



UNITED NATIONS DEVELOPMENT PROGRAMME

“Strengthening Efficiency and Access to Justice in Moldova” Project

PROGRESS REPORT

# Consolidarea eficienței și accesului la justiție în Moldova



February 2022

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## Summary

Reporting Period	January – December 2021
Donor	Sweden
Country	Republic of Moldova
Project Title	Strengthening Efficiency and Access to Justice in Moldova
Project ID	00094506
Output ID	00122533
Implementing Partner	UNDP Moldova
Responsible Parties	NGO IRP NGO INVENTO
Project Implementation Period Start Date	July 2020
Project End Date	December 2022
Budget	USD 1,100 000
Total Project Budget	USD 2,803,881
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## **Executive Summary**

The Strengthening Efficiency and Access to Justice in Moldova Project continued working towards achievement of the expected outputs during the reporting period (January – December 2021).

The Project progressed in strengthening professional and methodological sustainability of the forensic system, engaging a service provider for developing and implementing the he Forensic Case Management System in line with the approved technical concept and specifications, as well as in facilitating the coordination, cooperation and capacitation of key justice sector actors and delivery of the capacity development program for core justice chain actors in the regions targeted by the Project.

During the reporting period UNDP and Responsible Parties (RPs) continued to support the functioning of the local Dialogue Platforms on Access to Justice and facilitate the discussions aiming to identify the issues faced by population at local level, enhancing the institutional and professional capacities of the NGOs, beneficiaries of institutional development grants and monitoring of the projects to be implemented by these NGOs, training of justice professionals at the local level, as well as building networks amongst participants in trainings.

Additionally, UNDP continued work with the NGO Women's Law Centre through the Low Value Grant modality to enhance the national GBV response framework by developing learning supports and introducing a standard operating procedure for forensic doctors on domestic violence cases and training the justice chain professionals.

## **Progress review**

The outline of the Project activities and results for the reporting period per the outputs is presented below. The following sections describe the UNDP's strategy and approach to bring change in different project areas, and the most significant results per the outcome area.

### **Output 1. Forensic system strengthened with digitalized processes and sustainable technical, professional, and administrative capacities**

#### ***Enhance the coordination and collaboration among the forensic institutions***

During the reporting period, the A2J project continued work in several key areas related to enhancing the coordination and collaboration among the national forensic institutions, namely analysis of best practices in cross system coordination, joint capacity building activities and events aiming to raise awareness on the role of the judicial expert.

Thus, the project supported the assessment of the collaboration and coordination within the national forensic institutions system and review of the current career development system for judicial experts (*admission to the profession, initial and continuous training, qualification/licensing, performance evaluation, professional conduct, and disciplinary proceedings, etc.*). Both activities aimed at establishing the gaps and opportunities and providing recommendations for addressing the identified issues.

The scope of the reviews covered all national forensic institutions and private bureaus, ensuring multi-stakeholders discussions and consultations, whereas findings of the analyses have been shared with the project beneficiaries and the Ministry of Justice.

The main recommendations call for: creation of a specialized body which would coordinate the judicial expertise area and ensure cross system communication on subject matters related to the development of the system and issues encountered in its functioning and interaction with policy makers, as well as considerable changes in the initial and continuous training as to ensure uniform approach in building the knowledge of future and current judicial experts.

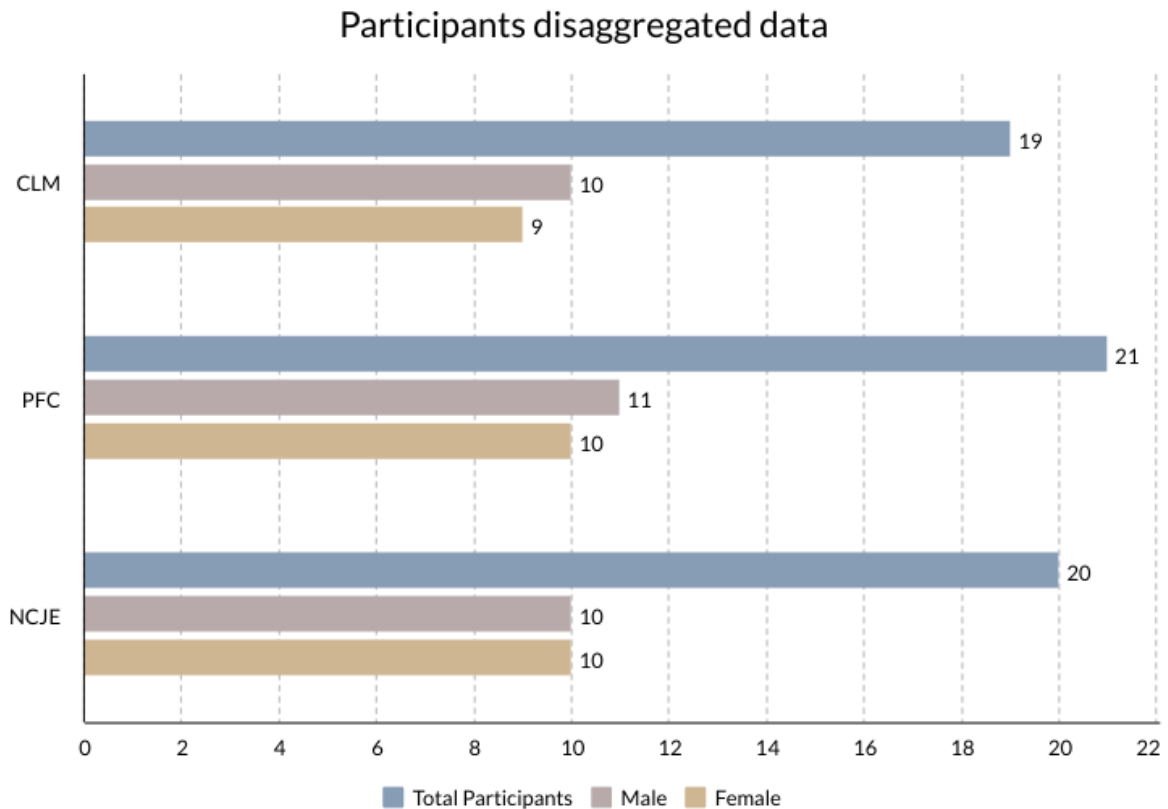
Despite the initial approach to advocate for the transposition of the findings and recommendations into amendments to the Law on the Judicial Expertise and the Status of Judicial Expert and connected normative acts, after having shared the recommendations with the stakeholders the project work in this area continued with a focus on ensuring advisory opinions on the immediate adjustments to secondary normative framework to address the most urgent issues identified by the stakeholders in the area of periodic performance evaluation of judicial experts and functioning of the disciplinary committee. Subsequently, in line with the Ministry of Justice Action Plan<sup>1</sup> the Law on the Judicial Expertise and the Status of Judicial Expert and connected normative

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<sup>1</sup> [http://www.justice.gov.md/public/files/planuri/Planul\\_de\\_aciuni\\_al\\_Ministerului\\_Justitiei\\_pentru\\_anul\\_2022.pdf](http://www.justice.gov.md/public/files/planuri/Planul_de_aciuni_al_Ministerului_Justitiei_pentru_anul_2022.pdf)

acts will undergo in Quarters II – IV of 2022, a complex review to address the issues identified both by the project and put on the agenda by the system stakeholders.

The Project continued its support towards enhancing the capacities of the national forensic institutions personnel in better communicating with the beneficiaries of the provided services as well as the general public.



Thus, during the reporting period, the Project carried out training activities on the following subject areas: communication skills, public speaking, stress management, emotional intelligence, and crisis management trainings. The methodology applied during the capacity building activities included, presentation of theory, practical activities, advice, and guidance by experienced coaches.



*Training on Media Communication for Center for Legal Medicine on 15<sup>th</sup> of April 2021.*

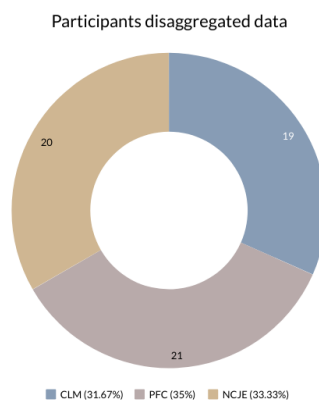


*Online training on Emotional Intelligence for the three national forensic institutions on 8<sup>th</sup> of April 2021.*

The trainings were organized as to allow engagement in mixed groups of personnel of the national forensic institutions and thus to build a platform for informal interaction between judicial experts.

The series of trainings was succeeded by an online teambuilding activity focused on building negotiation skills and thus facilitate the cross institutional coordination, which is utmost important in the context of the forthcoming discussions related to the changes to the legislative framework.

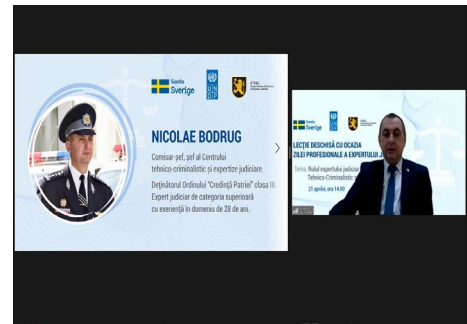
Thus, the management and personnel (55 judicial experts: 22 women and 33 men) of the national forensic institutions, beneficiaries of the project, engaged in a guided exercise “Conquest of Everest”. The gamified activity created through tasks and assignments an environment which triggered the need for collaboration and communication between the mixed teams (each team composed of personnel from each institution). As a result of the completion of the game the participants concluded that communication and collaboration are essential to achieving the common goal. Thus, the judicial experts learnt about important elements towards moving to a common goal: importance of analysing information; considering the possibility of helping other teams and the decision-making process in the context of provision of help; adapting the initial strategy as one progresses; importance of collaboration and comprehension that the goal of a team can be extrapolated and assumed as a common goal should everyone communicate effectively.



### **Events dedicated to raising awareness on the role of judicial expert**

On April 14, forensic experts celebrate their Professional Day. On this occasion the Project with close engagement of the national forensic institutions, beneficiaries conducted an information campaign on the role of judicial experts in the administration of justice. Open lessons have been held by the judicial experts from each of the national forensic institutions for a total of about 400 students from various higher education institutions in the country.<sup>2</sup>

<sup>2</sup><https://www.facebook.com/PNUDMoldova/posts/3852992428103870>;  
<https://www.facebook.com/PNUDMoldova/posts/3877709468965499>  
<https://www.facebook.com/PNUDMoldova/posts/3855950497808063>



*Management of the national forensic institutions, beneficiaries of the Project with Opening Remarks during the online open lessons, on 13<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup> of April 2021.*

The experts talked to the students about several types of expertise, such as those related to digital crimes, examination of substances, or those related to the technical field. The experts informed the students about the steps young people who want to become forensic experts must follow. They shared with the students the professional experiences they had and encouraged them to become forensic experts.



*Presentation of the laboratories of Police Forensic Center and Center for Legal Medicine during the virtual tour videos.*

Additionally, three video tours of the national forensic institutions<sup>3</sup> have been produced with the A2J Project support, describing the scope of work, mandate of the institutions and also providing a presentation of the laboratories and the necessary equipment for performing different types of judicial expertise.

A general video covering the entire system<sup>4</sup> of judicial expertise and values shared was also developed.

<sup>3</sup> The videos gathered 9600 views and are available at:  
<https://www.facebook.com/PNUDMoldova/videos/3962597207152342/>  
<https://www.facebook.com/PNUDMoldova/videos/4160986680604676/>  
<https://www.facebook.com/PNUDMoldova/videos/356032366075303/>  
<sup>4</sup> <https://www.facebook.com/watch/?v=1454572074895769>





The Project also supported the National Center for Judicial Expertise <sup>5</sup> and the Center for Legal Medicine<sup>6</sup> in organisation of the scientific conferences, which brought together judicial experts from the Republic of Moldova, Romania, Ukraine, Belarus, Armenia, Russia, Kazakhstan who presented scientific articles on topics of major interest, as well as discussed the opportunities for development of the judicial expertise area, in order to ensure that it meets the needs of beneficiaries and is aligned to technological developments. The events also contributed to strengthening inter-institutional relations, exchanging experience and best practices.

### ***Enhanced visibility***



*New Logos of the national forensic institutions, beneficiaries of the Project*

Building on the findings of the assessment of communications and outreach needs of the management and personnel of forensic institutions, the project worked towards unifying the visual identity of the institutions, by supporting the institutions to review the design of the existing institutional logos and developing new logos alongside with the internal and external Logo Usage Guidelines. The approved logos were used in drafting the institutional Visual Identity Guidelines (Brand book), which contains clear explanations and proposed designs for visual identity elements and templates to be used in communication and outreach activities.

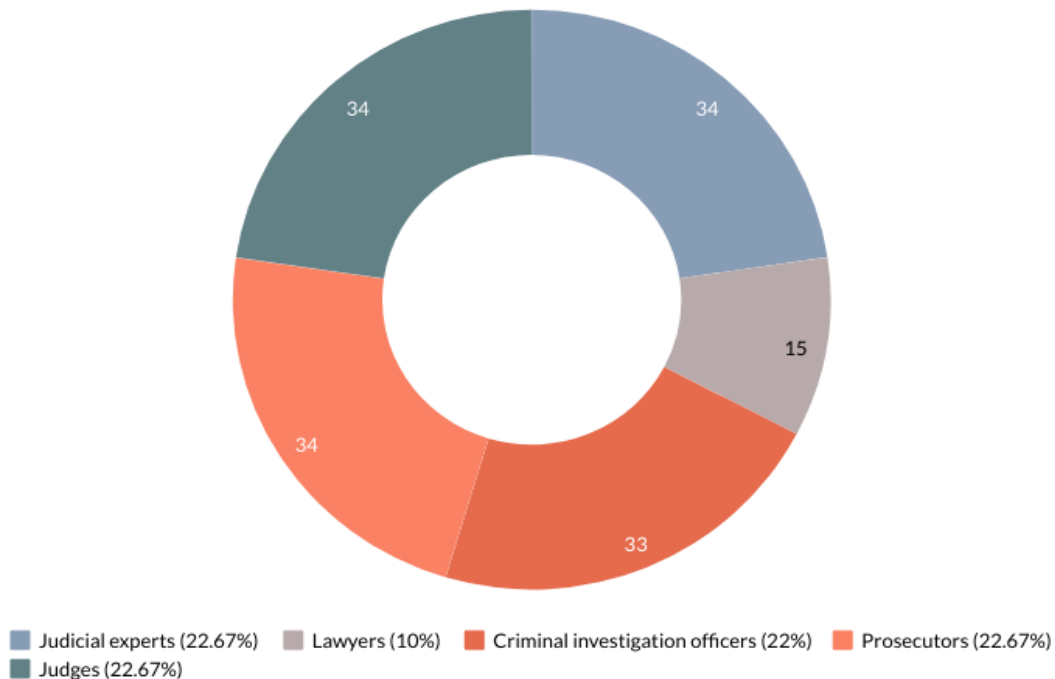
<sup>5</sup> <https://www.facebook.com/CNEJ.MJ/posts/233301488855945>

<sup>6</sup> <https://www.facebook.com/medicina.legala/posts/4170901899687694>

## ***Strengthen the demand side of forensic service delivery***

In 2021, UNDP completed the assessment of deficiencies of interaction of forensic institutions with the demanders of forensic services. To identify gaps and opportunities for improving these relations a survey with the participation of judicial experts, judges, prosecutors, lawyers, and criminal investigation officers from different regions of the country was carried during the reporting period. In total 150 justice professionals from the project intervention regions participated the survey.

Justice professionals' representation in survey responses



The findings of the survey have been used for substantiating the content of the practice-based guidelines on forensic expertise for justice professionals, as well as for developing a roadmap to address the identified gaps and foster the communication between the service providers and requestors.

Amongst the issues identified are: the limited understanding of the difference between the “scope of the judicial expertise” and “specialty of judicial expertise” by the requestors of judicial expertise, thus leading to inefficient use of the available types of expertise so as to fit the scope of the investigation or proceeding; the limited knowledge of the procedures for requesting/ ordering an expertise amongst requestors of judicial expertise; the long period for carrying out an expertise as well as the challenges in formulating questions to fit the scope of the proceedings for which the judicial expertise is required, including other challenges which could be addressed through training and development of guidelines and explanatory notes as well as review of normative framework as to create the legal context for an enhanced communication between the judicial experts and requestors including on substantive matters.

*"This is a long-awaited guide for practitioners, which focuses on specialized knowledge and will guide specialists in requesting expertise, so that all achievements of technical and scientific progress are available to litigants."*

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*PhD Tudor Osoianu, university lecturer, "Ștefan cel Mare" Police Academy of the Ministry of Internal Affairs*

Furthermore, UNDP alongside the Project Responsible Party IRP, worked to develop the Guide on judicial expertise for justice professionals,<sup>7</sup> which aims at addressing the lack of information on scope and procedures associated with conducting a judicial expertise, noted in the assessment of deficiencies of interaction of forensic institutions with the demanders of forensic services. The Guide was developed with close engagement of the national forensic institutions, and in close consultation with the targeted audience. The guide provides

explanations and guidance on the procedure for initiating a judicial expertise, clarifies the specificities of the various types of expertise and provides examples on object, tasks and typical questions that could be asked in the context of procedures of ordering expertise. The guide has a simple, illustrative form, so that the author can easily identify and address the important questions for the judicial expertise process.

### ***Review the regulatory and functional framework of forensic expertise***

During the reporting period, as the A2J Project work related to the review of the current Law on the Judicial Expertise and the Status of Judicial Expert and connected normative acts was completed during 2020, the interventions shifted from comprehensive analyses of the primary and secondary legislation to provision of targeted feedback on specific pieces of legislation undergoing adjustments to address the urgent issues identified by the forensic system stakeholders and blockages in periodic evaluation of judicial experts.

The findings and recommendations of the analysis of the legislative framework conducted with Project support during the reported period, as well proposals for amendments, have been shared with the national forensic institutions and Ministry of Justice and have been used in the process of review of the Order of the Minister of Justice no. 120/2018 on the approval of the Regulation of the Commission for Discipline of Judicial Experts and Order of the Minister of Justice no. 444/2017 on the approval of the Regulation on the procedure and criteria for evaluating the performance of judicial experts and the manner of awarding qualifications.

During the reporting period the Ministry of Justice engaged in multiparty discussions as well as in individual exchange of views on the challenges faced by the national forensic system and facilitated the development of amendments to the normative framework. Even though a Working Group bringing together providers and demanders of judicial expertise is pending, extensive consultations with both parties are ensured. Moreover, in line with the Ministry of Justice Action Plan the comprehensive review of the Judicial Expertise and

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<sup>7</sup> <https://www.facebook.com/InstitutulDeReformePenale/posts/2904700833129803>

the Status of Judicial Expert and connected normative acts is scheduled to start in Quarter II of 2022, and it is anticipated to include both providers and requestors of judicial expertise will be involved.

***Functional analysis of the national forensic system to assess current state of affairs in the forensic system and strengthen its efficiency and effectiveness***

During the reporting period the Functional analysis of the national forensic system was deployed and aims to provide a comprehensive review of the functionality of the national system of forensic institutions in the Republic of Moldova, both at the institutional and systemic levels. The analysis will identify challenges and opportunities to improve the efficiency and performance of the institutions which are part of the forensic system, and of the system, overall.

The analysis started with a Kick-off Meeting followed by a field mission to set the necessary contacts with the stakeholders, conduct individual interviews and collect information necessary for understanding the context and challenges. The team conducting the functional analysis also engaged with the decision makers at the ministerial level to ensure that the line ministries' views are incorporated in the process of identifying the issues and designing the solutions.

A comprehensive data and information collection process, targeting the Moldovan forensic institutions and the relevant national competent authorities, as well as benchmarking process with the peer institutes were also initiated.

<b>Indicators</b>
<p>1.1 Enhanced cooperation between the national forensic institutions through participation in professional working groups and joint professional events</p> <p><b>Target year 1:</b> <i>National forensic institutions delegate representatives to participate in activities of 2 working groups to discuss changes to national legislation related to forensic activity</i></p> <p><b>Actual year 1:</b> <i>Creation of the dialogue platform/working group on forensic expertise initiated by the Ministry of Justice following submission of gap analysis of legislative framework. Representatives of national forensic institutions delegated to the platform. Operationalisation of the working group awaiting official decision.</i></p> <p><b>Target year 2:</b> <i>Annual conference, providing platform for peer-to-peer exchange and knowledge sharing organised jointly by the national forensic institutions</i></p> <p><b>Actual year 2:</b> <i>Two Annual conferences, providing platform for peer-to-peer exchange and knowledge sharing organised jointly by the national forensic institutions and one joint campaign to promote the role and importance of judicial expertise</i></p>
<p>1.2 Level of progress made in developing amendments (including from a gender perspective) to the regulatory and policy framework on forensic expertise and status of forensic expert</p> <p><b>Target year 1:</b> <i>Review of the regulatory and policy framework in forensic area initiated</i></p> <p><b>Actual year 1:</b> <i>Review of the regulatory and policy framework in forensic area conducted, findings of the review shared with the stakeholders.</i></p>

**Target year 2:** Amendments to the regulatory and policy framework in forensic area developed, consulted and submitted for endorsement

**Actual year 2:** Amendments to the secondary regulatory framework in forensic area developed, consulted and submitted for endorsement.

1.3 Level of progress made in reviewing the efficiency and effectiveness of the national forensic system

**Target year 1:** Functional analysis of the forensic system initiated

**Actual year 1:** Not started

**Target year 2:** Functional analysis of the forensic system completed. Findings and recommendations of the functional analysis submitted to relevant stakeholders for consideration and further action

**Actual year 2:** Functional analysis started and ongoing

## Strengthening institutional and professional performance of the forensic system

During the reporting period UNDP engaged with the three forensic institutions to work towards the set priorities in addressing the weaknesses pointed out in the findings of the Assessment of the institutional development needs.

UNDP interventions carried out alongside the three forensic institutions targeted building within the organizations' work strategic and results-based planning capacities and skills, drafting the institution's Activity plan for 2021, developing the Strategic Planning Document for the period 2022 – 2024 including the priorities towards institutional development, based on the findings and recommendations of the Report on the institutional development needs assessment.

**SUPPORT TO STRATEGIC PLANNING WITHIN THE NATIONAL JUDICIAL EXPERTISE INSTITUTIONS**

**POLICE FORENSIC CENTER**

**Documents:**

- Activity Plan for 2021
- Results Framework
- Initiatives Framework
- Monitoring and Evaluation Framework
- Planning and reporting tools
- Activity Plan for 2022
- Strategic Development Program 2022 -2024

**Trainings:**

- Introduction to strategic planning
- Activity framework
- Primary client analysis
- Mission, Vision, Values
- SWOT Analysis
- Problem Analysis
- Introduction to RBM
- Monitoring and Evaluation
- Organizational management
- Leadership and management styles
- Management of Human Resources
- Change Management
- Managerial communication
- Conflict management

**NATIONAL CENTER FOR JUDICIAL EXPERTISE**

**Trainings:**

- Operational planning
- Mission, Vision, Values
- Management of Human Resources
- Change Management
- Development of activities framework
- Introduction to strategic planning
- Activity framework
- Primary client analysis
- SWOT Analysis
- Problem Analysis
- Introduction to RBM

**Documents:**

- Activity Plan for 2021
- Activities Framework and templates for internal use
- Results and Indicators Framework
- Results Framework

**CENTER FOR LEGAL MEDICINE**

**Documents:**

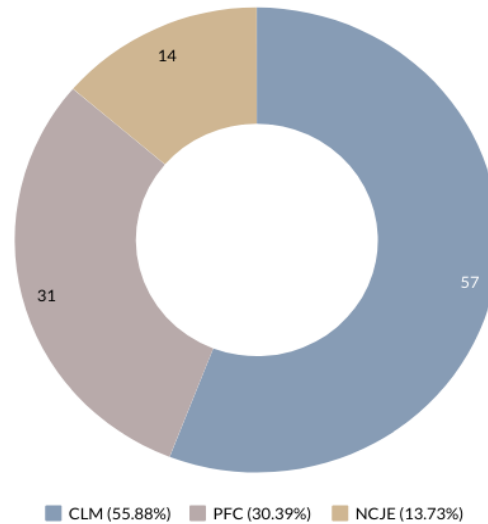
- Activities Framework and templates for internal use
- Results and Indicators Framework
- Activity Plan for 2021
- Draft Functional and organizational regulations (ROF) and methodology for developing ROFs
- Draft Job Descriptions and methodology for developing Job Descriptions
- Draft Strategic Development Program 2022 - 2024

**Trainings:**

- Organizational management
- Management of Human Resources
- Change Management
- Development of activities framework
- Coaching on development of ROFs and Job Descriptions
- Introduction to strategic planning
- Activity framework
- Mission, Vision, Values
- SWOT Analysis
- Problem Analysis
- Introduction to RBM

Throughout these activities UNDP ensured that the best practices and methodological tools required in line with the national legislation and the results-based management approach were applied, as well as that active engagement of management and staffers throughout the process is ensured.<sup>8</sup>

Trainings and coaching per institution related to strategic planning and organisational management



The Project continued with the support to the CLM Toxicology Unit in obtaining accreditation to SM SR EN ISO/IEC 17025:2017.<sup>9</sup>

The accreditation process conducted in line with the 2020 – 2021 Plan of Activities on the ISO/IEC 17025:2018, reached at the end of 2021 a 100% completion rate; all activities scheduled have been completed and CML management submitted the documents to MOLDAC (national accreditation body) in December 2021, whilst the accreditation audit visits are scheduled for the first quarter of 2022.

<sup>8</sup> <https://www.facebook.com/page/165158373553979/search/?q=cnej>  
<https://www.facebook.com/PNUDMoldova/posts/4092840964119014>

<sup>9</sup> ISO/IEC 17025:2017 – Cerințele generale pentru competența laboratoarelor de testare și calibrare, <https://www.iso.org/standard/66912.html>

Along with the ISO/IEC 17025:2017 accreditation of the CLM Toxicology Unit, the Project has also supported CLM efforts towards ISO 9001:2015 Quality management systems<sup>10</sup> certification, obtained in December 2021.<sup>11</sup>



Furthermore, the Project contributed to the participation of the laboratories of the three national forensic institutions in proficiency testing schemes, which are recognized quality control tools required for obtaining accreditation to ISO/IEC 17025:2017, as well as supported procurement of reference materials which contribute to calibration of laboratory equipment and validation of procedures applied in conducting laboratory investigations.

During the reporting period the Project also supported capacity building of the personnel of the three national forensic institutions in the context of transition to the new version of ISO 17025 standard, ISO 9001 and ISO 17020.

87 forensic experts (39 women, 48 men) successfully completed a series of specialized trainings relevant to the activity within the institutions of judicial expertise.

As a result, the judicial experts developed knowledge and understanding in:

- ✓ certification requirements and risk management in the context of ISO 9001:2015;
- ✓ implementation of the quality management system in the testing and/or calibration of laboratories according to ISO / IEC 17025 for the traditional forensic area, technical-engineering and chemical-forensic fields (practical aspects of the validation process, assessment and expression of measurement uncertainties; statistical methods of quantification (indicators, control diagrams of parameters); technical conditions of method validation;
- ✓ implementation of ISO 17020: 2018 and ILAC G19: 08/2014, establishing the benefits and advantages of designing a quality management system in accordance with the requirements of ISO 17020, in entities that apply and implement ISO 17025 at different stages of the forensic process, identify unique requirements set out in ISO 17025 and ISO 17020 standards, including the differences between the requirements of these standards, the benefits of designing a single system for both standards.

To ensure continuity of the institutional development efforts of the three national forensic institutions, in line with the recommendations of the Report on the institutional

<sup>10</sup> ISO 9001:2015 – Sistemele de management al calității – Cerințe, <https://www.iso.org/standard/62085.html>

<sup>11</sup> <https://www.facebook.com/medicina.legala/posts/4461343613976853>

development needs assessment, the A2J Project will further support the beneficiary institutions in building strategic and results based planning capacities and skills within the organizations' practices and procedures, as well as facilitate the process of finalizing the Strategic Planning Documents for the period 2022 – 2024, drafting the institutions' Activity plans for 2022, as well as conduct coaching of personnel in the context managerial competences. The technical support provided to national forensic institutions in the context of ISO accreditation will also continue in the forthcoming period with a focus on accreditation to ISO/IEC 17020:2012, focusing on audit of the procedures in place and gaps analysis, so as to identify the actions to be undertaken prior to submitting the request for accreditation.

#### **Indicators**

1.4 Level of progress made in applying efficient management tools in the national forensic institutions

**Target year 1:** *Situational analysis to identify institutional development needs conducted*

**Actual year 1:** *Assessment of the institutional development needs of the three national forensic institutions conducted, findings and recommendations endorsed by the management of the beneficiary institutions.*

**Target year 2:** *Strategic development plans drafted and approved by each forensic institution. Management measures to improve performance of forensic institutions undertaken in at least two areas.*

**Actual year 2:** *Strategic development document and plan for 2022 – 2024 of Police Forensic Center drafted and approved, whilst CML and CNEJ process is ongoing, an incipient draft available.*

1.5 Compliance of National Centre of Judicial Expertise, Police Forensic Centre and Centre for Legal Medicine with the requirements of ISO standards

**Target year 1:** *Support in transitioning the National Centre of Judicial Expertise's and Police Forensic Centre's processes to the ISO/IEC 17025:2017 completed.*

*Preparations for ISO/IEC 17025:2017 and ISO 9001:2015 accreditation of Centre for Legal Medicine started*

**Actual year 1:** *Support in transitioning the National Centre of Judicial Expertise's and Police Forensic Centre's processes to the ISO/IEC 17025:2017 ongoing;*

*Preparations for ISO/IEC 17025:2017 and ISO 9001:2015 accreditation of Centre for Legal Medicine started*

**Target year 2:** *National Centre of Judicial Expertise and Police Forensic Centre are compliant with the requirements of the ISO/IEC 17025:2017. Preparations for accreditation of Centre for Legal Medicine in line with ISO/IEC 17025:2017 completed. Centre for Legal Medicine certified in line with ISO 9001:2015. Preparations for ISO/IEC 17020:2012 accreditation of Centre for Legal Medicine started.*

**Actual year 2:** *Centre for Legal Medicine obtained certification in ISO 9001:2015, whilst documentation for accreditation to ISO/IEC 17025:2017 are submitted and audit scheduled for Quarter 1 of 2022. National Centre of Judicial Expertise and Police Forensic Centre are compliant with the requirements of the ISO/IEC 17025:2017. Preparations for ISO/IEC 17020:2012 accreditation of Centre for Legal Medicine not started.*



## ***Development of Forensic Case Management System (e-case system)***

During the reporting period the Project completed drafting the Technical Concept of the Forensic Case Management System (FCMS), and supporting documentation, including the Regulatory Impact Assessment necessary for approval of normative acts which foresee the use of state budget, required for submitting the Concept for approval of the Government and submitted these to the Ministry of Justice

In line with the provisions of the legislation,<sup>12</sup> the Technical Concept was submitted for approval of the Government by the Ministry of Justice, the owner of the e-system to-be.

Following the first round of feedback collection on the draft Government Decision from the ministries, the project contributed to review of the received opinions and provided necessary clarifications as well as adjustments to the draft Government Decision as to prepare the document for repeated round of endorsement procedure.

Based on the approved FCMS Vision Document and using the Technical Specifications developed in close coordination with the system beneficiaries, the Project conducted a competitive procurement process. Following the review of the technical proposals and financial offers carried out in 2021, a contract is about to be proposed to one of the bidders.

The Project will further work towards development and operationalization of FCMS as well as approval of the legislative framework which would ensure the prerequisites for the system's use.

### **Indicators**

1.7 Level of progress made in developing the Forensic Case Management System (FCMS)

***Target year 1: The Concept and the technical specifications of FCMS elaborated***

***Actual year 1: The Concept of FCMS elaborated and submitted to the national forensic institutions and Ministry of Justice and the technical specifications drafted.***

***Target year 2: FCMS developed and tested***

***Actual year 2: Competition for contracting a service provider to develop and implement the FCMS completed and evaluation of received bids ongoing***

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<sup>12</sup>[https://www.legis.md/cautare/getResults?doc\\_id=122810&lang=ro](https://www.legis.md/cautare/getResults?doc_id=122810&lang=ro);  
[https://www.legis.md/cautare/getResults?doc\\_id=122742&lang=ro](https://www.legis.md/cautare/getResults?doc_id=122742&lang=ro)

## ***Improving methodologies and protocols for medical examinations in GBV cases and enhancing coordinated justice chain response in GBV cases***

During 2021, UNDP continued the work related to gender-based violence through the grant modality in partnership with NGO Women’s Law Centre (WLC).

Thus, UNDP and the WLC developed and published a practice-based Standard Operating Procedure<sup>13</sup> on forensic expertise in cases of domestic violence, which aims to enhance the efficiency of forensic doctors in their response to cases of domestic violence. The SOPs are aligned to national and international legal framework, in particular to provisions of Law No. 45 on preventing and combating domestic violence and describes the procedure to be followed when conducting forensic medical, psychiatric and clinical-psychological interventions /procedures in relation to domestic violence victims. Annexes to the SOP include guidelines on how to communicate with domestic violence victims, a questionnaire to assess the risk to victim’s life or health, a list of services available to domestic violence victims, including contact details, and an algorithm on actions to be taken/steps to be followed when conducting the expertise. Subsequently, the modus operandi of forensic doctors in domestic violence cases was uniformized.



*“The Standard Operating Procedure on the response of the Centre for Legal Medicine (CLM) to cases of domestic violence, including as a form of violence against women, will help the forensic experts of the Centre to provide unified and quality forensic services. The intervention of the forensic service is indisputable in preventing and combating this type of violence and, finally, in respecting fundamental human rights - the CLM mission”.*

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*Vasile Șarpe, Director of the Centre for Legal Medicine*

The gender screening of five policies and regulations of Centre for Legal Medicine (5 documents revised out of which 2 approved) was carried out in 2021. Among the most important recommendations are: the provision of reasonable accommodation for victims of domestic and gender-based violence (use of sign language for victims with hearing impairment, communication in the languages of ethnical minorities other than Russian, conducting forensic examination of victims at the victim’s place of residence (for victims with disabilities), forensic examination by female forensic doctors for victims who refuse to be examined by male forensic doctors (either by referral to female doctors or in cooperation with female gynaecologists), principles of communication with child victims to avoid re-traumatization.

<sup>13</sup>[http://medicina-legala.md/wp-content/uploads/2022/01/Instructiunea-CML\\_ro.pdf](http://medicina-legala.md/wp-content/uploads/2022/01/Instructiunea-CML_ro.pdf);  
<https://www.facebook.com/medicina.legala/posts/4263648957079654>

Additionally, a Training manual for forensic doctors' intervention in domestic violence cases and learning support have been developed.<sup>14</sup> The manual explains the domestic violence phenomenon, the international and national legal framework in the field, the health system's response, the measures, and actions necessary to prevent and combat domestic violence, causes and consequences of domestic violence and will be used by the lecturers of the Forensic Medicine Department of the Medicine and Pharmacy University of Republic of Moldova.

Furthermore, during the reporting period the review of the Regulation on Medical Assessment of the Severity of Bodily Injuries was initiated and amendments to the document were discussed in four working meetings with representatives from relevant institutions.<sup>15</sup> The proposed amendments aim to address the needs of victims of domestic violence and clarify situations in which forensic doctors had difficulty qualifying for bodily harm. Among the most important proposed amendments: forensic expertise of psychiatric disorders – introduction of complex expertise for such cases consisting of forensic expertise, psychiatric forensic expertise and clinical-psychological expertise; coordination between the examination conducted by clinical physicians and forensic doctors; performance of forensic examination at the victim's place of stay – for victims with disabilities; introduction of the term post-traumatic stress disorder; recognition of post-traumatic disorders as bodily injuries etc. The amended Regulation is set to be approved by Government Decision (as opposed to it being approved by MoH Order as before).

During the reporting period the baseline assessment of the coordinated response of the justice system to cases of domestic violence was completed. The current problems and barriers in the criminal justice system were identified and recommendations for implementing a more efficient and coordinated response of justice sector professionals to cases of domestic violence were provided. The findings and recommendations included in the Assessment Report on the response of the criminal justice system to cases of domestic violence in Soroca, Criuleni, Cimișlia and Comrat<sup>16</sup> have been presented to the Inter - ministerial Coordination Council in the field of preventing and combating domestic violence.<sup>17</sup>

Based on the results of the baseline assessment a training concept on the coordinated response of the justice system to cases of domestic violence was development. The training envisages engagement of justice chain professionals in mixed groups. The piloting of the training model was started in the reporting period.

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<sup>14</sup><https://medlegala.usmf.md/ro/studenti-catedra%20de%20medicin%C4%83%20legal%C4%83/biblioteca>  
<https://drive.google.com/file/d/1mMaYJ1svC2GfOu5lsGgCYc7wIz4MyM9j/view>;  
<https://drive.google.com/file/d/1mLwOH0zqCLBwPUZjVSeoF4Jh13P8YrvN/view>;  
<https://drive.google.com/file/d/1mOzO9Xg14BrOCpwidoCflY216LccXozh/view>

<sup>15</sup> <https://www.facebook.com/cdfmd/posts/1790132197839791>

<sup>16</sup> [https://www.md.undp.org/content/moldova/ro/home/library/effective\\_governance/evaluarea-r\\_spunsului-sistemului-de-justiie-penal-la-cazurile-de.html?fbclid=IwAR2t\\_dPMTtGQifyH7PSoW\\_nFcu99Y5c85b\\_uMXFFMVS-jT9h9O\\_fQjI5FIU](https://www.md.undp.org/content/moldova/ro/home/library/effective_governance/evaluarea-r_spunsului-sistemului-de-justiie-penal-la-cazurile-de.html?fbclid=IwAR2t_dPMTtGQifyH7PSoW_nFcu99Y5c85b_uMXFFMVS-jT9h9O_fQjI5FIU);  
<https://www.facebook.com/PNUDMoldova/posts/4412274732175634> ;  
<https://www.facebook.com/PNUDMoldova/posts/4412249242178183>

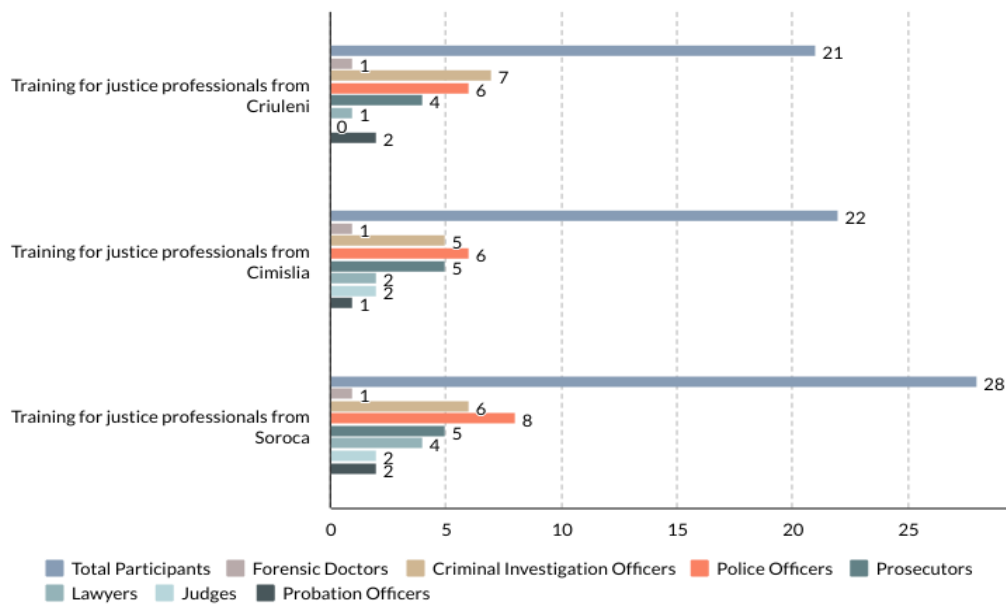
<sup>17</sup> <https://www.facebook.com/cdfmd/posts/1760477934138551>



*Trainings on coordinated response of the mixed groups of professionals to cases of GBV, organized by WLC in September 2021.*

The trainings<sup>18</sup> brought together representatives of the criminal justice system from the 4 project intervention regions. The professionals actively participated in the training and discussed gender stereotypes, reported on the good practices and experiences of colleagues in the criminal justice sector and helped shape a common model for responding to domestic violence.

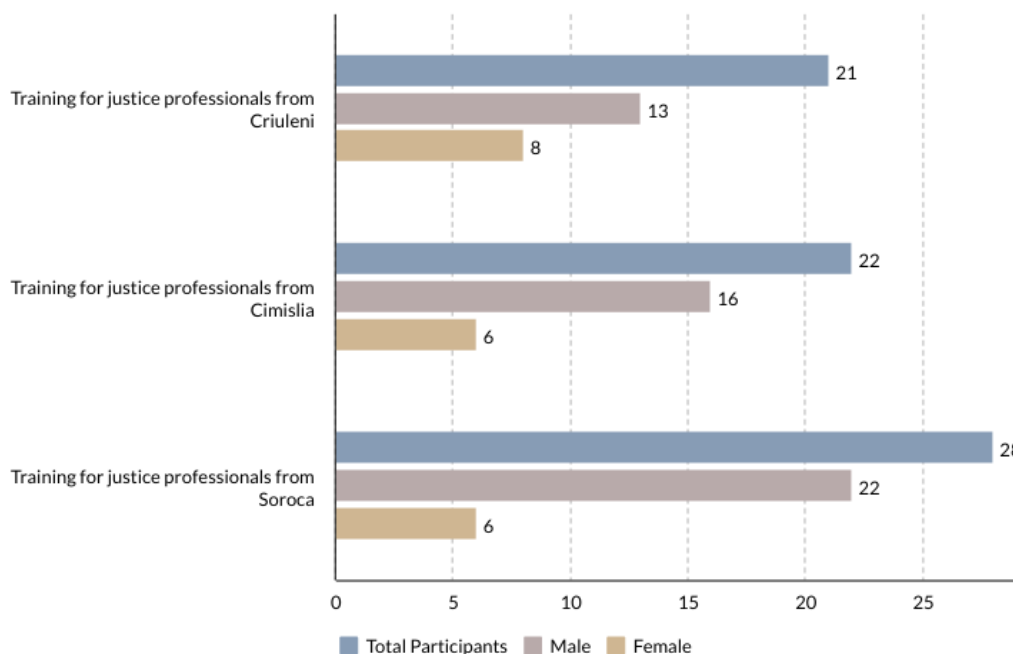
Overview of participants in capacity building activities on GBV



<sup>18</sup> <https://www.facebook.com/cdfmd/posts/1724445254408486>  
<https://www.facebook.com/cdfmd/posts/1848247492028261>  
<http://cdf.md/category/publicatii/>  
<https://www.facebook.com/cdfmd/posts/1838805816305762>  
<https://www.facebook.com/cdfmd/posts/1848217492031261>

UNDP supported awareness raising on the types of gender-based violence, means of identifying gender-based violence and risks associated to GBV, as well as the tools and mechanisms available to GBV victims, including contact data of centres where legal and psychological assistance can be received. In this context informative guidelines<sup>19</sup> have been shared in 4 regions of the country to mayoralties and police inspectorates to be distributed to citizens. Two types of informational materials for victims of domestic violence: a brochure explaining, in easily understandable language, what domestic violence is, where to seek help, what specialists provide assistance, what are the available legal remedies etc. The second information material developed is a flyer presenting contact details of authorities/ NGOs providing assistance to victims of domestic violence, at both national and local levels. Correspondingly, four different flyers were drafted, one for each of the four pilot districts.

Overview of participants in capacity building activities on GBV



**Indicators**

1.6 Level of progress made in developing and applying gender-sensitive standards and procedures in conducting forensic medicine examinations

**Target year 1:** Gender review of methodologies/protocols for forensic medicine examination initiated

**Actual year 1:** Preparatory activities to start review of protocols initiated

**Target year 2:** Methodologies/protocols for forensic medicine examination reviewed and endorsed mainstreaming the gender dimension.

<sup>19</sup> <https://www.facebook.com/groups/dialogjustitie/posts/1081240619299066/>

*Standard operating procedures for forensic doctors on conducting examinations in domestic violence cases are developed and submitted for approval.*

**Actual year 2:** *5 Protocol for forensic medicine examination reviewed and endorsed mainstreaming the gender dimension.*

*Standard operating procedures for forensic doctors on conducting examinations in domestic violence cases are developed and approved*

2.2 Level of progress made in developing a coordinated justice chain response in GBV cases in Soroca, Criuleni, Cimislia and Comrat districts

**Target year 1:** *Situation with GBV cases in pilot regions analysed, obstacles to an efficient handling of GBV cases by the justice chain actors determined and potential solution proposed*

**Actual year 1:** *Interviews with justice chain actors to conduct the situation analysis started*

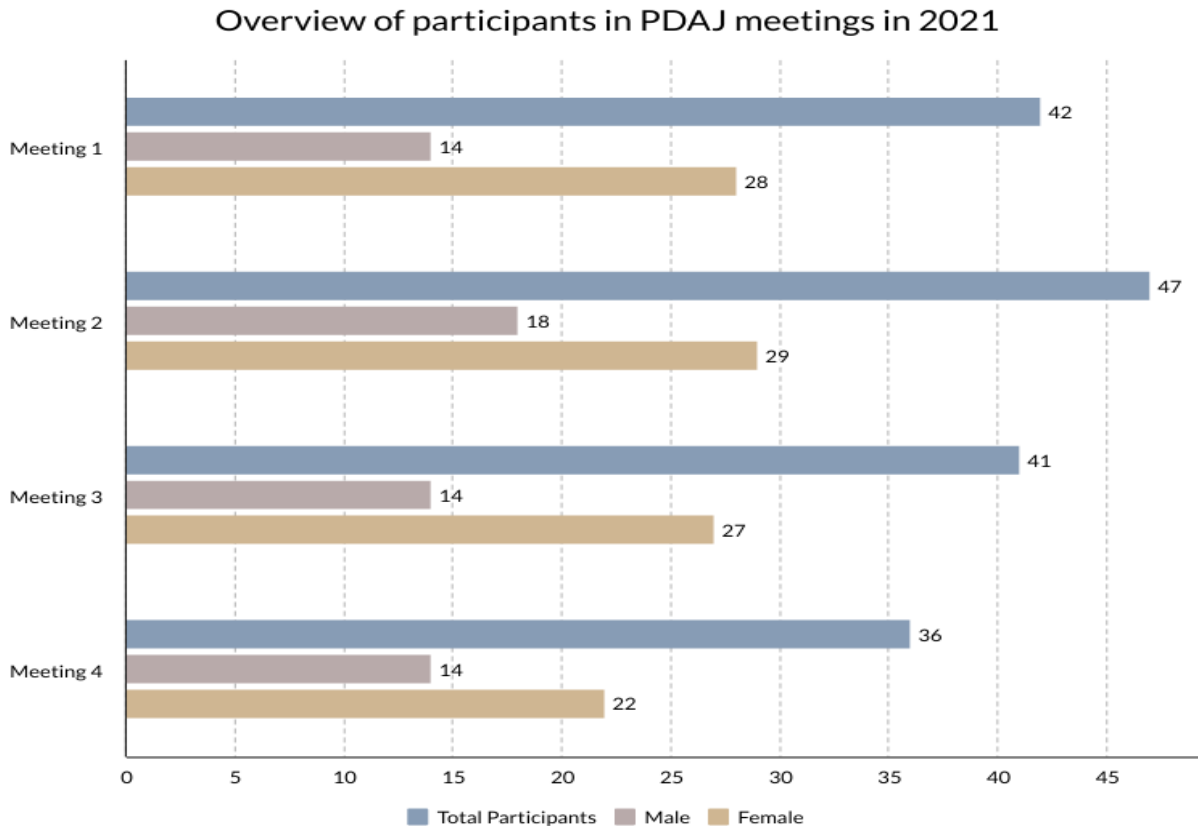
**Target year 2:** *Coordinated response model to GBV cases developed and tested for each pilot region.*

**Actual year 2:** *Development of the coordinated response model to GBV cases ongoing*

## Output 2. Enhanced capacities for coordinated justice delivery and improved access to justice for the vulnerable groups at the subnational level

### *Facilitating the coordination, cooperation, and capacitation of key justice sector actors*

UNDP continued its work alongside the Project Responsible Party, IRP, its work in the four target areas (Soroca, Criuleni, Cimislia, Comrat) to facilitate the work of Dialogue Platforms on Access to Justice (Dialogue Platforms) composed of justice chain actors.<sup>20</sup>

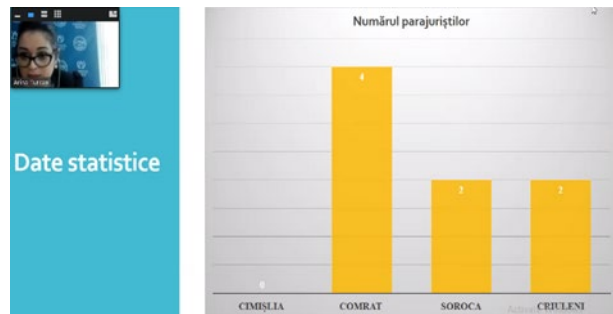


<sup>20</sup><http://irp.md/news/1301-accesul-romilor-la-justiie-subiect-de-discuie-n-cadrul-primei-edine-din-acest-an-a-platfomei-de-dialog-pentru-accesul-la-justiie-n-raionul-soroca.html><http://irp.md/news/1302-dou-grupuri-vulnerabile-noi-au-fost-identificate-n-cadrul-primei-edine-din-acest-an-a-platfomei-de-dialog-pentru-accesul-la-justiie-n-raionul-criuleni.html><http://irp.md/news/1303-accesul-la-justiie-n-raionul-comrat-cum-poate-fi-asigurat-dreptul-la-motenire-n-cazul-bunurilor-imobile-nenregistrate.html><http://irp.md/news/1304-n-raionul-cimilia-nu-exist-parajuriti-i-sunt-puini-avocai-membrii-platfomei-de-dialog-pentru-accesul-la-justiie-se-vor-adresa-cnajgs.html><http://irp.md/news/1321-cele-patru-platfome-de-dialog-pentru-accesul-la-justiie-ntr-o-nou-rund-de-edine-organizate-de-irp.html><http://irp.md/news/1341-soluii-pentru-problemele-ce-in-de-dreptul-de-proprietate-n-raionul-soroca.html><http://irp.md/news/1343-lipsa-actelor-i-a-surselor-financiare-cel-mai-frecvent-impediment-la-nregistrarea-dreptului-de-proprietate-asupra-bunurilor-imobile.html>

regional level. Thus, the mapping process initiated in 2020, continued during the reporting period, and the following issues have been defined by the members of the Dialogue Platforms: low level of legal literacy, lack of identity documents amongst vulnerable and marginalized persons (Roma people, people with low income, some persons from religious groups, unregistered real estate built before 1996, obstacles in settling notarial acts (wills, power of attorneys) outside the notary office etc.

The Dialogue Platforms' composition was extended in 2021, from 73 members to 78, as representatives of the justice chain institutions from Dubasari district expressed interest in joining the discussions in the Criuleni platform and provide their inputs in relation to barriers faced by population on the left bank such as: failure to recognize documents and decisions issued by unconstitutional authorities (*ex. in judicial cases related to determination of the alimony, child's domicile, inheritance where the documents that were issued by Transnistrian institutions and presented by the parties in the judicial proceedings are not admitted as relevant evidence by the national courts (ex. Criuleni, Grigopol etc.)*).

During the reporting period the justice professionals joined efforts to identify solutions to address the low level of legal literacy and limited number of paralegals and lawyers providing state guaranteed legal aid – a problem relevant to all project intervention regions. In this context the members of all four platforms addressed the National Legal Aid Council (NLAC) with the formal request to increase the number of lawyers offering qualified state guaranteed legal aid and of paralegals as well as recommending identification of a solution/mechanism which would allow provision of primary legal state guaranteed legal aid services by NGOs that have programs and experience in providing free primary legal aid to people from vulnerable or marginalised groups. As a result, in 2021 the NLAC territorial offices were supplemented by 5 paralegals and 70 lawyers for delivering state guaranteed legal aid.<sup>21</sup>



Presentation of statistical data on the number of paralegals in the regions during the DPAJ Cimișlia Meeting on February 25, 2021

The members of the Dialogue Platforms also worked to identify issues related to the field of civil law (property law, real estate, regulations and cadastral procedures) in the project intervention regions, tackling the: legal status of real estate in the district built until 1996; disposition of property: alienation, donation and inheritance of a building built until 1996 that were unregistered; impediments related to elaboration of notarial document (wills, contracts etc.) outside the notary office for vulnerable and marginalized persons, such as the elderly, persons with disabilities, non-transportable persons, etc.

<sup>21</sup><https://www.bizlaw.md/mai-multi-avocati-pentru-acordarea-asistentei-garantate-de-stat-si-parajuristi-in-4-raioane-ale-moldovei?fbclid=IwAR0JmBK2-Hxs6PQk-PmwXlceCWU5c6a4eBazkWXwAJwjZv61IF-plNNOJas;http://irp.md/news/1346-servicii-juridic-gratuite-mai-accesibile-n-4-regiuni-ale-republicii-moldova.html>



Some of the conclusions and recommendations include:

- amendments to art. 6 of the Law on notary proceeding 246/2018 as to exclude the charges related to provision of pro-bono services outside the office or office hours to persons from vulnerable group;
- submission of briefs to territorial Cadastral Services of the Public Services Agency and Local public authorities from Soroca, Cimișlia, Comrat and Criuleni districts with recommendations to ensure that during the procedure of registration of the property rights, reasonable accommodation for people from vulnerable groups is provided as well as the revision of charges scale; ;
- drafting an informative brochure on the procedure for registering property right (the steps to be followed for registration of the property right; list of required documents etc.)

To further build the coordination amongst members of the Dialogue Platforms the Project explored innovative approaches in bringing together the justice professions and engage in problem identification applying the user safari methodology. 21 champion members of the Platforms worked together to analyse and identify solutions to systemic problems related to access to justice (like communication between litigants, courts and other institutions in the justice chain and judicial protection of people with mental disabilities) during the experience exchange workshop event „Access to justice: through innovative methods we generate solutions to existing problems”.<sup>22</sup>



*Exchange workshop „Access to justice: through innovative methods we generate solutions to existing problems”, November 12, 2021*



*Group work at exchange „Access to justice: through innovative methods we generate solutions to existing problems”, November 12, 2021*

The user safari methodology led the participants through the following steps: identification of users; user route and blockages; generation of solutions and filtering solutions.

As a result, the working groups formulated specific barriers related to the two systemic problems on the agenda, as follows:

- The efficiency and limited communication of the court with litigants and other institutions in the justice chain;

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<sup>22</sup><http://irp.md/news/1357-platformele-de-dialog-pentru-accesul-la-justiie-generaz-soluii-la-probleme-actuale-din-justiie.html>

- Persons with mental disabilities (*including also relatives and deinstitutionalized persons*) face limited access to justice, judicial protection order/measures do not improve legal situation of persons with mental disabilities, do not ensure full protection of the rights and interests of persons in respect to whom such measures are applied.

The solutions to these have been formulated as follows:

#### **Solutions to increase communication between litigants and national courts:**

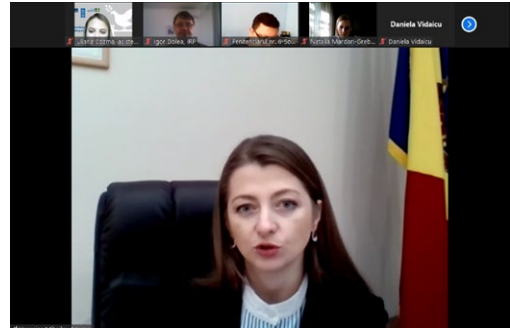
- Implementation of a mechanism for notifying the litigant about the receipt of the summons and its compliance with the formal conditions, in the context in which it is submitted online;
- Training of litigants and their representatives on the requirements for preparing the paperwork for filing a lawsuit;
- Extension of the types of cases or procedural stages to which the written procedure can be applied;
- Amendments to the Civil Procedure and Criminal Procedure Codes to institutionalize the possibility of organizing court hearings with the use of videoconference equipment and equipping the courts accordingly;
- Institutionalization of the offices of paralegals in the buildings of all courts, which will provide litigants with primary consultancy services regarding access to judicial services;
- Complete the process of creating the Palaces of Justice, which are to be built as courts friendly to litigants, with optimized conditions for all categories of litigants including unified service centers and taking into account the needs of people with special needs.

#### **Solutions to increase access to justice of persons with mental disabilities**

- Increase the number of paralegals, who will inform and consult people on preconditions for imposing protection measures;
- Amend the legislation so that it is possible to impose protection measures by the court within whose jurisdiction the person is located;
- Adjust the legislation so that legal protection measures are in place in a shortened time;
- Elaboration of a Guide (for Doctors, Public Authorities), which would describe the steps to be followed and the list of necessary documentation for imposing the protection measures;
- Training of specialists providing support to those requesting the imposing the protection measures;
- Subsidizing the cost paid for performing psychiatric extrajudicial expertise, with a mechanism for vulnerable groups;
- Paying the cost of expertise from the public budget;
- Ensuring the information of the population about the necessary steps for appointment of a guardian;
- Creation of an online Platform for providing systemic consultations;

- Creation of the public register, necessary to ensure the publicity of the protection measures.

To present the work of the Dialogue Platforms to the line Ministry during the annual interregional meeting "Human Focus and Dialogue in Justice" (Practical solutions of the Dialogue Platforms for Access to Justice to the systemic issues affecting access to justice for people in vulnerable situations),<sup>23</sup> the justice professionals and subject matter experts presented the main findings on barriers encountered by population, as follows:

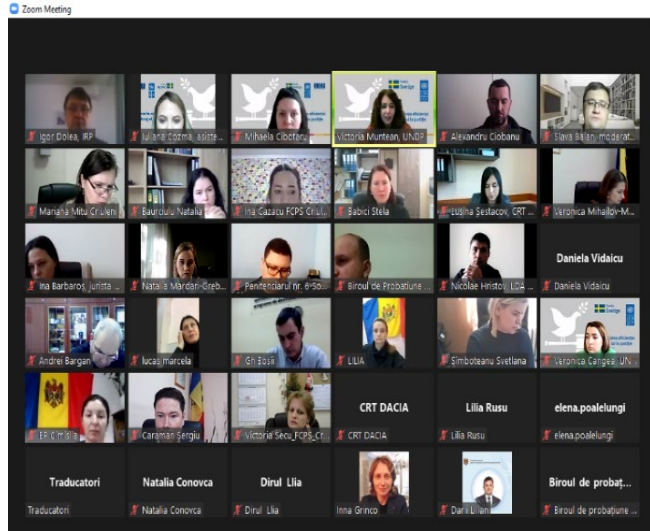


*Veronica Mihailov-Moraru, the Secretary of State of the Ministry of Justice with an opening speech at the Annual Round Table of December 22, 2021*

- Low level of efficiency and limited communication between courts, litigants and other institutions in the justice chain;
- Limited access to justice of persons with mental disabilities (*including also relatives and deinstitutionalized persons*), existing judicial protection measures do not contribute to improvement of legal situation of persons with mental disabilities, do not ensure full protection of the rights and interests of persons in respect to whom such measures are applied;
- Socio-legal causes and problems in the field of civil law (property law, real estate, regulations and cadastral procedures) related to unregistered real estate, obstacles/refusals in settling notarial deeds (wills, power of attorneys) outside the notary office in Soroca, Criuleni, Cimișlia and Comrat at the request of the elderly, persons who cannot move from the cause of the state of health (non-transportable persons);
- Lack of legal aid in the regions (limited number or lack of paralegals, lawyers offering state-guaranteed legal assistance in Soroca, Criuleni (including Dubasari), Cimișlia and Comrat.

<sup>23</sup> <http://irp.md/news/1360-buletinul-informativ-nr6-consolidarea-eficienei-i-accesului-la-justitie-n-moldova.html>  
<https://www.facebook.com/InstitutulDeReformePenale/posts/3107171429549408>

- The event offered the opportunity to raise awareness about the identified problems and engage with the authorities on the solutions and implications in terms of amendments to state policies and legislation. During 2022 members of the Platforms will advocated for the solutions to access to justice systemic problems discussed in the meeting.

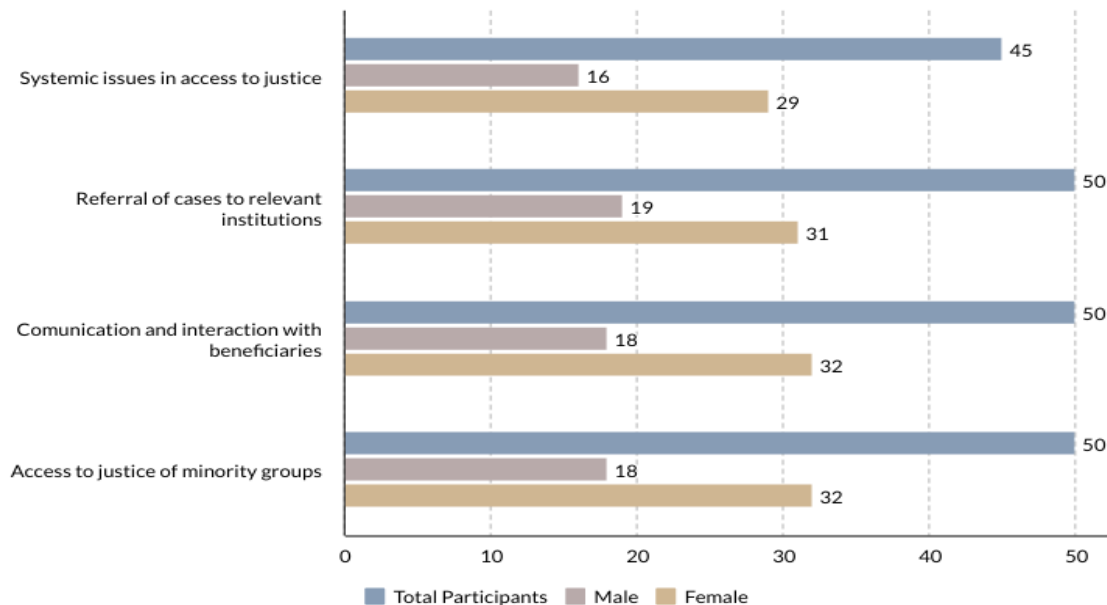


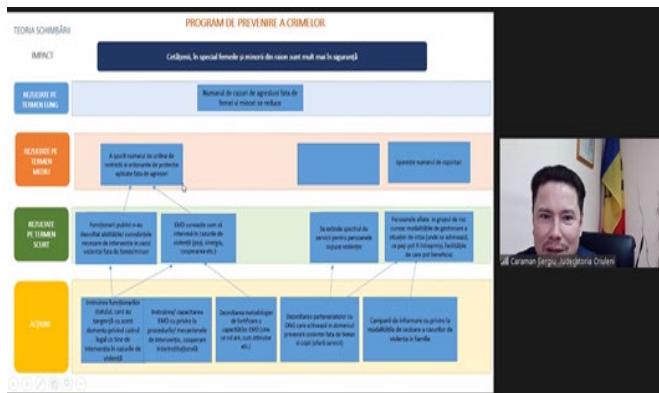
Annual Round Table of December 22, 2021

The representatives of the local NGOs, beneficiaries of the project support, also presented the results of the projects implemented at the local level through the grants awarded in the Project.

The members of the Dialogue Platforms also enhanced their knowledge and skills as part of the capacity building and professional development program on the following subject areas: addressing systemic issues in the field of access to justice, referral of cases' to public and/or civil society institutions in order to solve socio-legal problems of the beneficiaries, effective tactics in communicating with beneficiaries/litigants, communication and interaction with the public, including media, access to justice for minority groups (linguistic, ethnic, religious) and people with disabilities.

### Overview of participants in capacity building activities





*Presentation of the group work by Sergiu Caraman, judge, member of PDAJ Criuleni at DPAJ training workshop: "Development of skills on integrated approach to systemic issues in the field of access to justice" December 16-17, 2021.*

*"This exercise puts us in a position to look at things from a different point of view than the usual one, namely that of the citizen, of our beneficiary. It's an interesting and useful training for our work"*

*Oxana Indricean, Chief, Soroca Service psycho-pedagogical assistance*

As a results of the trainings members of the Dialogue Platforms have improved knowledge on the applicability of the concept of equal rights of the majority and minorities; effective non-discrimination; standards on availability-accessibility-acceptability-quality in terms of the realization by minorities of their rights; the state obligations in ensuring progressive realization of the rights of national minorities; access to justice for people with disabilities; legal and practical aspects of reasonable accommodation for persons with disabilities in order to facilitate access to justice, issues related to legal capacity and measures for the judicial protection of the rights of persons with disabilities, as well as the provisions of the UN Convention on the Rights of Persons with Disabilities etc.

Additionally, the justice professionals have enhanced their skills to effectively communicate with the beneficiaries, communicate in performing job related responsibilities; management of conflicts in communication with litigants, but also in communication and interaction with the public; learned the rules in preparation for an interaction with journalists as well as about tools for communication in a crisis situation.

Furthermore, the participants gained knowledge and understanding of the conceptual framework of interaction of the specialist with the person, requesting assistance and intervention for the realization or/and protection of a right; general algorithm of applicant's interaction with public institution(s); the concept of referring the beneficiary's case to a community institution; practical aspects/tips related to improvement of the inter-institutional referral mechanism.

The concepts of results-based management and correct formulation of long, medium and short-term results depending on available resources were also presented. The participants learned about indicators, reference data, sources and methods of collecting data, about the duties of a responsible person in collecting data etc.

**Indicators**

2.1 Level of progress made in setting up dialogue/coordination platforms among the core justice chain actors in Soroca, Criuleni, Cimislia and Comrat districts to address legislative and legal practice issues related to justice for men and women at the local level

**Target year 1:** Dialogue /coordination platforms established in each pilot district; Capacity building needs assessment to ensure effective functioning of the platform conducted; 4 sector-wide coordination meetings organized in the pilot regions (1 in each district) to address justice-related issues

**Actual year 1:** Dialogue /coordination platforms established in each pilot district; Capacity building needs assessment to ensure effective functioning of the platform conducted; 8 sector-wide coordination meetings organized in the pilot regions (2 in each district) to address justice-related issues.

**Target year 2:** 12 sector-wide coordination meetings organized in the pilot regions (3 in each district) to address justice-related issues.

Capacity building activities to address the identified needs of the members of justice dialogue platform organized in each pilot district.

**Actual year 2:** 13 sector-wide coordination meetings organized in the pilot regions (3 in each district and 1 joint meeting in a hybrid format) to address justice-related issues

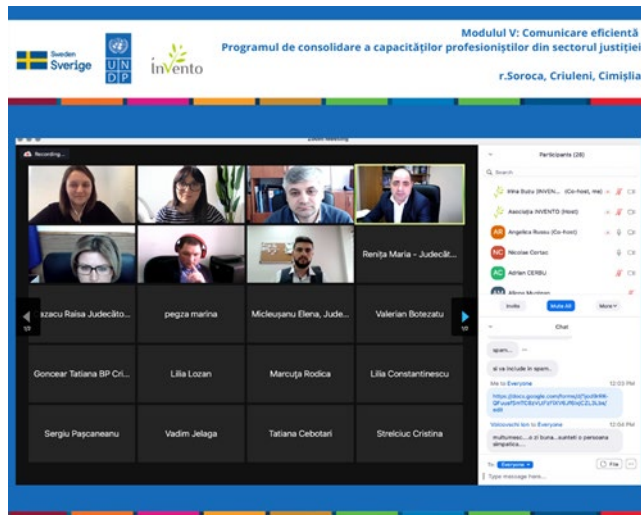
One-day annual interregional meeting "Human Focus and Dialogue in Justice" (Practical solutions of the Dialogue Platforms for Access to Justice to the systemic issues affecting access to justice for people in vulnerable situations).

4 trainings for the members of the Dialog Platforms for Access to Justice Soroca, Criuleni, Cimislia, Comrat.

## Capacity development program for core justice chain actors

During the reporting phase the tailored training programme for justice professionals continued in line with concept developed after the needs assessment performed in 2020.

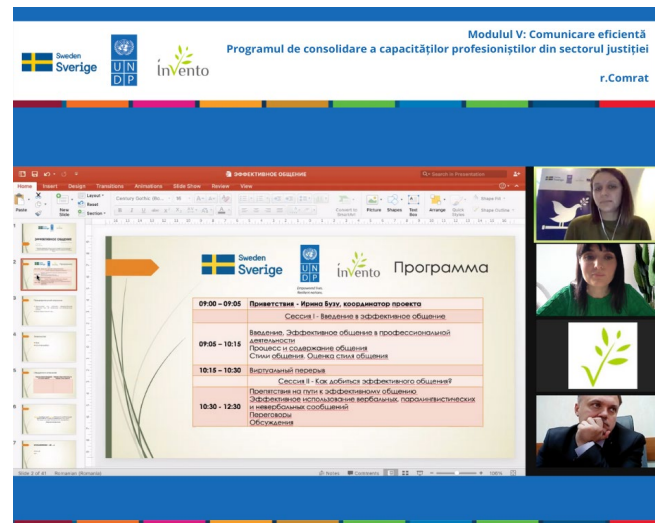
In the period of January - April 2021, 46 justice professionals (29 women and 17 men) completed the last four out of eight training modules, namely: effective communication, personal leadership, teamwork and conflict management. An additional training was provided on project writing, to support the transition to the local initiative component of the program.



Training on efficient communication, Soroca, Criuleni and Cimișlia

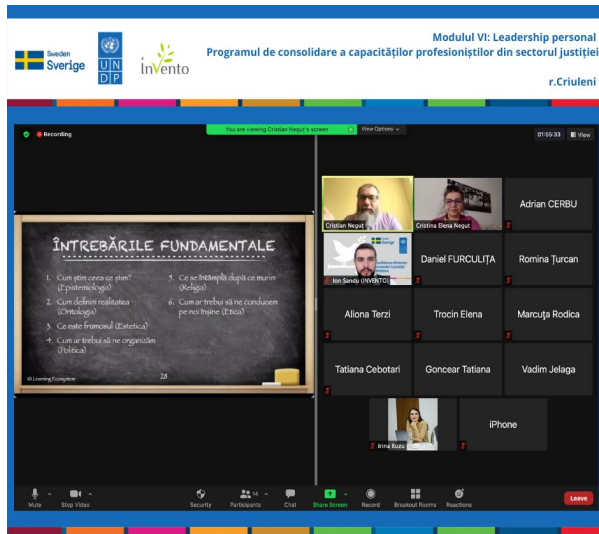
As a result of efficient communication training<sup>24</sup>, justice professionals can now: use efficient communication techniques to enhance personal and professional relations; present clearly and convincingly their opinion; negotiate in legal relations; identify the necessities and motivation of other in the process of communication; apply feedback giving and receiving techniques; efficiently use the methods of active listening and non-conflicting communication; apply written communication rules; efficiently use the new technologies during communication.

40,90% of respondents in the post training survey thought the course was very useful (10/10 rating), while 36,36% of respondents found it useful (9/10 rating). 83.9% of the respondents from Soroca, Criuleni and Cimișlia regions stated that they will apply daily the knowledge / skills obtained during the course, in their activity versus 16.1%, who appreciated that they would use them partially / arbitrarily. 76.9% of respondents in the post training survey from Comrat noted that they will use the obtained skills daily.



Training on efficient communication Comrat

<sup>24</sup> <https://www.facebook.com/invento.md/photos/5330921993599619>



*Training on personal leadership, Criuleni*

As a result of the personal leadership training,<sup>25</sup> justice professionals can now: apply key principles in decision making; identify their personal leadership style; ensure a structured problem-solving process; use the tools to determine the causes of problems; develop and evaluate problem-solving options through application of practical tools; identify a personal style of problem reporting and decision making. This module was focused on training the justice sector professionals on the principles of decision making, leadership styles, complex leadership, decision making structure, tools used when solving problems, solution-oriented attitudes, and critical thinking.

Participants said they would recommend this course to friends or colleagues. This indicator assesses the transition from intention to action in relation to the above answers. Respectively, the moment when a participant is willing to personally guarantee this course for a person with whom he/she has a relationship, reflects a strengthening of the intention to implement what they have learned.

The seventh module, teamwork<sup>26</sup>, contributed to improving participants skills in the concept of teamwork; team blocking and strengthening factors; roles within a team; the characteristics of an efficient team; the stages of developing a team; the concordance between roles and stages; the peculiarities of efficient teamwork; organizing a team.

Participants stated that they want to participate in similar training events in the future. This indicator assesses the participants' intention to continue their professional / personal development. 100% of respondents in the post training survey from Cimisia and Criuleni noted that the course exceeded their expectations.



*Training on teamwork, Soroca*

The last module from the program<sup>27</sup> was dedicated to conflict management. The professionals have gained skills to identify the reasons and sources of a conflict situation; apply effective conflict resolution strategies and techniques; reduce the impact of conflict

<sup>25</sup> <https://www.facebook.com/invento.md/photos/5366970343328117>

<sup>26</sup> <https://www.facebook.com/invento.md/posts/5463261977032286>

<sup>27</sup> <https://www.facebook.com/invento.md/posts/5471833759508441>

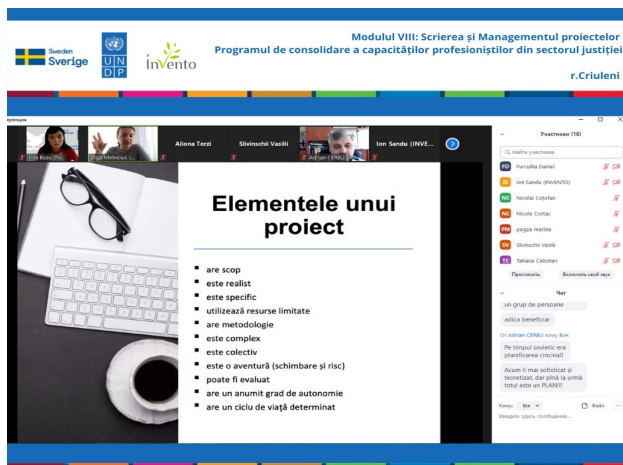


situations in relation to beneficiaries; turn conflict into a positive opportunity; develop communication strategies in conflict situations.

57,8% of respondents in the post training survey rated the course 10/10, while 23,68% of participants rated it 9/10, 15,78% of respondents rated the training at 8/10. With regards to the level of applicability of the acquired skills and knowledge during the course, the participants noted: 52,6% assessed that they will apply the knowledge partially/arbitrarily, whilst 47,3% assessed that they will apply the knowledge and skills on a daily basis.

*“The courses are very useful. We seem to know very well how to resolve a conflict. But after these sessions you understand that it is not so. I understood that every problem, misunderstanding, has its own way of solving it. I hope to have another opportunity to participate in such courses because there is a lot to learn in this regard”*

*Ion Volcovschi, judge, Cimişlia district, Conflict Management module*



Training on project writing, Soroca

The training module on Project writing<sup>28</sup> contributed enhancing the skills of justice professionals on project writing and project implementation.

This was relevant in the context of the forthcoming work of the justice professions in drafting project proposals as part of the Local initiatives mini-grants activity.

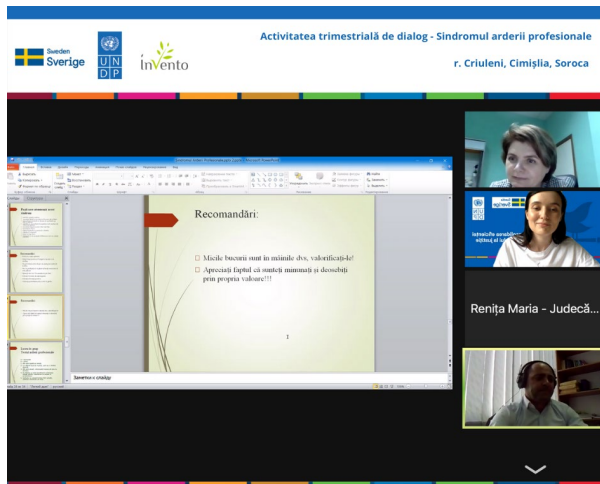
10,52 % of respondents in the post training survey rated the training with 10/10, 36,84% of respondents with 9/10 and 50% of respondents with 8/10. In terms of using the gained knowledge and skills in their

professional activities, the response are as follows: 29 participants (76,3%) noted that they will use the knowledge arbitrarily/partially; 8 participants (21,05%) noted that they will use the knowledge daily.

During the reporting period UNDP and Invento worked to increase informal dialogue among the professionals from the regions involved in the capacity building program. Thus, two webinars dedicated to delegates from all four regions were organised to discuss burnout and strategies for prevention and mechanisms for overcoming burnout for justice professionals.<sup>29</sup>

<sup>28</sup> <https://www.facebook.com/invento.md/posts/5529702257054924>

<sup>29</sup> <https://www.facebook.com/invento.md/posts/5989785714379907>



*Webinar on professional burnout, Soroca, Cimișlia, Soroca*

The webinars designed to provide practical information and support on theoretical approaches to the professional burnout syndrome (theories and definitions of burnout, diagnosis, etc), as well as the influence of the burnout syndrome on legal professionals specifically determining factors, consequences, prevention strategies.

The webinars were well received by the participants, who have found it useful and practically applicable to their professional environments

All the training modules developed within the capacity building program were transformed into digital content and will be posted on the Moodle platform specifically developed for this purpose. Access to the platform will be granted to justice chain institutions as to allow professionals from all regions of the country undertake the learning path.

During the reporting period a local initiatives program, as part of which justice professionals were invited to solve a local problem on access to justice or justice efficiency was implemented. An internal call for proposals was launched amongst justice chain professionals, participants in the capacity building program, to form teams of 2 to 5 members and submit proposals for small scale local projects. The initiative groups were encouraged to establish partnerships with the local public institutions and CSOs from the local level and any relevant stakeholders.

Following the application process, 5 projects proposals were received, out of which 4 local mini-initiatives were approved to be financed: Soroca – the aim of the “ Increased access for people with locomotor deficiencies in the building of the local court from Soroca” project was to increase access for people with locomotor deficiencies in the building of the local court from Soroca; Criuleni - project “Strengthen the multidisciplinary approach to ensuring a life free of violence” aiming to increase the capacities of justice chain professionals to ensure a coordinated response to family violence cases at the local level and project 2 “Increased access to informational resources for the local court from Dubasari, Criuleni” aiming to increase access to knowledge resources for the local court; Cimișlia – the aim of the “Strengthening access to justice within the Cimișlia prosecutor’s office” project was to modernize the process of criminal investigation from the Prosecutor’s Office in Cimișlia.

The implementation started on July 1, 2021 and was completed in fall. The local projects led by justice professionals achieved the following:

- **Strengthen the multidisciplinary approach to ensuring a life free of violence<sup>30</sup>:** 3 training sessions during which 35 persons from 16 localities of Criuleni district were informed about Gender Based Violence organised;

- **Strengthening access to justice within the Cimișlia prosecutor's office<sup>31</sup>:** A special hearing room, with the possibility of audio and video recording, for criminal trial participants, created at the Cimișlia Prosecutor's Office. Hence, high quality standards are applied in dealing with criminal cases in which hearings are conducted. A space of 38.5 m<sup>2</sup> has been adapted. It is protected by a mirror wall, to allow the recognition of suspects in safe and confidential conditions. The necessary space was provided by the Cimișlia Prosecutor's Office. The room has also been soundproofed and endowed with modern equipment, such as video cameras and microphones;



*Inaugurated Hearing room in Cimișlia Prosecutors' Office October 2021.*

- **Increased access for people with locomotor deficiencies in the building of the local court from Soroca<sup>32</sup>:** an access ramp installed at the entrance to the Soroca District Court headquarters, to facilitate access to justice for people with locomotor disabilities, in equal and non-discriminatory manner. The intervention was coordinated closely with the Center for the Rights of Persons with Disabilities as to ensure that the construction complies with technical accessibility regulations for people with locomotor disabilities, namely: the ramp is made of non-slip material, the inclination angle of the ramp is according to accessibility standards, and bars are installed on both sides of the ramp. support at an appropriate distance.



*Newly installed access ramp at the local court from Soroca, September 2021.*

- **Increased access to informational resources for the local court from Dubasari, Criuleni<sup>33</sup>:** At the initiative of two judges, a legal library with literature in

<sup>30</sup>

<sup>31</sup> [https://www.md.undp.org/content/moldova/ro/home/presscenter/pressreleases/2021/in-cimi\\_lia-a-fost-creat-prima-camer-special-de-audiere-cu-inreg.html](https://www.md.undp.org/content/moldova/ro/home/presscenter/pressreleases/2021/in-cimi_lia-a-fost-creat-prima-camer-special-de-audiere-cu-inreg.html)

<sup>32</sup> [https://www.md.undp.org/content/moldova/ro/home/presscenter/pressreleases/2021/judec\\_toria-soroca-devine-mai-accesibil-pentru-justiabilii-cu-d.html](https://www.md.undp.org/content/moldova/ro/home/presscenter/pressreleases/2021/judec_toria-soroca-devine-mai-accesibil-pentru-justiabilii-cu-d.html)

<sup>33</sup> <https://www.facebook.com/PNUDMoldova/videos/636899921007428/>

Romanian was opened. This will help to improve the knowledge and skills of justice professionals and increase the quality and efficiency of justice. Moreover, the legal library, open to all interested people, serves as a source of information for citizens in the security zone.

The capacity building program of justice chain professional was officially closed at the National Conference of law professionals “Critical competences for human centred justice” was held.<sup>34</sup> The final event brought together the participants and organizers to assess the effectiveness and success of the intervention, while sharing valuable insights for the existing training programs at the national level.

*“The acquired experience and knowledge will help us communicate more effectively with litigants. I acquired skills which contributed to a great result, which is the creation of the library with literature in Romanian, at the Criuleni Court, Dubasari region, which will serve as a support for self-training of legal professionals in the Transnistrian region.”*

*Adrian Cerbu, judge, Dubasari Court*

The participants in the programme who have been engaged in implementation of local initiatives presented the projects implemented at the local level.

**Indicators**

2.3 % of justice professionals from Soroca, Criuleni, Cimislia and Comrat districts that apply acquired knowledge and skills six months after completing the soft skills development program

**Target year 1:** N/A

**Actual year 1:** N/A

**Target year 2:** N/A

**Actual year 2:** N/A

<sup>34</sup> <https://www.md.undp.org/content/moldova/en/home/presscenter/pressreleases/2021/conferinta-pnud-suedia-competente-legale.html>; <https://www.facebook.com/PNUDMoldova/posts/4624159954320443>; <https://www.facebook.com/invento.md/videos/456750849277542/>

***Define, develop and pilot innovative solutions for a more efficient administration of justice and improved access to justice for the vulnerable groups at the subnational level***

During the reporting period, UNDP and Invento organised an online legal hackathon<sup>35</sup> - HackJustice: An Access to Justice Hackathon<sup>36</sup>

40 young people in close coordination with legal experts and representatives from state institutions and CSOs engaged in a two-phase activity aiming to develop innovative IT solutions to improve access to justice, especially for men and women from vulnerable and marginalized groups.<sup>37</sup>

In the first stage of the Hackathon, the Ideathon, lawyers and experts in the field of law, software developers, representatives of state institutions, civil society and academia, etc. discussed the existing barriers to access to justice.

The analysed challenges included: the struggle of defending property rights, the complexity of legal language, the lack of an integrated mechanism for assessing the risks of corruption in legislation, as well as the communication between the representatives of the justice sector and the media, etc. Participants worked in teams (11 teams were created out of which 8 proceeded till the last phase of the competition) to identify tools and mechanisms to overcome the current barriers to justice and created the concept of IT solutions to help facilitate access to justice.

Several experts in justice and IT areas guided the participants during the two weeks of the event so that they could develop and present the identified solutions. Thus, during the second stage of the competition, the hackathon, the teams managed to materialize the concepts into prototypes.

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**Team 1 Prietenii copiilor:** A gamified learning platform to enhance legal literacy of young people, on subjects such as bullying, discrimination, offences, rights, and obligations.

**Team 2 Dream team:** Forum like platform, to enhance the transparent communication between legal professionals and mass media.

**Team 3 Not Bad:** Application tool for corruption cases reporting.

**Team 4 Asist Access:** Platform for access to legal services for people with visual and hearing impairments. The platform will have a component which will automatically redirect the beneficiary to the relevant institution for solving the problem that a certain person is facing.

**Team 6 Legal Dream Tech:** Automated calendar for legal professionals.

**Team 7 Legal Draft:** Platform that would automatically generate legal paperwork templates.

**Team 8 Deep Legal Robot:** Creation of an optimized judicial practice search engine based on keywords, which can be used by lawyers, but also by other participants in legal proceedings.

**Team 10 Erebus:** Application tool for corruption cases reporting (on-line whistle blowing).

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<sup>35</sup> <https://hackjustice.md/>

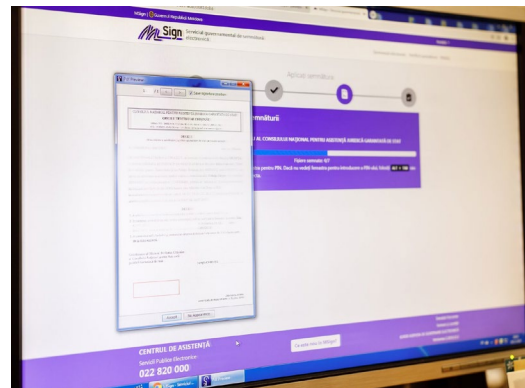
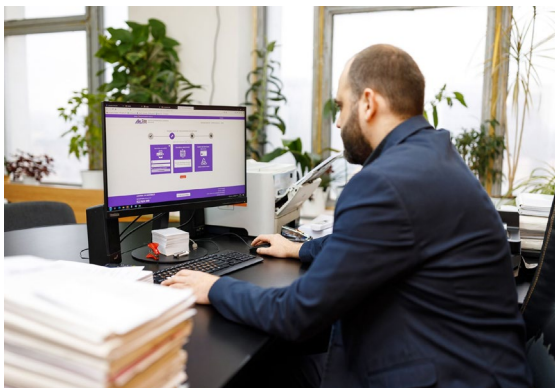
<sup>36</sup> [https://www.facebook.com/watch/live/?v=209328787584052&ref=watch\\_permalink](https://www.facebook.com/watch/live/?v=209328787584052&ref=watch_permalink); <https://hackjustice.md/>; <https://www.md.undp.org/content/moldova/en/home/presscenter/pressreleases/2021/hackathon-justice-results.html>; <https://www.md.undp.org/content/moldova/en/home/presscenter/pressreleases/2021/40-de-tineri-i-tinere-vor-dezvolta-soluii-inovative-it-pentru-i.html>

<sup>37</sup> [https://www.facebook.com/events/1287549421647912/?active\\_tab=discussion](https://www.facebook.com/events/1287549421647912/?active_tab=discussion)

The eight teams presented their concepts and prototypes during pitching session for members of the jury <sup>38</sup>, who evaluated the presented solutions based on the following criteria: concept, relevance, impact and sustainability and presentation.



During the reporting period, UNDP and National Legal Aid Council worked on raising the awareness of population in the project intervention regions on the new functionalities of the Information System CNAJGS (IS CNAJGS). <sup>39</sup>



<sup>38</sup> [https://www.facebook.com/watch/live/?v=2712877432345649&ref=watch\\_permalink](https://www.facebook.com/watch/live/?v=2712877432345649&ref=watch_permalink)

<sup>39</sup> [https://www.md.undp.org/content/moldova/ro/home/presscenter/articles/2021/asisten\\_a\\_juridic\\_garantat\\_de\\_stat\\_vine\\_mai\\_aproape\\_de\\_beneficia.html](https://www.md.undp.org/content/moldova/ro/home/presscenter/articles/2021/asisten_a_juridic_garantat_de_stat_vine_mai_aproape_de_beneficia.html); <https://www.facebook.com/PNUDMoldova/posts/3690192444383870>; <https://www.facebook.com/PNUDMoldova/posts/3690249807711467>; <https://www.facebook.com/PNUDMoldova/posts/3690308507705597>; <https://www.facebook.com/PNUDMoldova/posts/3690202777716170>

Thus the Project supported development of a series of visibility materials to communicate about the improved functionalities of the system, namely the enabled the online submission of legal aid requests by the beneficiaries, law enforcement bodies or the courts, using a web interface<sup>40</sup> and the implementation of the electronic signature by the legal aid providers (lawyers, paralegals), applicants/beneficiaries of legal aid, as well as by the employees of the legal aid system in order to simplify communication, reporting, administrative procedures, etc., and streamline and ensure the operability of the entire process of granting legal aid (including the maximum exclusion of the use of paper-based documents).

During January – December 2021, out of the 47,924 requests for legal aid received by the National Legal Aid Council, 31,885 (66,53% of the total) requests were submitted online (including 3,462 requests concerned women) by using the electronic signature.

**Indicators**

2.4 Number of e-legal aid requests submitted in the pilot districts through the introduced e-system

**Target year 2: 300**

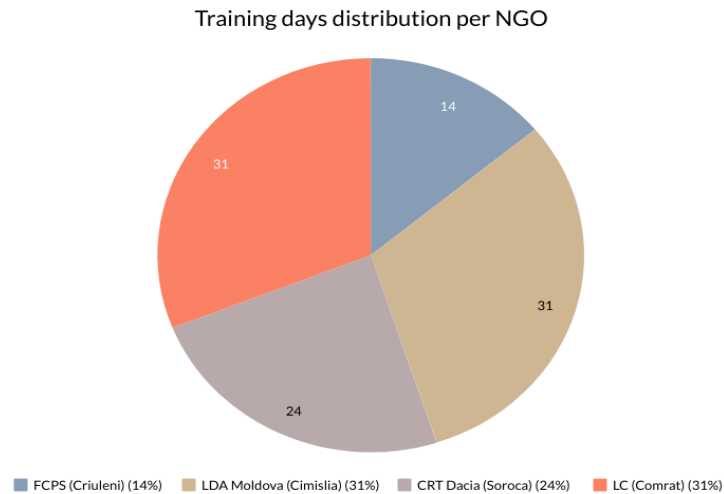
**Actual year 2: 31,885 (countrywide)**

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<sup>40</sup> <https://formulare.cnaigs.md/>

## ***Strengthen capacities of civil society in the pilot regions***

During the reporting period the institutional capacities building program for the four local NGOs-beneficiaries of the Project conceptualized based on the institutional needs assessment of the NGOs conducted by IRP during the Inception Phase was initiated and implemented at 80 %.<sup>41</sup>



The institutional capacities program, was designed specifically for each NGO as to address its capacity building needs and contributed to enhancing the knowledge and skills of the NGOs' staff in the following areas:

- **Management practice of CSO, projects:** participants enhanced their knowledge on the management practices specific to the non-commercial sector, including results-based management; learnt how to monitor, evaluate, define indicators, targets, and verification sources etc, and increase their abilities in developing short, medium, and long-term strategic objectives, strengthen their capacities to identify, analyse and manage the risks within projects' implementation.
- **Mass media and outreach:** participants enhanced their skills in art of storytelling, learned about particularities raising issue/problem through a human story in a text and video format communication strategy, developed skills in elaboration and implementation of the communication plan, improved their skills related to use of social networks/platforms.
- **Good governance:** the participants enhanced their knowledge in good governance principles and their applicability; evaluation of the organization in terms of good governance standards; determining organisation's weaknesses and their overcoming in the organisation's planning, developing an effective strategy of the organization. The participants were guided into the legal provisions and their

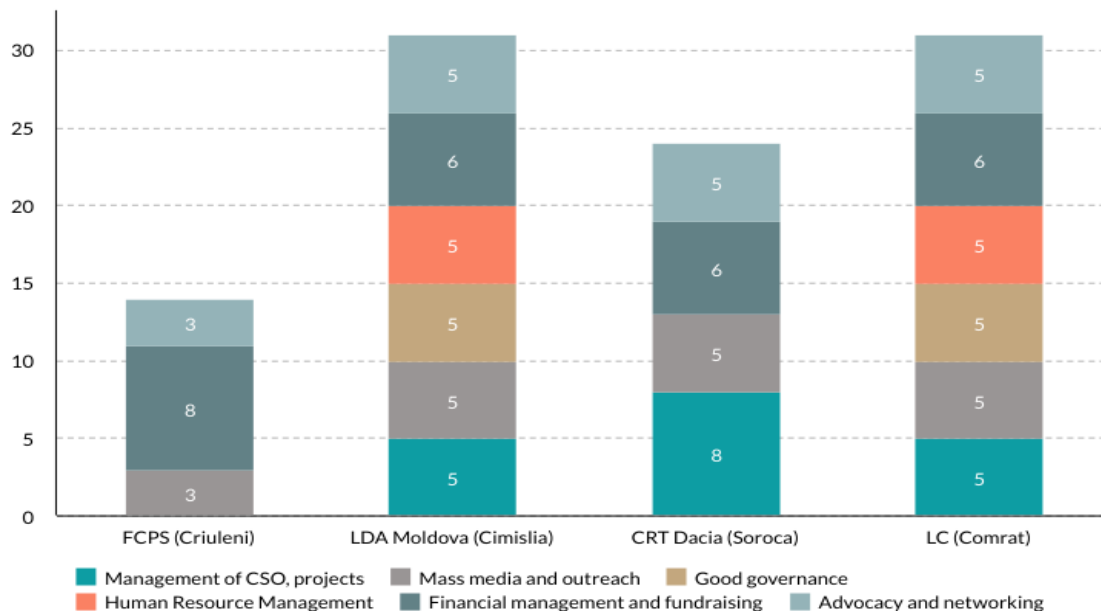
<sup>41</sup><https://ldamoldova.eu/lda-moldova-elaboreaza-o-noua-strategie-de-comunicare/>;  
<https://www.facebook.com/ldamoldova/posts/1706832942861162>;  
<https://www.facebook.com/247839925344582/videos/438464154299385/>



applicability related to responsibilities of the management, executive and control bodies of the organization, rules of ethics and conduct within CSOs, including incompatibilities within governing bodies and conflicts of interest in non-profit organizations, monitoring and evaluating system.

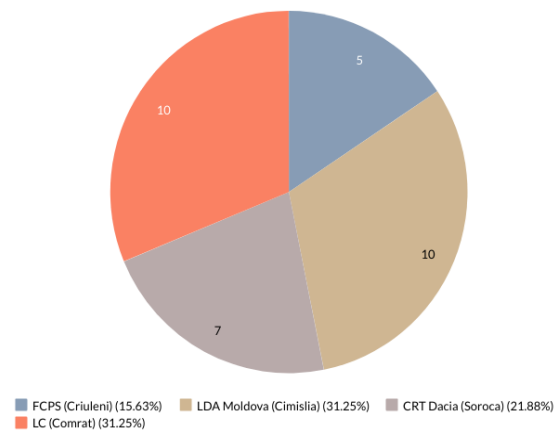
- **Human Resource Management:** The participants acquired a better understanding of personnel management; increased their skills and abilities to plan the organization's staff according to the needs of the organization's projects, acquired knowledge on performance indicators, employee evaluation; increased capacities in elaboration of job description and personnel responsibilities. The teams acquired knowledge and skills on planning fundraising activities, using a goal map, learned about national and international crowdfunding platforms.
- **Financial management and fundraising:** participants enhanced their knowledge on the financial management and its particularities for the NGOs, got a better understanding about distribution of the financial responsibilities among team members; about internal processes related to financial management; criteria of financial and organizational audits, as well as obtained better understanding of concepts and recommended content of the main organizational policies and procedures in the field of financial management.
- **Advocacy and networking:** participants enhanced their knowledge on advocacy techniques and strategies in field of access to justice campaigns; on development and management of advocacy campaigns (how to design a map of the target audience for advocacy activities, how to identify optimal strategies for influencing different types of target audience and how to elaborate an advocacy campaign plan etc.)

Training days distribution per NGO and topic

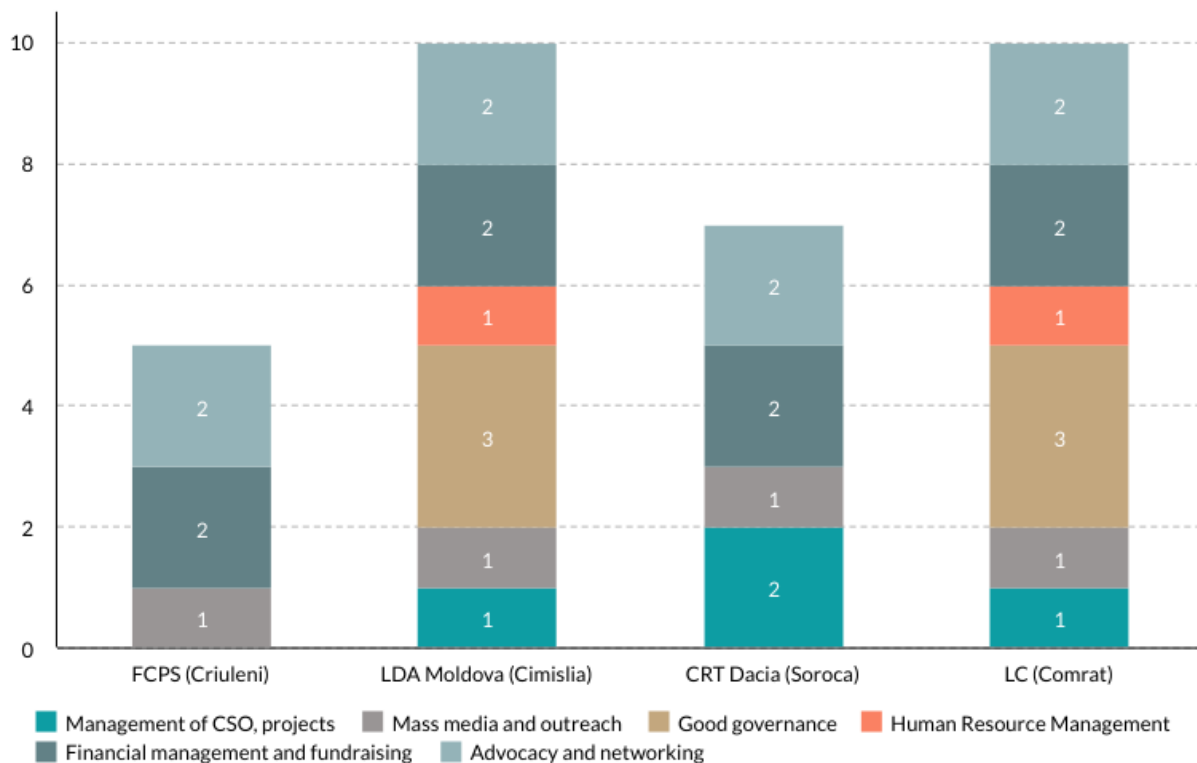


Furthermore, to address the areas which have been identified as requiring improvement for all four NGOs, support was provided in development of internal regulations and instructions in key areas such as: drafting of strategic plans based on RBM principles, development of internal policies for ensuring the management processes, development of an Evaluation and Monitoring (E&M) system, which includes the logical framework, well-defined indicators and data collection and analysis systems; development and implementation of the Financial Sustainability Plan as part of the Strategic Plan; development and implementation of the concepts and systems of interaction with the target group and stakeholders, advocacy strategies, improvement of communication skills, etc. Shall be noted that the level of development of the NGOs is different, whilst some problems are applicable to all reviewed NGOs.

Percentage of drafted organisational development documents per NCO



Distribution of NCOs internal documentation developed per area requiring improvement



Thus, for each of the NGOs, the following documentation was developed:

<b>Organisation</b>	<b>Thematic area</b>	<b>Documents elaborated</b>
<b>FCPS (Criuleni)</b>	Mass media and outreach	Communication Strategy
	Financial Management	Policy regarding cost allocations Policy regarding economic activity of organization
	Advocacy	Advocacy Strategy and the Action Plan of the advocacy campaign
<b>LDA Moldova (Cimislia)</b>	Practices of management	Internal Regulation
	Mass media and outreach	Communication Strategy
	Good governance	Strategic Plans for (2022-2025) Performance reporting framework, describing the indicators and targets for each year of implementation of the Strategy, including the Action Plans, and Calendar planner for 2022
	HR management	Human Resources Policy
	Financial management	Policy regarding economic activity of organization Financial planning policy
	Advocacy	Advocacy Strategy and the Action Plan of the advocacy campaign
<b>LC (Comrat)</b>	Practices of management	Internal Regulation
	Mass media and outreach	Communication Strategy
	Good governance	Strategic Plans for (2022-2026), Performance reporting framework, describing the indicators and targets for each year of implementation of the Strategy, including the Action Plans, and Calendar planner for 2022
	HR management	Human Resources Policy
	Financial management	Financial planning policy Consolidated annual budget
	Advocacy	Advocacy Strategy and the Action Plan of the advocacy campaign
<b>CRT Dacia (Sorocea)</b>	Practices of management	Action Plan for 2021 according to its Strategic Plan (2021-2025) Monitoring and Evaluation system, which defines the M&E indicators related to the implementation of the Strategy
	Mass media and outreach	Communication Strategy
	Financial management	Financial planning policy Strategic budget plan

	Advocacy	Advocacy Strategy and the Action Plan of the advocacy campaign
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The Advocacy Strategies developed with the Project support, address the following key areas:

- **NGO “Each one Contributes to a Change” (Criuleni)** developed and approved and Advocacy Strategy and Action Plan aiming to raise awareness about the need for continuous education for kindergarten teaching staff in the field of inclusive education in the preschool institutions. The Action Plan is focused on actions targeting local public authorities, institutions, relevant state institutions (Ministry of Education and its Accreditation Council), managers of the preschool institutions, parents with children with disabilities, and society in general. The CSO “Everyone Contributes to a Change” decided to elaborate the Advocacy Strategy on ensuring access to education for children with disabilities of kindergarten age, because the inclusive education is a pillar area of the organization intervention.<sup>42</sup>
- **NGO “Legal Clinic Comrat”** - elaborated and approved the Advocacy Strategy and the Action Plan for 2022. By adopting these documents, the organization wants to address the lack of access to a personal assistant for the vulnerable people, namely bedridden persons.<sup>43</sup>
- **NGO Youth Resource Center “Dacia” (Soroca)** - developed an Advocacy Strategy and Action Plan, which aim to inform and raise awareness of the responsible actors to overcome barriers, and difficulties that limit the access to justice of youth. Among the objectives of the Action Plan is to raise awareness regarding the recommendations from “Access to justice of youth from Soroca district” Report among relevant public authorities to take measures in improving the access to justice for youth.
- **NGO LDA Moldova (Cimislia)** - approved the Advocacy Strategy and an Action Plan for 2022. The strategy includes measures of improving the situation of access to justice for marginalized and disabled persons.<sup>44</sup>

During the reporting period the NGOs recipients of the institutional support grants started the implementation of the projects described in the grant agreements.

The progress achieved by each NGO in implementation of the projects is described below:

- **NGO “Each one Contributes to a Change” (Criuleni) – 44% of planned project activities implemented** <sup>45</sup>:
  - Methodology on data collection, storage and analysis system developed;

<sup>42</sup> <https://www.facebook.com/watch/?v=438464154299385>

<sup>43</sup> [https://legalclinic.md/?p=443&fbclid=IwAR3xFsB22PDjKVrjUpNO8KQOjiDm4KqorHqj9Vt0G0nG4Hu\\_Hsds5S6r73k](https://legalclinic.md/?p=443&fbclid=IwAR3xFsB22PDjKVrjUpNO8KQOjiDm4KqorHqj9Vt0G0nG4Hu_Hsds5S6r73k)

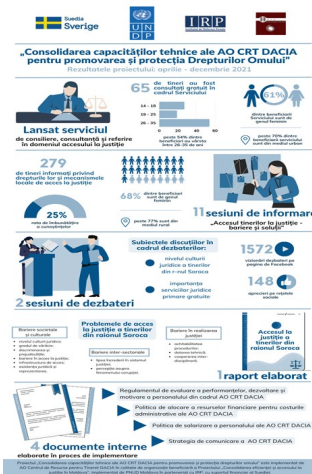
<sup>44</sup> <https://ldamoldova.eu/lda-moldova-are-un-plan-de-advocacy-privind-accesul-limitat-la-justitie-al-persoanelor-cu-dizabilitati/>

<sup>45</sup> <https://www.facebook.com/247839925344582/photos/a.261881533940421/4488502227944976/>

- Policy on involving volunteers in the activity of the organization developed;
- Regulation on mechanism of interaction and communication with the beneficiaries of the organization and local institutions developed;
- Elaboration and piloting of the Regulation on the identification, assistance and referral of cases for women and men with disabilities and/or subjected to domestic violence in Criuleni and Dubasari districts in the field of access to justice;
- Two lawyers (*1 lawyer with experience in assisting persons with disabilities and 1 lawyer with experience in defending victims of domestic violence*) for providing 20 lessons for persons with disabilities and victims of domestic violence regarding the access of to justice and human rights aspects contracted;
- Two lawyers and 1 mentor for strategic litigation cases regarding discrimination and human rights violations of the rights of vulnerable persons from Criuleni and Dubasari districts contracted;
- One case of strategic litigation regarding the breaching of right to access the public services, work and community activity in Criuleni district identified and a litigation strategy elaborated.



➤ **NGO Youth Resource Center “Dacia” (Soroca)- 78 % of planned project activities implemented<sup>46</sup>**



- Regulations on performance evaluation, staff development and motivation developed and approved;
- Policy for allocating financial resources developed and approved;
- Personnel Remuneration Policy developed and approved;
- Counselling, and referral service for young people in the field of access to justice created;
- 11 Information sessions “Youth access to justice - barriers and solutions” conducted;
- Two debates for raising awareness and informing young people online about young people's access to justice and on the level of legal culture of young people in Soroca carried out;
- Report on "Access to justice for young people in Soroca district" elaborated and it will be publicly discussed in the region.

<sup>46</sup><https://dacia.org.md/rom/rezultatele-proiectului-consolidarea-capacitatilor-tehnice-ale-ao-crt-dacia-pentru-promovarea-si-protectia-drepturilor-omului>

➤ **NGO Association Legal Clinic (Comrat )- 58 % of planned project activities implemented<sup>47</sup>**

- Methodology for the assessment and monitoring of the organization's activities developed;
- Regulation for the management of volunteers developed;
- Methodology for interaction and communication with the beneficiaries of the organization (with local institutions), including through communication and educational strategies developed;
- Methodology for consulting beneficiaries through online platforms: Skype, the organization's website developed.
- Web-site of the association created and launched (<https://legalclinic.md/>);
- 16 public lectures on human rights thematic in different settlements of ATU Gagauzia carried out;
- Selection of 2 litigation cases that would be litigated on national level Initiated;
- Monitoring on access to justice for people from social vulnerable groups in Gagauzia conducted and report elaborated;
- Legal assistance was provided in office, through the organization website, viber and skype to 243 persons: pensionaries, persons with disabilities, Roma people, and victims of domestic violence etc.



➤ **NGO Association Local Democracy Agency of Moldova (Cimisia) – 38 % of planned project activities implemented<sup>48</sup>**

- Evaluation and Monitoring System (E&M), which includes the logical framework developed;
- Policy on involvement of volunteers in the activity of the organization developed;
- Communication Strategy and Advocacy developed;
- Human Resources Policy developed;
- website that covers the activities of the organisations and project(s), facilitating the access to justice of vulnerable, marginalized persons, by providing useful information, including in multimedia format developed (<https://ldamoldova.eu/>);
- Report “Access to justice of vulnerable and marginalized groups from Cimisia” drafted.



<sup>47</sup><https://legalclinic.md/?p=468&fbclid=IwAR30BiCmgHdN7dougNh0C-GVW9zWTWJ8BBKwDJIF0xgF2siUM4OxXjJEsFA>

<sup>48</sup>[https://ldamoldova.eu/contributia-lda-moldova-la-imbunatatirea-accesului-la-justitie/?fbclid=IwAR3uktARiVL6H1PcOUKrEFLhAIUzcgDf54mv\\_wKbC2a-1jimo0VPRY6CkQ](https://ldamoldova.eu/contributia-lda-moldova-la-imbunatatirea-accesului-la-justitie/?fbclid=IwAR3uktARiVL6H1PcOUKrEFLhAIUzcgDf54mv_wKbC2a-1jimo0VPRY6CkQ)

**Indicators**

2.5 Extent to which the capacity building programme for four local NGOs from the pilot districts is implemented

**Target year 1: 10%**

**Actual year 1: 10%**

**Target year 2: 70%**

**Actual year 2: 80%**

## **Analysis on the justice sector statistics in Moldova**

During the reporting period the Project initiated the support to the National Bureau of Statistics (NBS), in carrying out the sectoral evaluation of official statistics on crime and justice in the Republic of Moldova in line with European Standards and United Nations Office on Drugs and Crime (UNODC).<sup>49</sup>

The sectoral evaluation of official statistics in the field of crime and justice will address central public authorities, the police, the judiciary, the penitentiary, the prosecutor's office, as well as representatives of other law enforcement agencies from the country and aims to determine the degree of compliance of crime and justice statistics in the Republic of Moldova with the international standards in the field, in particular of the Manual for the Development of a system of Criminal Justice Statistics. The assessment will also highlight the strengths and current challenges of the national statistical system in the area assessed but also the measures that need to be taken to make crime and justice statistics more compliant, timely and useful for users,

The sectoral assessment of official statistics in in the field of crime and justice, will look into: the institutional mandate of stakeholders for the production of statistical data; metadata and statistical methodologies; data collection and production, data flows; data dissemination; human resources, time and financial resources planning; reporting of the monitoring indicators of the Sustainable Development Goals; data coherence and interinstitutional collaboration, coordination at national level of official statistics; comparability and international cooperation. It is expected that the recommendations following the evaluation will contribute to: improvement of the quality of crime and justice data; improvement of comparability of data both nationally and internationally; standardization of data classifiers held by several evaluating authorities; systematic updates of data production methodologies by data producers and public dissemination, including their sharing with the NBS; facilitating the exchange of data between authorities using information systems and identification of mechanisms for consulting users of the types of data produced by each of the producers, etc.

It is expected that the Assessment Report and a roadmap of actions and measures necessary to further comply with these and other standards belonging to the United Nations Office on Drugs and Crime, as well as to approximate to EU Statistical Requirements Compendium during the second quarter of 2022.

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<sup>49</sup> <https://statistica.gov.md/newsview.php?!=ro&idc=30&id=7157>

## Outreach and visibility activities aiming to raise awareness on access to justice

### ➤ Awareness raising on the state guaranteed aid

During the reporting period the project in cooperation with the National Legal Aid Council (NLAC) developed informational materials on the state guaranteed aid, procedures and mechanisms available to population<sup>50</sup>.



Thus, a Guide for the Beneficiary in Romanian and Russian containing schematically depicted information and leaflets were developed and distributed through the National Legal Aid Council network.

To further inform population and state authorities on the state guaranteed legal aid mechanism, the Project and NLAC organised four public lessons<sup>51</sup> (247 participants) in the project interventions regions (Soroca, Criuleni, Cimislia and Comrat) as well as prepared a VoxPopuli<sup>52</sup> to look into people understanding of the available instruments to receive legal advice and support.

### ➤ Awareness raising on Dialogue Platforms on Access to Justice

The Project also carried out a campaign to promote the mandate and activities of the Dialogue Platforms on Access to Justice which reached 81,250 citizens.<sup>53</sup>

### ➤ Awareness raising on access to justice for youth

28 school pupils from four districts of the country, gathered in a Youth Summer Camp, learnt what human rights are, which institutions are responsible for their protection, and what tools are at national and international level for the protection of human rights.

<sup>50</sup> <https://cnaigs.md/ro/news/in-atentia-beneficiarilor-de-asistenta-juridica-garantata-de-stat>

<sup>51</sup> <https://www.facebook.com/groups/dialogiustitie/posts/1043954993027629/>; <https://www.facebook.com/groups/dialogiustitie/posts/1047827205973741/>; <https://www.facebook.com/groups/dialogiustitie/posts/1048661442556984/>; <https://www.facebook.com/groups/dialogiustitie/posts/1044650562958072/>

<sup>52</sup> <https://www.facebook.com/watch/?v=248417477231418>

<sup>53</sup> [https://www.youtube.com/watch?v=LDUEzEixMKY&ab\\_channel=UNDPinMoldova](https://www.youtube.com/watch?v=LDUEzEixMKY&ab_channel=UNDPinMoldova); <https://www.facebook.com/PNUDMoldova/posts/4287951564607952>; <https://www.facebook.com/PNUDMoldova/posts/3746789602057487>; <https://www.facebook.com/PNUDMoldova/posts/3807099189359861>; <https://www.facebook.com/PNUDMoldova/posts/3725241647545616>; <https://www.md.undp.org/content/moldova/ro/home/presscenter/pressreleases/2021/serviciile-juridice-gratuite-devin-mai-accesibile-in-patru-regiu.html>





*Participants in the Youth Summer Camp at the Constitutional Court of the Republic of Moldova, 7<sup>th</sup> of July 2021*



*Mock trial organized at the National Institute of Justice during the Youth Summer Camp on 8<sup>th</sup> of July 2021.*

At the same time, the participants were trained in the organisation and functioning of the judicial system in our country. Mentors - human rights defenders, judges, lawyers, representatives of the civil society organizations spoke to the participants about the importance of respecting human rights but also how they can get involved in promoting these rights at local and national level. Additionally, the pupils visited the National Institute of Justice, where they participated in a mock trial, to better understand the roles of each participant in a trial, and the Constitutional Court of the Republic of Moldova to better understand the role of the Constitutional Court plays in a democratic society and how the constitutional mechanism works.<sup>54</sup>

*"I believe that information and engagement must start in school. Students are the future of the country, which means that the solution to certain problems is a better developed education system, that encourages students to work as a team, learn new things and discourage unhealthy competition or discrimination among students".*

*Ionela Ciobanu from Gura Galbenei, Cimișlia*



*Awarding one of the winners of essay contest dedicated to the international day of Human Rights on 20<sup>th</sup> December 2021 in Criuleni.*

Additionally, the Project supported organisation of the essay contest "Full realization of human rights - a precondition for building fair societies" in the context of the International Human Rights Day.<sup>55</sup> 35 pupils from the project intervention regions registered in the contest were trained on persuasive writing skills and subsequently submitted their works.

The winners of the first 3 places in the essay contest "Full realization of human rights - a precondition for building fair societies"<sup>56</sup>, received prizes and will undergo the experience of

<sup>54</sup> <https://www.facebook.com/PNUDMoldova/posts/4113404648729312>

<sup>55</sup> <https://www.facebook.com/PNUDMoldova/posts/4512734898796283>

<sup>56</sup> <https://www.facebook.com/PNUDMoldova/posts/4665495340186904>

interviewing a personality in the field of human rights and justice with the guidance of experienced journalist and producer of the „CuDREPTul PODCAST”.<sup>57</sup>

➤ *Engagement in 16 Days of Activism against Gender-Based Violence and Human Right Day*

During the reporting period the A2J Project and Project Responsible Parties engaged in the activities lead by UNDP connected to the *16 Days of Activism against Gender-Based Violence* campaign.



CLM participating in the international campaign 16 Days of Activism,

The Project contributed to the organization of the international campaign "Orange the World: End Violence against women now!". In the context of this campaign, the forensic doctors joined the initiative to inform and prevent gender-based violence with a video<sup>58</sup> in which they talk about victims reaching forensic doctors and prevention measures, as well as documenting cases for evidence. Per data collected in December 2021, the video reached 10,000 viewers.

Additionally, in the districts of Criuleni, Cimișlia, Soroca and Comrat, the agents of the National Inspectorate of Public Security distributed informative materials to the citizens and informed them about the importance of preventing violence and what to do in case of violence.<sup>59</sup>



The justice professionals from project intervention regions members of the Dialogue Platforms for Access to Justice from all project intervention regions (Criuleni, Soroca, Cimislia si Soroca) joined the campaign „16 days of Activism against Gender-Based Violence”, made statements to confirm engagement and support of the campaign messages.<sup>60</sup>

The four local NGOs beneficiaries of the institutional development support organised flash

mobs and awareness raising activities.

<sup>57</sup>[http://www.justitietransparenta.md/12-maia-banarescu-ombudsmanul-copilului-drepturile-sunt-o-responsabilitate/?fbclid=IwAR2mJLnTgH4CuBcRqCIPJxkBoaMV5XLbak3BV4WApFYIH3PLdFQfsQ\\_Wv0;](http://www.justitietransparenta.md/12-maia-banarescu-ombudsmanul-copilului-drepturile-sunt-o-responsabilitate/?fbclid=IwAR2mJLnTgH4CuBcRqCIPJxkBoaMV5XLbak3BV4WApFYIH3PLdFQfsQ_Wv0;)<https://www.facebook.com/PNUDMoldova/posts/4823072081095895>

<sup>58</sup> <https://www.facebook.com/PNUDMoldova/posts/4556497174420055>

<sup>59</sup> <https://www.facebook.com/PNUDMoldova/posts/4565505680185871>

<sup>60</sup> <https://www.facebook.com/InstitutulDeReformePenale/posts/3060126780920540>;<https://www.facebook.com/InstitutulDeReformePenale/posts/3060825040850714>;<https://www.facebook.com/InstitutulDeReformePenale/posts/3061575964108955>;<https://www.facebook.com/InstitutulDeReformePenale/posts/3061765694089982>;<https://www.facebook.com/InstitutulDeReformePenale/posts/3062558387344046>

**Indicators**

2.5 Number of people from Soroca, Criuleni, Cimislia and Comrat districts reached out through the awareness raising activities

**Target year 1:** N/A

**Actual year 1:** N/A

**Target year 2:** 3000 (50% men, 50 %women) \*

**Actual year 2:** 998,610, numbers being calculated at national level including online and offline outreach.