahul Territorial Office***

 110 Stefan cel Mare st. , Cahul

 (0-299) 3-10-07

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## ***Ministry of Health***

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The Ministry of Health is a specialized central public authority responsible for health and subordinated to the Government. It ensures the quality of healthcare and patients' safety, the appraisal and accreditation of healthcare facilities and pharmaceutical enterprises, and applies measures aimed at improving the quality of healthcare services offered to the population..

 2 Vasile Alecsandri st. , MD-2009, Chisinau

 (0-22) 72-99-07; (0-22) 26-88-85

 (0-22) 73-87-81

 **Hotline 24/24:** 0-800-71-010

**Hours for appointments with citizens:** daily 8.00-17.00

 **Field service:** (0-22) 71-10-10; (0-22) 28-88-00

 anticamera@ms.gov.md; mass-media@ms.gov.md

 www.ms.gov.md

 www.facebook.com/pages/Ministerul-Sanatatiial-Republicii-Moldova

**Working hours:** Mon-Fri: 8.00-17.00.  
Lunch break: 12.00-13.00.

## ***Interethnic Relations Office of the Republic of Moldova***

The Interethnic Relations Office of the Republic of Moldova is a central administration authority subordinated to the Government and promoting state interethnic relations policy. The Office has the mission to ensure the constitutional prerogatives of the Government by promoting and implementing state policies on interethnic relations and languages spoken in the Republic of Moldova, Moldovan Diaspora, and is responsible for ensuring and controlling the compliance with relevant legislation, including the legislation on the languages spoken in the Republic of Moldova.

-  109/1 Alexei Mateevici st. , MD-2009, Chisinau
-  Interethnic Relations and Language Use Directorate: (0-22) 24-12-34
-  Legal and Human Resource Service: (0-22) 24-32-85
-  (0-22) 24-15-32
-  [brimoldova@bri.gov.md](mailto:brimoldova@bri.gov.md)
-  [www.bri.gov.md](http://www.bri.gov.md)
-  [www.facebook.com/BiroulRelatiiInteretnice](https://www.facebook.com/BiroulRelatiiInteretnice)
-  **Hotline:** (0-22) 21-40-80

***Working hours:*** Mon-Fri: 9.00-17.00.  
Lunch break: 12.00-13.00.

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## **General Police Inspectorate**

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The police are a specialized public institution of the state, subordinated to the Ministry of Home Affairs, having the mission to protect fundamental human rights and freedoms by maintaining, ensuring and restoring public order, preventing, investigating and detecting crimes and offences.

 11/1 Tiraspol st. , MD-2001, Chisinau

 (0-22) 86-81-12; (0-22) 86-81-24

 (0-22) 86-81-14 ; (0-22) 86-81-16

 [igp@igp.gov.md](mailto:igp@igp.gov.md)

 [www.igp.md](http://www.igp.md)

### **Personnel Inspection Directorate**

 [cancelaria.die@igp.gov.md](mailto:cancelaria.die@igp.gov.md)

 **Hotline:** (0-22) 86-81-11

### **Internal Protection and Anticorruption Service:**

 [linia.fierbinte@mai.gov.md](mailto:linia.fierbinte@mai.gov.md); [securitate@mai.gov.md](mailto:securitate@mai.gov.md)

**Reporting cases of corruption among the employees of the Ministry of Home Affairs:** 1520

**Working hours:** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.

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## General Prosecutor's Office of the Republic of Moldova

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The Prosecutor's Office is an autonomous institution of the judicial authority, which protects the general interests of the society, rule of law and citizens' rights and freedoms, leads and carries out criminal investigations, and represents accusation in courts of law within the scope of its duties and competences and in accordance with the law.

 26 Mitropolit Bănulescu-Bodoni st. , MD-2005, Chisinau

 (0-22) 22-50-75

 (0-22) 21-20-32

 [www.procuratura.md](http://www.procuratura.md)

**Working hours:** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.

 **Specialized anti-corruption hotline:** (0-22) 22-66-48

 **"Trust line "** for reporting cases of torture, and inhuman or degrading treatment or punishment: (0-22) 27-94-57; (0-22) 27-30-27

 **"Hotline"** for cybercrime reporting: (0-22) 22-34-54

 **"Hotline":** (0-22) 22-13-88

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## ***National Integrity Commission (CNI)***

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The National Integrity Commission is an autonomous public authority independent from other public authorities, individuals and legal entities. The CNI is actively involved in applying integrity standards and good public administration practices, and in combatting behaviors that generate corruption on administrative level.

 1 Alecu Russo st. , et. 4, MD-2068, Chisinau  
 Information and Public Relations Service: (0-22) 82-06-15

 Antechamber: (0-22) 82-06-01

 (0-22) 82-06-02

 info@cni.md

 www.cni.md

 www.facebook.com/pages/Comisia-Nationala-de-Integritate

 **Anticorruption hotline:** (0-22) 82-06-20

**Working hours:** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.

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## ***Ministry of Environment***

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The Ministry of Environment is a specialized public administration authority that develops and promotes state policy on environment protection, rati-

onal use of natural resources, waste management, conservation of biodiversity, geological research, use and protection of subsoil, hydro amelioration, management of water resources, water supply and sewerage, management of nuclear and radiologic activities, ecological state control, hydrometeorology, and monitoring of the environmental quality.

 9 Cosmonauților st. , MD-2005, Chisinau

 (0-22) 20-45-07

 Public Relations and Environment Information Service: (0-22) 20-45-33

 mediu.gov.md

 [www.facebook.com/MinisterulMediuluiMoldova](http://www.facebook.com/MinisterulMediuluiMoldova)

 **Trust line:** (0-22) 20-45-07

**Working hours:** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.

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## ***State Ecologic Inspectorate***

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The State Ecologic Inspectorate is an entity subordinated to the Ministry of Environment. It is responsible for state expert inspection of business activities, regulating and authorizing the rational use of natural resources, and ensuring uniform application of the environment legislation in the entire country.

 9 Cosmonauților st. , MD-2005, Chisinau



(0-22) 22-69-41



(0-22) 22-69-15



ies@madiu.gov.md



inseco.gov.md



[www.facebook.com/pages/Inspectoratul-Ecologic-de-Stat](https://www.facebook.com/pages/Inspectoratul-Ecologic-de-Stat)



**Hotline:** (0-22) 22-69-51

**Working hours:** Mon-Fri: 8.00-17.00.

Lunch break: 12.00-13.00.





The publication of this booklet was possible thanks to the generous support from the American people, offered through the United States Agency for International Development (USAID) as part of the Rule of Law Institutional Strengthening Program (ROLSIP). The booklet is the work of the authors and does not necessarily reflect the views of USAID or the United States Government.



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