

DRAFT REPORT - JULY 2009

ANNUAL ACTIVITY REPORT

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1. INTRODUCTION

This is the 8th annual executive report of the organization. CReDO is in its last year of implementation of the 3rd organizational development cycle based on the 2006-2009 Strategic Plan. Year 2008 is a pre-election year – the beginning of 2009 is to witness parliamentary elections.

The parliamentary elections will represent a real challenge for society in the meaning of ensuring the functioning of democratic institutions, the implementation of policies compatible with the priorities and obligations towards the EU.

In 2008 CReDO has re-confirmed itself as one of the main organizations of analysis and advocacy and of provision of expertise in offering policy solutions in the field of democracy, social policies and health. Over 15 researches and analyses have been produced and delivered to the relevant decision-making processes. This year CReDO has played a crucial role in enacting a more liberal and democratic law on public assemblies, has supported the process of elaboration and enactment of the law on prevention and fight against discrimination. Both processes have been important for the Moldova-EU rapprochement.

Promoting the implementation of obligations on the basis of the EU-RM Action Plan and of the following documents continues to be one of CReDO's main activities. This segment has registered activities of improvement of the legislative framework for the associative sector in Moldova, there has been adopted the strategy for the development of civil society and there have been largely discussed drafts of legislative acts necessary for the implementation of the strategy.

The development of public authorities' capacities for efficient and high-quality governance has been in the attention of the organization together with the consolidation of the associative sector's capacities. The capacity development programs in the field of

leadership and of public policies are definitely programs of reference in Moldova. The programs are provided in partnership with the educational community from abroad, and thus they benefit from academic excellence and from the practical approach to the training process.

The report offers a detailed overview of the organization's expenditure continuing the tradition established in 2000 of providing society with all the information necessary for the organization's activity. CReDO practices principles of transparency and organizational responsibility, the audit report confirms the high quality of the organization's financial system.

In 2009 CReDO will be in the process of elaborating a strategy for 3 years of activity – CReDO 2010-2012 Strategy (CReDO 2012 Strategy). CReDO 2012 Strategy will take into consideration the new political configuration, will address the new challenges of society.

The activity report is built of 5 chapters. The introductory chapters are followed by the description of activities in the field of policy analysis and of advocacy and lobby. Further follows the chapter describing the results of implementation of policies promoting human rights and democracy and empowerment of vulnerable groups. The chapter on capacity building describes training programs and the activity of the informational centre. The final chapter contains financial information and the audit report. Annexes contain information about the beneficiaries of the organization's activities.

2. GENERAL OVERVIEW

2.1. 2009 Strategy

CReDO 2009 Strategy is in its final year of activity. CReDO is to initiate the evaluation of the organization for this period.

Strategic areas chosen by CReDO for 2007-2009 are:¹

Area 1. Strengthening of organizational capacities of civil society and public sector actors;

Area 2. Advocacy and analysis of social and welfare policies;

Area 3. European democracy and compliance with human rights standards.

During the implementation of CReDO 2009 Strategy, it will consolidate its position as capacity (education and consultancy) development actor, enrich its programs in terms of leadership capacity building, and generate products of excellence and quality on the basis of performance instruments and technologies. These will serve to the aspirations of the whole society (civil society and the public sector) for more coherently integrating into the EU, build a strong and confident society. CReDO will get actively involved into new emerging areas by promoting social policies oriented towards people's needs, democracy and human rights. CReDO will produce knowledge and awareness, solutions and evaluation of society's capacity to thoroughly and firmly centre on democratic European values and on human rights.

The Strategic Plan provides for the establishment of a strategic unit for managing consultancy and organizational education programs for the non-commercial and public sectors. The unit will be called Centre for Organizational Training and Consultancy (CICO). The CReDO brand will maintain the portfolio with products and services for

capacity development, promotion of democratic initiatives, policy analysis and consultancy with the purpose of Moldova's European integration and promotion of democratic leadership in Moldova.

2.2. 2008 Action Plan

The greater part of 2008 Action Plan has been fulfilled. In some respects, such as policy and lobby analysis and capacity development of public authorities, the action plan has been substantially surpassed.

During 2008 the number of beneficiaries for some products (training and capacity development of civil society) slightly decreased, for other products the number remained unchanged, but redistributed among products (leadership) and increased considerably for still other products (public sector capacities and policy analysis). During this period CReDO made efforts to continue the assimilation of modern technologies and to strategically add to the products portfolio so as to further ensure the CReDO's leading position.

2.3. Organizational Development

In 2008 the Council of Directors held 3 formal meetings and there took place several non-formal consultations and discussions.

At the meeting held in January 2008 the following subjects were discussed:

- The draft annual activity report for 2007;
- Adoption of new statutes following the requirement contained in the amendment of the Law concerning civil associations;
- Consolidation of CReDO's Council of Founders;
- Representation of Helsinki Committee for Human Rights of Moldova in the CReDO Board;
- The situation with Anti-Torture I and II project.

¹ For details about CReDO 2009 Strategy see http://www.credo.md/pagini/despre_10.php?limba=rom

In the summer of 2007 the Parliament made amendments to the law on civil associations, which were published in October 2007 <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=325092>. These amendments eliminated the organizational form of „civil institution” (organizational form of CReDO at the moment of founding). The amendments require the reorganization of „civil institutions” into „civil associations”. As this subject becomes extremely important in the near future, we suggest it for discussion.

According to the Law on the modification and supplementation of the Law on civil associations, in force since 7 September 2007, the organizational forms of civil associations – movement, organization, institution and civil foundation – were eliminated, and in what concerns the normative framework applicable to the institutions, it is mentioned that the Law on civil associations of 17 May 1996 shall apply to the extent that it does not contravene the provisions of the Civil Code.

The necessary modifications mostly refer to: 1) civil association, 2) aspects that regulate the notion of membership (in civil institution it does not exist): joining, exclusion, rights, obligations, etc.

The following legal dispositions shall serve as legal basis for the execution of these modifications and supplementation: Art.Art. I (3,4,5,8), II, III of the Law on modification; art.art. 181 (par.3), 186 (par.3 lit.e) of the Code and art.art. 5 (par.1), 11 (par.5), 12 (par.2), 16 (par.1 lit.e), 17 (par.6) of the Law. In particular, as motive for the initiation of the procedure of Statutes modification is art. 25 (par.1 lit.b) of the Law, which stipulates that civil associations „must introduce the necessary modifications into the establishment documents in case of modifications in the legislation or of discovery of non-correspondence of these documents to the legislation”.

It was decided to launch the procedure of elaboration of new statutes, which shall take into consideration the changes of legislation.

At the meeting held in May 2008 the following subjects were discussed:

- Information about the audit report that was to take place in June-July 2008;
- The process of registration of the new statutes;
- Discussion of preparations for the General Assembly.

At the meeting held in November 2008 the following subjects were discussed:

- The registration of the new edition of the Statutes of the Resource Center of Moldovan Non-Governmental Organizations for Human Rights (CReDO) by the Ministry of Justice on 29 May 2008;
- Recommendation of persons for the membership of the Resource Center of Moldovan Non-Governmental Organizations for Human Rights (CReDO).

Professional Development

Florin Giscă, Maria Badan, Elena Levinta and Cristian Ziliberberg participate at present in the MBA course offered by the Newport University, USA, Serghei Ostaf has finished his studies in Public Policies at the York University (Great Britain).

During 2008 CReDO purchased 2 software products of performance necessary for the analysis of statistical data and for the representation of data in an attractive graphic configuration.

3. POLICIES & ADVOCACY

Team: Serghei Ostaf (advocacy, policies), Maria Badan (advocacy, policies), Florin Gîscă (advocacy), Ecaterina Crețu (advocacy/Transnistria), Irina Burlacu (policies) and other experts employed on part-time basis.

Mission

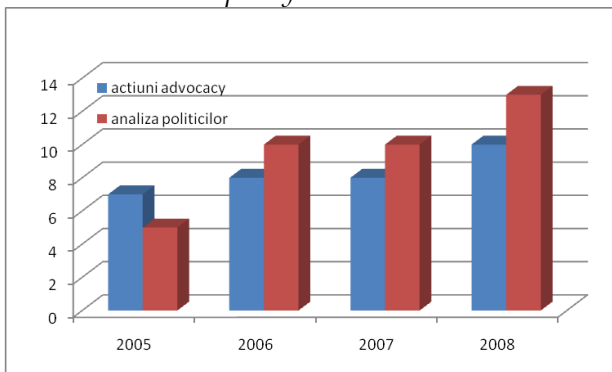
Analyzing the causes of problems and providing solutions in line with democratic policies.

concerning the assimilation of European norms in the field of democracy and of human rights. The advocacy and lobby results were also possible due to contacts with relevant international institutions and effectively exercising pressure on national authorities.

Objectives:

- Analysing policy problems
- Promoting solutions involving policies that are in line with European policies

Graph 3.1. Dynamics of advocacy actions and of policy researches



Inscriptions in the graph from top to bottom:

Advocacy actions
Policy analysis

Product portfolio:

- **Analysis and development of policy options.**
Performance of current policy analysis, development of policy options for authorities for the promotion of democratic reforms;
- **Promotion and advocacy of democratic processes.**
Advocacy and lobby for the promotion of democratic initiatives.

Results:

In 2008 advocacy and lobby activities were in greater number owing to the pre-election year. We capitalized on the political availability of the current governance to perform certain progresses

In 2008 CReDO performed 13 policy analysis researches. Direct beneficiaries of the researches were the Ministry of Justice, the Ministry of Internal Affairs, the Ministry of Social Protection, Family and Child, the Ministry of Health, the Ministry of Education. For example, analysis researches of budget policies and of administrative costs of institutions in the social, health and education fields are considered to be the main researches of reference for persons involved into decision-making process.

Analytical researches of monitoring the implementation of the Law on Public Assemblies played an important role in society for the prevention of regressive amendments. These researches have informed the society and the decision-makers about the progresses in the implementation of the law and about the deficiencies and their nature, including actions of capacity development, necessary for the implementation.

Some of the remarkable results are direct advocacy and lobby actions. CReDO not only analyzes and researches important matters, but also effectively engages into policy promotion. Over 10 direct lobby and advocacy actions were performed in 2008. Targets of advocacy actions were the Parliament, the Government and other decision-makers. CReDO, in cooperation with partner organizations, promoted a number of street actions, manifestations, in which they drew the attention of the public to the need of changes in society.

3.1 Analysis and drafting of policies for democratic reform

In 2008 CReDO conducted over 13 policy studies and researches. All of them had a maximum level of applicability. The studies are brought to the knowledge of decision-makers and used for the improvement of current policies.

- Elaboration of draft Law on Public Assemblies.

It is an obligation according to the provision [2.1 \(10\) para 1 of the EU-Moldova Action Plan on the adoption and implementation of legislation that secures the freedom of public assembly](#).

Pursuant to this obligation, Moldova shall amend the legislation referring to the freedom of assembly in order to harmonize with the ECHR case law. In October 2007 the Ministry of Justice made public [a new draft law on public assemblies. ODIHR/OSCE commented extensively on the draft law, greeting the more progressive provisions compared with the current provisions of the legal framework](#). CReDO had a substantial contribution to the development of the draft law by actively participating in the proceedings of the working group formed by the Ministry of Justice. Upon the completion of the draft law, [CReDO offered several final recommendations](#).

The law was adopted and entered into force in April 2008. Since December 2008, CReDO conducts activities of monitoring public assemblies, thus monitoring the old law and the mode of application of the new law on public assemblies. Further information can be found in the following sections.

- Analysis of feasibility referring to the ratification of the UN Convention and of the Optional Protocol to the UN Convention regarding the protection of persons with disabilities. The study was elaborated in pursuance of the ratification of this Convention.

Moldova signed the UN Convention regarding the protection of persons with disabilities. CReDO contributed to the elaboration of the study in the part concerning the development of methodology, the current situation analysis, the methodology of cost development, and finally the elaboration of alternative policies. The study recommended partial ratification of the Convention; in particular it was suggested to ratify the Additional Protocol to the Convention, which refers to the instruments of monitoring the Convention.

The objective of the study consists in presenting to the Government of the Republic of Moldova practical recommendations and options regarding the ratification of the UN Convention for the protection of persons with disabilities and of the Optional Protocol to this Convention. The study recommends ratifying both the Convention and the Optional Protocol mainly for the reason that this international document can further facilitate the promotion of the rights of persons with disabilities on the national plan.

The study concludes that the policy framework referring to the persons with disabilities requires an important change with a view to transformation in the policies that promote social inclusion and professional employment, since the current policy is compensatory and dominated by mainly a medical approach. This important change is addressed in the project of specific strategy concerning persons with disabilities, elaborated and advanced by the Ministry of Social Protection, Family and Child (MPSFC). It is this transformation that can ensure on long and medium term a durable result regarding the expression of persons with disabilities.

An entire set of recommendations refers to the enhancement of the institutional framework: consolidation of the Ministry of Social Protection, Family and Child, establishment of an inter-ministerial commission dealing with the coordination of the implementation of reforms in the field, with the enhancement of

the policy elaboration system, with their monitoring and coordination of implementation. Under the institutional aspect, it is recommended to establish a framework for the prevention of discrimination, to provide the special Parliamentary Advocate with the mandate of closely monitoring the rights of persons with disabilities. A number of recommendations refer to changing definitions from the concept of invalid to the concept of persons with disabilities, introduction of concepts of integration into society, field of employment.

- *Advocacy with a view to developing the draft law on non-discrimination*

The analysis is elaborated to facilitate the implementation of the obligation [2.1 \(4\) para 4 of the EU-RM Action Plan on the adoption and implementation of non-discrimination policies](#).

This [opinion](#) aims at easing the practical application of the obligation stated in the EU-RM Action Plan under Chapter 2.1 Political Dialogue and Reforms, under section on human rights and fundamental freedoms within para 4^{2[1]}, which states the following: "... adopt and implement the legislation on non-discrimination ...".

At the final stage of elaboration of the Law on discrimination combating and prevention, CReDO suggested a set of recommendations:

- *Opinion regarding the provisions of the national legislation on public assemblies*

[The opinion describes in detail the significance of inclusion into the Moldovan legislation of the following 7 key principles of non-discriminatory legislation, which the Moldovan legislation lacks at the moment:](#)

- Direct and indirect discrimination;
- Broad categories for which discrimination is inadmissible;
- Reversal of probation task;

- Provisions on the adoption of positive measures for vulnerable groups;
- Institutional mechanism for the prevention and combating of discrimination (National Council for Discrimination Prevention and Combating under the Center for Human Rights);
- Systematic collection of sectorial statistical data;
- Provisions on individual complaint procedures through sectorial mechanisms and significant improvement of sectorial legislation on non-discrimination.

This document offers relevant positive practices for each key principle, assesses the current situation of the national legislation and offers practical legislative and institutional solutions.

- *The guidelines on the effective regulation of freedom of peaceful assembly*

Serghei Ostaf participated in updating the OSCE Guidelines on the effective regulation and implementation of the right to freedom of peaceful assembly. The group of experts has developed the Guidelines during its activity in 2006. The Guidelines was approved as reference document by the Venice Commission (European Commission on Constitutional Law). The final draft of the Guidelines was presented on [29-30 March 2007 during OSCE conference in Vienna, dedicated to the assurance of the freedom of affiliation, expression and peaceful assembly](#). The updated version of the Guidelines will be available soon in October 2009.

The Guidelines is available in English on [ODIHR/OSCE](#) web page and will be soon translated into the languages of the OSCE countries. The Guidelines was used in the process of editing the draft of the Law on Public Assemblies and is still used in the relevant decision-making process.

- *Strategic analysis of social sector policies*

This study has the aim of presenting the institutional framework and the currently implemented policies in the context of a future prominent view. It includes the description and analysis of the evaluation of the main sectorial policies and of the existing institutional framework. The report also focuses on the analysis of social protection system budgets. Within the Strategic Planning of the Ministry of Social Protection, Family and Child the future possible components, programs and policies are described and estimated, where the social sector implies multidimensional actions at all levels of finance and management organization. To this end, the existing role and position of all key decision-makers, and their role and position that should be are shown graphically.

The report has 3 objectives: 1) understanding of policies, programs and their objectives for each individual group of beneficiaries in part (in terms of benefits, services, their management and partial efficiency), 2) assessment of the efficiency and productivity of policies and programs, 3) creation of the view of future programs and policies that would be focused on social development, more efficient and productive policies that make the difference among groups of beneficiaries. Each distinct program was analyzed in terms of these objectives and there was also made the relative estimation of costs and recommendations were suggested for activity orientation in the social sector.

- [Comparative analysis of policies in education, social and health sectors, including management cost of policies in these fields](#)

The report has the aim of performing budget analysis of social policies. The analysis result will inform the reader about the efficiency of using public expenditures within administrative public institutions in the limits of social sector segments and will provide exact understanding of priorities of social budget policies with reference to the main groups of beneficiaries.

The social sector includes the social segment, the health segment and the education segment. Budget analysis involves 2 aspects: 1) the analysis of administrative budgets of the central public institutions of the sector, and 2) analysis of budget policies with reference to the main financing mechanisms and the main groups of beneficiaries of social policies.

The conclusions of the report are grouped into 3 categories: conclusions concerning the efficiency of using administrative budgets, conclusions concerning the identification of priorities for the allocation of budget funds and conclusions concerning the efficiency of using budget funds. The report recommends increasing the efficiency of using budget costs for administrative needs by increasing the productivity in subordinated agencies, responsible for policy management; currently the outdated technologies used for managing social policies reveal a high cost and artificial preservation of a large number of public employees in subordinated institutions. Another recommendation that issues from the analysis of administrative budgets is the compulsory use of public procurement procedures for services and goods; this category makes about 30% of all the amounts that are used. The report contains exact findings regarding budget priorities for different groups of beneficiaries. There have been identified amounts paid in money and in services.

- [The analysis of educational policies and the management cost of educational policies](#)

The aim of the report consists in performing a budget analysis of education policies. The analysis result will inform the reader about the efficiency of using public expenditures within administrative public institutions in the limits of social sector segments and will provide exact understanding of priorities of social budget policies with reference to the main groups of beneficiaries.

- The analysis of expenditures in connection with educational levels shows a decrease of

the number of beneficiaries in pre-school and school education;

- There has been noticed a continuing increase of beneficiaries within professional, college and university education;
- The allocations issued to the teaching personnel constitute fewer than 30% within college and university education;
- The contribution of private sources is significant and constitutes from 5% in professional education to up to 25% in universities;
- The proportion teacher-student is decreasing within school and pre-school education, but is increasing within professional, college and university education;
- Costs per capital per beneficiary are considerable (8,000 lei for universities), so efficient use is required;
- The increase of expenditures and increase per capital does not result in the increase of the quality of educational services.

[- The analysis of budget policies in the social sector and analysis of management costs of social policies](#)

As it has already been mentioned, the social sector includes the social segment, the health segment and the education segment, and its budget analysis involves performing the analysis of administrative budgets of the central public institutions of the sector, and the analysis of budget policies concerning the main financing mechanisms and the main groups of beneficiaries of social policies.

The conclusions of the report are grouped into conclusions concerning the efficiency of using administrative budgets, conclusions concerning the identification of priorities for the allocation of budget funds and conclusions concerning the efficiency of using budget funds. Taking into account the results of the report, it is recommended to increase the efficiency of using budget costs for administrative needs by increasing the productivity in subordinated agencies, responsible for policy management. Currently the management of social policies uses outdated technologies, which suppose a high cost and artificial preservation of a large

number of public employees in subordinated institutions. According to the results of the administrative budget analysis, we also recommend the compulsory use of public procurement procedures for services and goods, which make about 30% of all the amounts that are used. The report contains conclusions regarding priorities of budget allocations for different groups of beneficiaries. There have been identified amounts paid in money and in services.

[- The analysis of budget policies in the health sector and analysis of management costs of health policies](#)

Conclusions concerning health policies: the analysis determines costs and expenditures for groups of beneficiaries; the main consumers of the health system, besides the persons insured by employment, are pensioners and persons with disabilities who prefer hospital services; individual insured persons consume per beneficiary the greatest part of finances; national programs are mostly oriented towards the consolidation of the material basis and indirectly towards providing hospital services; programs of healthy lifestyle promotion, addressing the health risks are underfinanced; relative allocations are much smaller than material investment.

This report contains conclusions concerning the efficiency of using administrative budgets, conclusions concerning the identification of priorities for the allocation of budget funds and conclusions concerning the efficiency of using budget funds. One of the recommendations as the result of the report consists in increasing the efficiency of using budget costs for administrative needs by increasing the productivity in subordinated agencies, responsible for policy management. The problem is that social policies are currently managed by means of outdated technologies, which suppose a high cost and artificial preservation of a large number of public employees in subordinated institutions. Another recommendation that issues from the analysis of administrative budgets is the

compulsory use of public procurement procedures for services and goods, which makes about 30% of all the amounts that are used. The report contains conclusions regarding priorities of budget allocations for different groups of beneficiaries. There have been identified amounts paid in money and in services.

[- The analysis of educational linguistic policies for national minorities: perspectives and options](#)

Based on the collected evidence and available information, the paper constructs several realistic policy options. The policy options are constructed along several independent axes: a) negligent to strong role of the minority language as the medium of instruction (additive against subtractive bilingualism), b) negligent to strong role of the state language as the medium of instruction (additive against subtractive bilingualism) c) top-down against bottom-up approach in the implementation.

The analysis of the options produces the recommendation for the preferred policy option:

- Greater role of the state language as the medium of instruction in the minority schools. This element is being supported by most of the political parties and there will be an increased political support for the more important role of the state language in the schooling of the minorities;
- Growing role of the minority language, primarily as a separate subject in as many as possible schools with the minority children, given there is a strong demand in the minority communities. A consideration should be given for the piloting of the minority language as the medium of instruction through technical assistance and governmental funds;
- Preserving the policy largely centralized. This option is dictated by the fact that the decentralization

of the educational policy requires substantial institutional and structural adjustments.

This policy recommendation is seen in the mid-term perspective (3 year period of time) with a longer term perspective (5 year period of time) of the greater role of the minority language as the medium of instruction.

[- The analysis of policies and of the practice of implementation of the legislation on public assemblies in the Republic of Moldova, for ODIHR/OSCE](#)

The research is conducted in order to aid the realization of obligation 2.1 (10) para 2 of the EU-RM Action Plan.

The main conclusions of the research refer to the following:

The introduction of the notification procedure brought significant benefits for society; in practical terms it ensured a better respect of the rights and freedoms and improved the public image of the authorities. The available quantitative information, combined with case studies, observations from monitoring of the assemblies, demonstrate that the modification has finally been well received by regulatory authorities, by the police and organizers, and that overall it functions satisfactorily. The notification procedure was enhanced by a more inclusive definition of assembly and of assembly principles. It bears durable guarantees for the functioning of the notification procedure. *The notification procedure is justified in terms of social and economic benefit; this approach allows saving hundreds of thousands Euro from the amount of possible losses for society.*

The introduction of the notification procedure has brought changes in the restrictions to assemblies imposed by the police during the assemblies. The new law has brought additional guarantees for assemblies and organizers. The collected data show that there is progress regarding the application of

restrictions by the police; however, the monitoring also shows that the police, in some cases, still interferes improperly into assemblies. The courts challenge the police intervention into assemblies, which demonstrates this assumption. The imposed restrictions have redirected from the law on assemblies (as it was in conditions of the old law) to the application of the legislation concerning administrative sanctions. *It means that the new law managed to make the unjustified intervention of the police in conditions of the law on assemblies illegal, imposing more control; however, the police have narrowly changed the application of restriction with the law on administrative sanctions. This situation will require the activity of informing and developing a proper attitude towards the execution of the law.*

The excessive intervention of the police into assemblies creates additional costs for society. A significant part of these costs is represented by the social burden in case it denotes clear abuse of the freedom of assembly rights. The social costs are associated with the costs of judicial procedures connected with the application of the law on the account of the police, judicial administration and organizers. These cases are invalidated by the local courts. This practice has a calming effect on potential organizers, creates the effect of estrangement of society from the authorities. *The unjustified intervention by the police remains to be a continuing problem for the new law and its application.*

Regarding the consolidation of the notification procedure:

- Consolidation of the local authorities' and police's capacities to work with notifications and to facilitate the notification procedure; developing the capacities of the members of the commission on assemblies for working with organizers;
- Collecting disintegrated information and statistics, comparable with those presented in the report, in order to understand the direction of development of the notification procedure functioning;

- Introducing the on-line platform for announcing about the placement of notifications and for overlooking the notified assemblies, helping local authorities and potential organizers to plan assemblies; the on-line platform could be created following the model of the one used by the monitoring project;
- Publishing half-year and annual reports with detailed information about assemblies, comparable with the information included into the section with statistical information.

Regarding the realization of assemblies and interventions:

- Informing the police about the incompatibility of applying the legislation on administrative sanctions with reference to the legislation on the freedom of assembly;
- Developing the capacities and confidence of the police in solving conflict situations;
- Developing the abilities and tactics for facing confrontational, aggressive and contradictory behaviour of various actors;
- Organizing a specialised meeting for control and surveillance groups of maximum 50 persons, which would be placed to control the assemblies;
- Learning from court decisions regarding the invalidation of police interventions into assemblies, including dispersal, retention, etc.;
- Organizing activities of capacity development for local authorities, police, organizers and mass-media.

- [Promotion of mechanisms of responsibility and transparency in the sanitary sector](#)

The report was elaborated in order to improve the mechanisms of ensuring a higher degree of transparency in the sanitary sector. The scope of the report is to analyze the existing accountability mechanisms in the health sector. Specific objectives include: a review on corruption perception by households, an

analysis of the existing accountability mechanisms and discussion on their possible improvements and finally an outline on institutionalized way of measuring corruption in health care system.

Several methods are used for the analysis. Comprehensive review of the existing household perception surveys, meta-review of the secondary researches and studies, additional analysis and discussions of the presented information were carried out.

The report concludes that the existing accountability mechanisms are weak and underdeveloped. The key finding is that the availability and transparency of the (performance) information is limited. This creates a disruption in the functioning of the accountability mechanisms in the health care system. The society, the households as customers are unaware of the quality and of use of the health public expenditures. Assessing the quality of services and the efficiency of expenditures, providers' self-evaluation through customer perception of the quality of services, the report recommends the establishment of the budget transparency mechanisms at providers' level and across the sector for the comparison, involvement of the raion health authorities.

3.2 Advocacy and lobby in some policy areas

During 2008 CReDO was involved in a number of advocacy and lobby actions, by which it had direct contacts with the representatives of public authorities.

- [Promotion of non-discrimination policies in Moldova at CERD](#)

In the period of 27-28 February 2008, the UN Committee on the Elimination of Racial Discrimination (CERD) examined the periodical report of the Republic of Moldova regarding the implementation of the Convention on the Elimination of Racial Discrimination. The implementation of the Convention provisions is part of the EU-RM

Action Plan in the section of obligations in human rights area.

[The alternative report regarding the implementation of the UN Convention on the Elimination of Racial Discrimination \(CERD\) was elaborated together with the National Roma Center and the Center of Interethnic Studies](#) on the part of the Non-Discrimination Coalition at the [72th session of the Committee on the Elimination of Racial Discrimination in Geneva](#). The report identifies moderate progresses, and at the same time discovers concerns with regard to the: 1) inefficiency of current policies concerning the integration of national minorities, 2) lack of non-discriminatory legislation, 3) lack of the minorities' access to education in mother tongue, 4) social exclusion of the Roma and of religious minorities, 5) absence of civil society from the process of elaboration of the official report.

CReDO and the National Roma Center presented their observations at the session the UN CERD. As the result, UN CERD issued its conclusions, which supported the opinion of the Non-Discrimination Coalition:

1. The conclusions and recommendations of the UN Committee ([English](#), translation into [Romanian](#) and [Russian](#)). 2. [The Memorandum with more details about the session of the UN Committee](#). 3. In press: [ProtIV](#), [ZiareRO](#), [Dejure](#), [BassaPres](#), [BasaPresEn](#), [DecaPres](#), [Info-Prim](#).

- *Lobby at the Ministry of Justice and at the Government regarding the draft law on combating and prevention of discrimination*

Within this activity CReDO conducted several lobby actions endorsing interaction with the management and responsible specialists from the Ministry of Justice, the Ministry of Finance, including the administration of the Government and of its office.

In its pleadings CReDO argued that Moldova has all chances of failing the realization of obligation [2.1 \(4\) para 4 of the EU-RM Action](#)

Plan in what concerns the adoption and implementation of non-discrimination policies.

This opinion aims at easing the practical application of the obligation stated in the EU-RM Action Plan under Chapter 2.1 Political Dialogue and Reforms under section on Human Rights and Fundamental Freedoms within para 4³, which states the following: “... adopt and implement legislation on non-discrimination...”.

The opinion describes in detail the significance of inclusion into the legislation of the RM of the following 7 principles of non-discrimination legislation, which are currently missing from the legislation of the Republic of Moldova:

- Direct and indirect discrimination;
- Broad categories for which discrimination is inadmissible;
- Reversing of probation task;
- Provisions on the adoption of positive measures for vulnerable groups;
- The institutional mechanism for the prevention and combating of discrimination (National Council for Discrimination Prevention and Combating under the Center for Human Rights);
- Systematic collection of sectorial statistical data;
- Provisions concerning individual complaint procedure through sectorial mechanisms and significant improvement of sectorial legislation on non-discrimination.

At present, the legislation of the Republic of Moldova does not agree with those 7 key principles. Thus, the Republic of Moldova does not meet the obligation stated in the EU-RM Action Plan.

³

³http://ec.europa.eu/world/enp/pdf/action_plans/moldov_a_enp_ap_final_en.pdf : “...Put in place and implement legislation on non-discrimination...”

- Lobby for the approval of the democratic version of the law on public assemblies.

Moldova risks failing to realize one more obligation according to provision 2.1 (10) para 1 of the EU-RM Action Plan referring to the adoption and implementation of the legislation guaranteeing the freedom of public assemblies.

In October 2007 the Ministry of Justice made public a new draft law on public assemblies, elaborated with the participation of civil society. ODIHR/OSCE commented extensively on the draft law, greeting the more progressive provisions compared with the current provisions of the legal framework. CReDO had a substantial contribution to the development of the draft law by actively participating in the proceedings of the working group formed by the Ministry of Justice. Upon the completion of the draft law, CReDO offered several final recommendations.

The Ministry of Justice of Moldova has formed a working group to draft the new law on freedom of assembly as per 2.1 (10) para 1 obligation of the EU-Moldova Action Plan^[1]. The draft law on the freedom of assembly has been finalized and arrived to be open document. CReDO provides a comprehensive opinion on the draft law.

CReDO considers that the draft law represents if adopted a substantial improvement of the existing legal framework, yet it requires additional guarantees and improvements.

The draft Law marks good progress in creating a favourable legal framework for the exercise of freedom of peaceful assembly. Particularly welcome are provisions enabling the application of the presumption in favor of holding assemblies and allowing the dispersal of public assemblies only as a measure of last resort.

CReDO recommendations:

- Put a stronger emphasis and welcome the draft provisions that represent the legislative progress as compared to the

current law (see in the text of comments);

- Introduction of the definition of “less numerous assemblies” in article 3 of the draft law;
- Introduction of the express interdiction that local authorities cannot set up preferred places of holding assemblies in article 5 of the draft law;
- Revision of the approach for managing of simultaneous assemblies, introduction of the principle of plurality, facilitation and accommodation of various interests;
- The ban of assemblies should be subject of more scrutiny, by introduction of (principle of proportionality + public test to demonstrate the imminent danger by assembly + burden of proof expressly on the authorities);
- The suspension of ongoing assemblies should be subject of far more stricter scrutiny (principle of proportionality + public test to demonstrate the imminent danger and substantial damage by assembly + burden of proof and justification expressly on the authorities);
- Introduce the liability of the local authorities and police for the failure to perform duties under the assembly law;
- Remove the liability or provide reasonable excuse for the organizer for the actions of the assembly causing damages;
- Introduce provisions for the publicity of the regulatory authority in relevant decision-making and for the annual accountability procedure.

- Lobby for the adoption of policies regarding the consolidation of civil society

The Government efforts are insufficient for the realization of obligation 2.1 (10) para 4 of the EU-RM Action Plan in what concerns the promotion of volunteering.

The [Cost-benefit analysis of the draft Law on Volunteering](#) Study is elaborated to facilitate the implementation of obligation 2.1 (10) para 4 of the EU-Republic of Moldova Action Plan and particularly, to foster the adoption of the draft Law on Volunteering promoted by the Coalition for Volunteering.

What is the situation in Moldova? What is the economic contribution of volunteering? What current policies encourage volunteering? What other policies are necessary to encourage volunteering for all categories of society?

The study finds that the involvement in the volunteering organized in Moldova (15 thousand people) is much below the average for the countries with strong democracies and the level of involvement in volunteering is lower compared to the countries of Central and Eastern Europe. The contribution of volunteering is estimated to only 0.07% of the Gross Domestic Product (GDP). At the same time, it is comparable with the expenditures for the whole environmental protection sector and is just several times lower than the expenditures planned for science and justice.

The study concludes that the promotion of policies concerning volunteering should be done by fostering policies on non-governmental sector consolidation and by promoting policies on direct encouragement of volunteering.

- Human Rights organizations join forces to promote the freedom of assembly

CReDO has facilitated the organization of an action plan for the promotion of the freedom of assembly in the Republic of Moldova.

Following the public discussion held on 22 December 2008, organizations participating at the public meeting held on 25 December 2008 discussed the modality of conducting the meeting, noted the positive and negative aspects and formulated a set of actions for the consolidation of the freedom of assembly in the Republic of Moldova. The public meeting had 2 major goals: 1) to enhance the practice

of holding assemblies in front of governmental buildings according to the provisions of the law on assemblies, 2) to express solidarity with public meetings organized previously and hampered by public authorities.

The public meeting was held successfully in front of buildings: 1) Center for Human Rights, 2) Ministry of Justice, 3) Ministry of External Affairs and European Integration and 4) Ministry of Internal Affairs. The demonstrators protested in front of these buildings without police intervening or holding them back.

The meeting was not conducted according to the Law on Assemblies; it was partially impeded by the police in front of the following buildings: 1) the Parliament building, 2) the Presidency building, and 3) the Government building. In these 3 episodes the protesters were not allowed to approach the above-mentioned buildings (as it is stipulated by the Law on Assemblies without blocking entrances to and exits from them). The access was blocked by persons in police uniform and by unidentified persons in civilian, who de facto exercised the attributions of the police. Some protesters were intimidated and threatened by police representatives.

The participating organizations agreed to an action plan for the consolidation of the freedom of assembly with reference to the meeting of 25 December 2008:

- Referring to the Prosecutor's Office concerning to the police actions in the episodes when it violated the rights to free assembly, so the Prosecutor's Office will be required to institute criminal and administrative proceedings against the persons that acted in violation of the freedom of assembly;
- Soliciting the Ministry of Internal Affairs to investigate the actions of policemen, described in item 1);
- Initiating a dialogue with parliamentary commissions (for human rights and judicial) with the purpose of holding a special meeting concerning the practice of implementation of the law on public assemblies, which would involve the adoption of the necessary recommendations;
- Initiating the dialogue with the Supreme Court of Justice with the purpose of consolidation of the judicial practice by an explanatory decision;
- Initiating the dialogue with the General Prosecutor's Office regarding its institutional practice with a view of researching and investigating the inappropriate actions of the police;
- Organization of a representative meeting with famous persons – lawyers and judges from Moldova and from Europe – in order to examine in essence this situation and to adopt some specific recommendations.

The participating organizations consented to react by public intervention to every case of violation of the rights to free assembly.

- [Public marches in support of public assemblies](#)

[CReDO facilitated the consolidation of the initiative expressed by the leaders of non-governmental organizations](#) to pronounce themselves in support of the freedom of assembly in Moldova and to conduct a march of solidarity with those who did not manage to organize their own public meetings as the result of the authorities' intervention. After the adoption of the new Law on Assemblies, in April 2008, the police hampered over 30 peaceful public assemblies. In the latest period interventions have become more frequent, the police retaining participants before the beginning of the manifestations.

Referring to these violations, the leaders of non-governmental organizations have allied so as by participation in the march and by their authority:

- To express solidarity with organizations and with persons whose freedom of assembly was violated;
- To bring to an end, symbolically, the last assemblies that could not be held;
- To draw the attention of the national and international community to the violation of the freedom of assembly in Moldova;
- To develop the manner of holding assemblies at the entrance to the buildings of administrative bodies;
- To inform the decision-makers about the actions and measures necessary for the consolidation of policies on ensuring the freedom of assembly.

The civil society leaders held a repeated march for the promotion of proper implementation of the assembly law.

Demonstrators were armed with little fir-trees, with slogans, topical wishes and songs on the promotion of the freedom of assembly, wearing New Year traditional hats, masks of pigs and donkeys. The President, the administration of the Parliament, Government, Ministry of Justice, Ministry of External Affairs and Ministry of Internal Affairs were to receive symbolic gifts on the occasion of New Year: little fir-trees with figures in the form of pigs and donkeys. It was done as a reminding that assemblies might be disliked by the authorities, but they must not intervene when these are prepared and held. At the same time, authorities have the obligation to effectively protect the participants of assemblies from counter-demonstrators, and to bring to justice those who hamper the ongoing assemblies.

- The organization of the forum of Non-Governmental Organizations, 5th edition

The aim of the forum of NGOs is to introduce into the public agenda important subjects concerning the development of civil society: 1) improvement of the legal framework regarding NGOs, 2) representation of NGOs in the dialogue with state structures, 3) NGO code of ethics, 4) procurement by the state of social services from NGOs, 5) election of

members to the representative body of civil society – the National Council of NGOs, and adoption of the [Civil Society Development Strategy](#). The forum was organized by a group of organizations – [Resource Center “Young and Free”](#), [Eco-TIRAS Association](#), [CONTACT Center](#) and the Resource Center for Human Rights (CReDO).

Participants of the forum were over 100 NGO representatives from the entire country. The forum discussed and approved the Regulations of the functioning of the Council and Secretariat, [the NGO Code of Ethics](#), the activity report and the lessons learned, presented by the NGO Council. [The forum adopted a resolution](#), the NGO Council will be responsible for its implementation on behalf of the active civil society. [10 persons voted at the forum are now in the Council.](#)

The forum recommended the Parliament to adopt the following legislative initiatives:

- [Strategy of creating conditions for the development of civil society in 2008-2011](#)
- [The Law on the public use of 2% of the income tax of physical and juridical persons - residents of the Republic of Moldova](#)
- [The Law of the Parliament of the Republic of Moldova on the amendment and supplementation of Law no.837-XIII of 17 May 1996 on civil associations](#)
- [Draft law on non-commercial organizations of public utility.](#)
- *Lobby for the adoption of the Civil Society Development Strategy*

Within actions of lobby we participated at the works of juridical parliamentary commissions, assisted at a Parliament session, discussed and interacted with members of political parties, communicated with mass media. The interactions with the Parliament administration resulted in the establishment of a commission made of representatives of the Parliament office, representatives of civil society and of the government in order to finalize the text of the [draft Civil Society Development Strategy](#). [CReDO expressed a](#)

[separate opinion concerning the draft document.](#)

CReDO, together with other partner organizations, supported the elaboration of the strategy. We consider important the main provisions included into the draft, and at the same time we signal the need of introducing specific provisions on charging the sector with responsibility and on fiscal stimulation in the sector.

- *Lobby for increasing the transparency of the procedure regarding the designation of candidates to the function of Ombudsman and designation of candidates that meet Ombudsman requirements and qualities*

Within actions of lobby we participated at the works of the parliamentary commission on human rights, assisted at a Parliament session, discussed and interacted with members of political parties, communicated with mass media.

[CReDO facilitated lobby actions of human rights organizations aimed at expressing concerns regarding the transparency of naming candidates to the position of parliamentary advocate. The current practice regarding the selection of parliamentary advocates is not in line with the principles of transparency and civil society involvement.](#)

Expired mandates of current parliamentary advocates. In July 2008 the mandates of 2 parliamentary advocates expired following the amendments to the Law on parliamentary advocates on 20 March 2008.

Ignoring established terms and procedures. There is no information from specialized parliamentary commissions, from the President administration and from the Center for Human Rights regarding the existence and execution of procedures concerning the selection of candidates for all the 4 vacant positions. Worrying is also the fact of ignoring the provisions of the Law on parliamentary advocates, which stipulate that candidates are nominated during the last month of the

current parliamentary advocates' mandates (par. (2) art. 5 of the Law) and that new parliamentary advocates are named no later than 2 months after the expiry of the mandates of current parliamentary advocates (par. (3) art. 6 of the Law).

The selection of candidates is insufficiently transparent; it does not involve the human rights professional community. The parliamentary commission on human rights elaborates a notice regarding the candidates advanced by the President or by 20 Parliament deputies (par. (3) art. 5 of the Law). In practice, both the specialized commissions and the Parliament lack public discussions regarding the advanced candidates. This situation does not match the European practice and the UN and the EC recommendations.

[CReDO and the human rights organizations continued expressing concerns regarding the situation with candidates to the position of parliamentary advocate. The openness of the Parliament towards consultations with civil society is welcome. At the same time, the current procedure of selecting candidates does not encourage the participation of candidates that are committed and recognized in the field of human rights.](#)

The participating organizations welcome the openness of the Parliament, of the juridical and immunities commission, of the human rights commission towards consulting the organizations of civil society within the process of selection of candidates to the function of parliamentary advocate. Adequate information about the candidates, their professional qualities and the presence of civil society representatives at the sessions of specialized commissions, advancing memos and notices, addressing questions to candidates is a positive practice. It is an evidence of the implementation of democratic principles of cooperation between the Parliament and the civil society.

We express concern regarding the performance of some candidates. During the hearings in the juridical commission, when asked "What are

the 3-5 main human rights problems in the Republic of Moldova?”, only a part of the candidates presented an answer, mentioning only 1-2 problems, while none of the candidates referred to the annual reports on human rights in the Republic of Moldova, elaborated by the Center for Human Rights in the Parliament plenum. When asked “How do you see cooperation with non-governmental human rights organizations?”, one of the candidates referred to his own experience within some political parties, demonstrating at least a rudimentary level of understanding the state language. Most of the candidates avoided answering the question “What is your vision regarding the improvement of the situation and in particular the role of the Center for Human Rights in this context?”.

We invite the Parliament to subject the candidates advanced at the plenary session to public debates. Debates at the plenary session of the Parliament, opportunity to address specific questions to candidates, participation of specialized human rights organizations in the debates are additional guarantees that there will be an informed decision regarding the candidates to the position of parliamentary advocate.

4. DEMOCRATIC INITIATIVES

Team: Serghei Ostaf (advocacy, policies), Maria Badan (advocacy, policies), Florin Gîscă (advocacy), Ecaterina Crețu (advocacy/Transnistria), Irina Burlacu (policies)

Mission

Performing activities of implementation of public policies for the promotion of democratic changes in society.

Objectives:

1. Implementation of democratic changes through practical actions
2. Consolidation and empowering of groups and victims of human rights violations

Graph 4.1 – Dynamics of human rights promotion actions



Inscription in the graph:
Advocacy actions

Products portfolio:

- **Actions of monitoring human rights**
- **Actions of implementation of human rights**

Results:

Within this program there have been conducted 5 long-term actions. CReDO was engaged into 2 actions of monitoring: monitoring of corruption in the sanitary sector

and monitoring of implementation of the law in public assemblies.

Monitoring of corruption in the sanitary sector for the first time involved such a comprehensive activity. Within the monitoring process CReDO formulated a set of policy proposals, which were undertaken and implemented by public authorities. The actions of monitoring the implementation of the law on public assemblies were necessary for ensuring the proper realization of the promoted liberal law. Statistical data and case studies, correlated with the analysis of the legislative framework, make possible the elaboration of conclusions and specific recommendations and prevent speculations regarding the difficulties with law implementation.

This program incorporated 5 actions of human rights promotion and of empowering vulnerable groups. This year saw the conclusion of the Roma empowerment project and of the multilingual education promotion; in both cases the projects resulted in progresses regarding the awareness about the need in the policies of integration of minorities and of educating for coexistence of various ethnic groups.

CReDO promoted the implementation of some local policies for corruption prevention by means of increasing the transparency of the decision-making process of local authorities. An innovation was the project of establishing an internet TV portal promoting a more adequate media behaviour and providing society with access to a greater variety of opinions, at the same time promoting responsible journalism.

4.1 Initiative of monitoring human rights and good governance

During 2008 several advocacy actions were promoted: 1) monitoring of corruption in the

health system, 2) promotion of freedom of assembly, 3) creation of the system of corruption prevention at the local level, 4) creation of an adequate system of torture prevention. Also, during 2008 there were finalized several initiatives from previous years: 1) empowering rural Roma communities, 2) promotion of the integration of linguistic minorities.

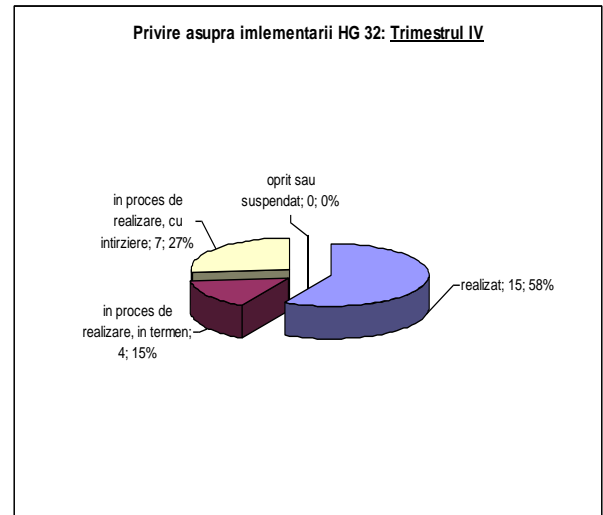
4.1.1 Monitoring of the consolidation of health system capacities for the prevention and combating corruption

This initiative was conducted with the support of the Academy for Educational Development (AED). The initiative was based on monitoring the consolidation of the health system capacities for the prevention and combating corruption.

Based on the Millennium Challenge Moldova Threshold Country Program the Government approved Decision no.32. Government Decision no.32 (GD 32) was monitored with the use of a technology that is successfully applied in Central Europe.

The Government delayed the implementation of activities. 7 activities exceeded the terms stipulated in GD 32. The analysis of activities and the degree of their implementation, related to the total period, demonstrate that 58% (or 15 activities) of all activities were realized in total. 19% (or 4 activities) of all activities were in the process of realization in the limits of the time stipulated for these activities. 27% (or 7 activities) of all activities were in the process of realization, but with delay, exceeding the terms stipulated in GD 32.

Graph 4.2 – Implementation of GD 32



Inscriptions in the graph:

Top: View on Implementation of GD 32: Semester IV

From left to right:

In the process of realization, on schedule, 4; 15%

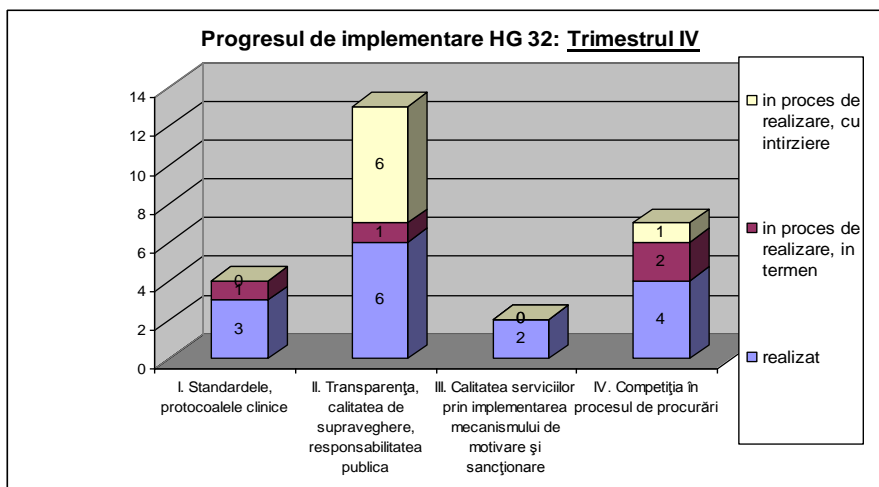
In the process of realization, with delay, 7; 27%

Stopped or suspended, 0; 0%

Realized, 15; 58%

A more detailed analysis of the activities implementation for the components of GD 32 showed the following situation. For component I: the elaboration of standards and clinical protocols was performed according to the stipulated terms. For component II: transparency, quality of supervision and public responsibility are registered for almost half of the activities in delay (6 activities). For component III: quality of medical services - all activities have been realized. For component IV: encouragement of competition in procurement – 2 registered delays. The progress of implementation can be seen in the following graph.

Graph 4.3 – Progress of implementation of GD 32



Inscriptions in the graph:

Top: Progress of implementation of GD 32: Semester IV

From left to right:

- I. Standards, clinical protocols
- II. Transparency, quality of supervision, public responsibility
- III. Quality of services through the implementation of the mechanism of motivation and sanctioning
- IV. Competition in the procurement process

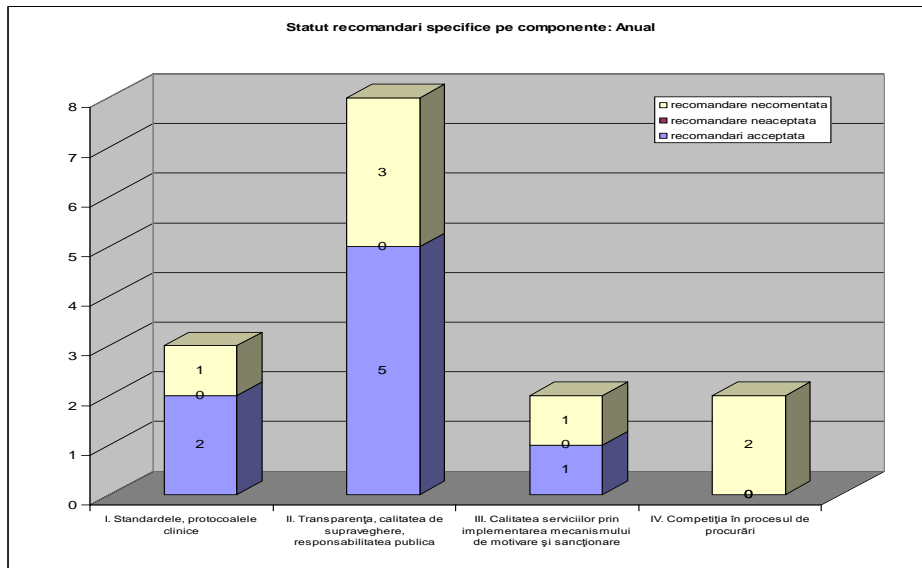
From top to bottom:

- In the process of realization, with delay
- In the process of realization, on schedule
- Realized

As for the elaborated recommendations, half of them have been accepted. Most of the accepted recommendations refer to transparency, monitoring of the quality and public responsibility, and the least number of the accepted recommendations refer to competition in public procurement. A little more than half of the recommendations referring to the establishment of standards and protocols and the quality of health services have been accepted. Also accepted were the recommendations referring to the opening and facilitation of the process of elaboration and discussion of the relevant laws and to consultations with various actors involved into the process. Recommendations referring to the institutionalization of methods and instruments of evaluation of medical and public health institutions and those referring to medical certification have been taken into consideration. Recommendations referring to the role of the private sector, evaluation of the effectiveness of health programs and others were not commented upon.

The table below shows the status of specific recommendations for the entire year.

Graph 4.4 – Specific recommendations



Inscriptions in the graph:

Top: *The status of specific recommendations for components: Annual*

From left to right:

- I. Standards, clinical protocols*
- II. Transparency, quality of supervision, public responsibility*
- III. Quality of services through the implementation of the mechanism of motivation and sanctioning*
- IV. Competition in the procurement process*

From top to bottom:

- Uncommented recommendations*
- Unaccepted recommendations*
- Accepted recommendations*

Findings, conclusions and strategic recommendations elaborated by CReDO have been made public and delivered to the Ministry of Health as the body responsible for the coordination of anti-corruption actions in the health sector. Conclusions and strategic recommendations were discussed in detail with the responsible persons from the Ministry. A number of strategic recommendations have been taken over and implemented by the Ministry. Some of the accepted recommendations are as follows:

Regarding medical protocols and clinical standards:

- Publishing on the Ministry web page of draft protocols and medical standards in an easy-to-read format and with possibility of commenting on them;
- Creating in every medical institution of commissions for the evaluation of standards and protocols and incorporation of requirements concerning the compliance with the standards and protocols in the process of medical institutions accreditation.

Regarding the transparency of institutions:

- The publishing and accessibility of large discussions concerning the concept of the project on the web pages of medical institutions with the possibility to view comments;
- The introduction into the process of licensing a doctor of the requirement concerning the review of the compliance with standards and protocols;
- Publishing on the Ministry web page of the concept of the project concerning civil obligation of the medical personnel in an easy-to-read format and with possibility of commenting on it;
- The verification of the quality of the opinion survey on the patients' satisfaction with medical services shall be performed by an independent agency.

Regarding the quality of services:

- Introduction of financial stimuli at the level of the medical institution and at the level of remuneration of doctors in case they comply better with protocols and standards and patients' satisfaction increases.

To learn more about the 4 monitoring reports you can visit

http://www.credo.md/pagini/actiuni.php?li_mba=rom&id=40

The above-mentioned initiative positioned CReDO as an organization of reference in the monitoring and analysis of the health sector of the Republic of Moldova.

4.1.2 The monitoring of implementation of policies regarding public assemblies

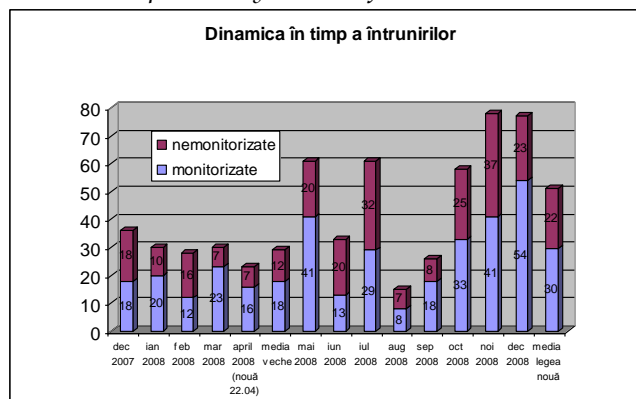
“Development of capacities of human rights advocates in the monitoring of the freedom of assembly in the Republic of Moldova” is an OSCE/ODHR project implemented by CReDO as local partner.

The project aims at supporting human rights advocates by improving their knowledge regarding the standards of the freedom of peaceful assembly and their abilities of monitoring and reporting the subjects in the Republic of Moldova with the intention of engaging into a dialogue with national authorities for the enhancement of protection and promotion of the freedom of public assemblies at the national and local level.



One of the basic activities of the project was monitoring of the freedom of assembly, and implicitly of public assemblies on the territory of the Republic of Moldova during 2008. During 2008 the project observers monitored 365 assemblies out of the total of 611, which represents about 60% of all the assemblies conducted on the territory of the Republic of Moldova.

Graph 4.6 Dynamics of assemblies



Inscriptions in the graph:

Top: Dynamics of assemblies in time

From top to bottom: May 2008

Unmonitored June 2008

Monitored July 2008

From left to right: August 2008

December 2007 September 2008

January 2008 October 2008

February 2008 November 2008

March 2008 December 2008

April 2008 (new Apr.22) Average new law

Average old law

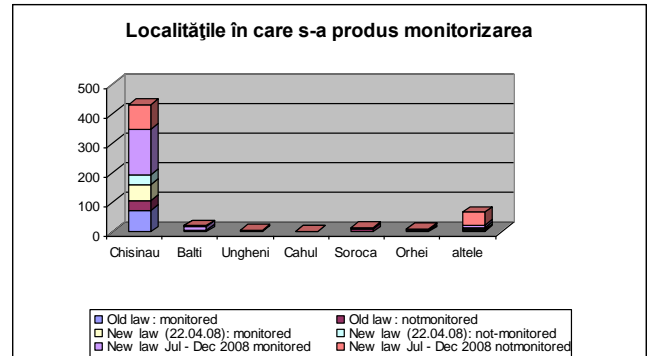
Every monitoring of an assembly is reflected in an individual monitoring report. Thus completed reports have been used to elaborate final analytical reports.

The project produced 2 analytical reports for the period December 2007 – June 2008 and respectively July-December 2008

(<http://www.credo.md/assembly/mod/resource/view.php?inpopup=true&id=369>).

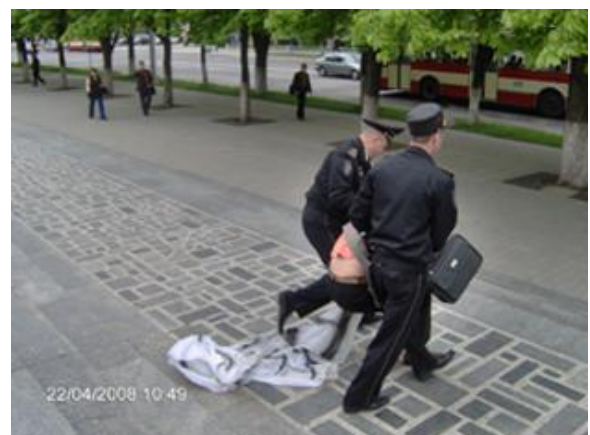
Most of the practical monitoring was produced in Chişinău, the main place where public assemblies were held. Other locations, such as Bălţi, Orhei, Cahul, Ungheni, were less visited.

Graph 4.5 Assemblies held in regions and localities



A training course for the monitors of the freedom of public assemblies was organized within the project in order to prepare monitors; the course was held on 25-27 June 2008. It was the second training for monitors; the first training was held on 15-19 October 2007. Neil Jarman (Institute for Conflict Research, Belfast) and Sergiu Ostaf (CREDO) were invited to the course as experts.

The 20 monitors thus prepared participated in the monitoring of public assemblies on the entire territory of the Republic of Moldova together with the previous group of 25 monitors (see the complete list of monitors at <http://www.credo.md/assembly/mod/resource/view.php?inpopup=true&id=19>).



A round table discussing the achievements and problems of the implementation of the freedom of assembly was held in Chişinău on 23-24 June 2008. The discussion was axed especially on the implementation of the new law and on the collaboration of all actors involved in guaranteeing the freedom of assembly. Participants of the round table were representatives of the Ministry of Internal Affairs, of the Chişinău and Bălţi Mayor offices, as well as representatives of the OSCE mission to Moldova, of human rights organizations and monitors of the project.



The deployment of the project can be watched on the working site of the project <http://www.credo.md/assembly/>

Results

- 1 course on development of capacities for monitoring the freedom of assembly;
- 365 monitored public assemblies, representing 60% of the total of assemblies held in 2008;
- 20 new monitors trained for monitoring public assemblies;
- 1 round table with the participation of the MIA, Chişinău and Bălţi local public administration, OSCE and of monitors on the subject of the freedom of assembly in the Republic of Moldova.

4.2 Promotion of democratic initiatives and of society consolidation initiatives

In this section we will look over the actions of implementation of human rights and of empowering vulnerable groups.

4.2.1 Elaboration of local strategies on transparency and anticorruption

In the second half of 2008 the Resource Center for Human Rights (CREDO) in collaboration with the Center for Instruction and Organizational Consultancy (CICO) provided consultancy on the elaboration of Local Strategies on Transparency and Anticorruption for the towns of Cimişlia and Ialoveni, being financed by ILDP/UNDP.

Consultancy was provided within the “Local Strategies on Transparency and Anticorruption” project, which promotes an innovative, strategic and practical approach to treating and preventing corruption in the local public administration and in community through a process of participatory strategic planning.

The following activities were implemented:

Workshop 1 “Organization Health: Diagnosis of Corruption” - *Identification of areas and activities vulnerable to corruption*

- duration – 2 days

Cimişlia



Ialoveni



Workshop 2 “Organization Health: Treatment and Prevention of Corruption”

Identification of solutions for the treatment and prevention of corruption

- duration – 1-2 days

Workshop 3 “Strategic Plan of Treatment and Prevention of Corruption” *Discussion and finalization of the strategic plan, Possibilities of financing some actions of the plan by the ILDP/UNDP*

- duration – 1 day

Number of participants at workshops

About 20-30 persons (mayor’s office employees and local counsellors, as well as other interested persons from the community).

Consultancy is to be finalized in February 2009. Following the consultancy process, both Cimișlia and Ialoveni will have the possibility to submit for financing one project each, identified as being of priority as the result of the workshops.

4.2.2 Initiative for empowering localities densely populated by the Roma

During 2005 – 2008 CReDO implemented the project of “Empowering the Roma Communities of the Republic of Moldova” (<http://www.credo.md/pagini/actiuni.php?limba=r>

[om&id=34](#)). Activities within the project were conducted in addition to the actions of other two partners of CReDO in this project: “National Roma Center” (CNR) and “Center for Strategic Territorial Development” (CDST). The CReDO component referred to the mobilization and training of Roma communities in a number of localities densely populated by Roma.



Year 2008 was the third and last year of implementation of activities stipulated in the project. Direct beneficiaries of the project activities have been Roma communities established in the villages of Huzun (com. Micleușeni, r. Strășeni), Vulcănești (c. Ciorești, r. Nisporeni), Bursuc (r. Nisporeni), Stejăreni (com. Lozova, r. Strășeni), Seliște and Lucășeuca (r. Orhei). In May 2008 the activities of the project were finalized.

According to the plan of activities, in 2008 the main efforts were concentrated in Seliște and Lucășeuca. In the period of January – May 2008 these 2 villages were provided with trainings on project writing, project management and advocacy.

In the village of Bursuc there continued consultancy sessions on project management with the group of initiative formed in 2007.



Results of the project for the CReDO component in 2008:

- 7 sessions of training on project writing and management with groups of initiative in Seliște and Lucășeuca;
- 3 basic and intermediate level courses on advocacy in Seliște and Lucășeuca;
- 3 groups of initiative formed for practical implementation of the knowledge from the trainings.

Total results of the project, CReDO component:

- 16 activities of civic and electoral mobilization;
- The project’s informational support for 6 local electoral initiatives;
- 5 representatives of the Roma communities became local counsellors;
- 12 (6+6) beginning and intermediate level courses on advocacy;
- 2 trainings on public services with the representatives of the local public administration and of economic agents from Lozova and Bursuc;
- 20 trainings on project writing and management;
- 9 groups of initiative created at the local level.

4.2.3 Cooperative Peace Project

This project is coordinated by the [Resource Center for Human Rights \(CReDO\)](#), [Informational Resource Center “World Window”](#), Joint Committee for Democratization and Conciliation (JCDC), [Romanian Peace Institute \(PATRIR\)](#) and [TRANSCEND](#) International with financial support from [Cordaid](#). The Project goal is to build basic abilities, structures, and resources to make the civil society on both banks of the Nistru river get actively involved in the peace building activity and conflict transformation – to address specific social problems that affect the people from this region.

During 2008 the Cooperative Peace Project conducted a number of activities.

4.7 Geographic representation



Inscriptions in the graph:
Title: Geographic representation, Total activities
Down from left to right: Right bank; Left bank

During 3-6 March 2008 in Chișinău took place a training for trainers in the field of peacebuilding and conflict transformation for the representatives of the civil society from both banks of the Nistru river.



The objective of the program was the consolidation of capacities for training and design of the partners and beneficiaries from the Cooperative Peace Project in offering programs in the field of peacebuilding and conflict transformation.

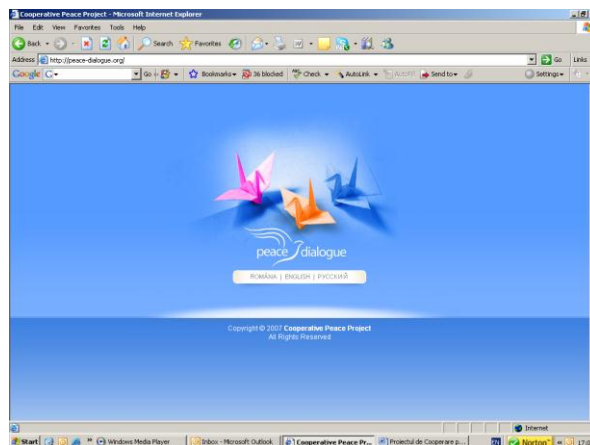
Topics addressed at the training were as follows:

- The roles and profile of the trainer of conflict transformation;
- Basic concepts in conflict transformation;
- Teaching styles within the training, the specifics of teaching adults;
- Conflict mapping;
- Methods and techniques in peace building and conflict transformation;
- Ethics in training and conflict transformation;
- Dynamics and conflict transformation;
- Organisation of training programs on conflict transformation;
- Evaluation, debriefing, feedback, presentation skills, etc.

Participants of the training were leaders and members of civil society from the educational community, from governmental organizations from both banks of the Nistru river, etc. The training was facilitated by Tatiana Țarelunga (CReDO), Angela Vacaru (CReDO) and Sabin Mureșan (PATRIR).

During 2008 the site of the Cooperative Peace Project www.peace-dialogue.org was supplemented by a number of informational

resources on peacebuilding and conflict transformation in Romanian, Russian and English. There were also placed questionnaires for the evaluation of the needs in bibliographical sources in the field of peace and conflict transformation, and for increasing the efficiency of the site.



The website offers possibility both to project beneficiaries and to all visitors. CReDO is responsible for placing and translating the content of the site into Romanian.

During 4-7 June 2008 at Satul Moldovenesc took place a local training for young people from both banks of the Nistru river.



The efficiency of the training was based on the synergy of different instruments of non-formal education combined in a 3-day training. The components of this training were: sessions of music for peace, elements of conflict analysis and transformation, outdoor and leadership.

The objective of the activity consisted in the mobilization and engagement of young people into solving common problems, in their understanding of the problems and interests of the other part and in accepting it.



The training was elaborated and realized by Ecaterina Crețu (CReDO), Florin Gîscă (CReDO) and Cristian Ziliberberg (CReDO).

2 workshops with professional groups of pre-university teachers and with doctors from both banks of the Nistru took place in Chișinău on 4-5 August and 28-29 August.



During these activities there were formed focus groups, whose purpose was discussion of common problems and interests, of educational and health systems from both banks of the Nistru and how they are affected by the conflict.



Workshops were moderated by Ecaterina Crețu (CReDO), Aliona Badiur (CReDO), Irina Burlacu (CReDO) and Roman Sandu (World Window).

During 4-6 July 2008 the Public Association “Youth from the left of the Nistru” (AOTSN) in collaboration with CReDO, Raion Football Association from Dubăsari (AFD) and the Youth Coordination Council under the aegis of the President of the Dubăsari raion (CCTD) organized the action named “Youth for Peace”. The event took place in the village of Harmațca r. Dubăsari, on the left bank of the Nistru.

The basic goal of this event was consolidation of young people from both banks of the Nistru under different administration and promotion of peace values. Participants of the event were about 200 young people from the villages of Doroțcaia, Coșnița, Pohrebea, Molovata, Molovata Nouă, Ustia, Corjova, Oxentea, Vișcăuți, Țibulăuca, Harmațca, Crasnii Vinogradari and the town of Dubăsari.

During the 3 days of the event there were organized numerous civic, sports and cultural activities.



The central point of the event was a football tournament, with teams formed of young people from the villages of Doroțcaia, Coșnița, Oxentea, Vișcăuți, Țibulăuca and Crasnii Vinogradari. Secondary activities were aimed at facilitating communication and consolidation of groups of young people from both banks of the Nistru present at the event.

The activities were conducted with the use of socialization exercises and outdoor concept instruments. One of the elements that broke the cohesion of the group was accommodating participants in tents on the bank of the Nistru, around the stadium that was the central point of the event.

The program was supplemented by a concert of folk songs and dances, organized by the inhabitants of the village.

The action “Youth for Peace” was created as an environment for the development of relations between the representatives of the young generation from both banks of the Nistru. Localities of the participants’ origin, even if they are in the same geographic area on both sides of the Nistru, are under different systems of administration. The geographic proximity is not a guarantee of social and values proximity between inhabitants.

The event was assisted by the representatives of the Raion Council Dubăsari, National Endowment for Democracy, PATRII Romania, Promo-LEX Association and the National Football Federation.

The event was organized with the financial support of the Czech organization “People in Need”.

The organizational support was offered by Florin Gîscă (CReDO) and Ecaterina Crețu (CReDO).

In the period of June-September 2008 CReDO, together with cu Outward Bound Romania <http://outwardbound.ro/>, organized and conducted a pilot program under the title Peacebuilding Outdoor.

The program aimed at developing methods of bringing together the societies of the two banks of the Nistru, at the level of population, especially of young people from different environments and with different social backgrounds.



The methodology applied with this purpose was the one elaborated by the Outward Bound <http://www.outwardboundpeace.org>, a center of reference in outdoor. The program was innovative for Moldova, and was applied with the direct support of Outward Bound Romania through their expert Adam Horvath-Kovacs. The local experts that organized and facilitated the program were Florin Gîscă (CReDO) and Cristian Ziliberberg (CReDO).

The objectives of this program were:

- Ensuring communication between representative groups of young people from both banks;

- Mutual acquaintance and understanding of realities from the communities involved into the conflict.



The Peacebuilding Outdoor program consisted of 3 practical stages, realized in the following order:

Stage 1 - 10-12 June 2008, Trebujeni (right bank)

Stage 2 - 23-30 July 2008 - Telenești-Țîpova route (right bank)

Stage 3 - 9-11 September 2008 - Rașcov (left bank).



The beneficiaries of the 3 stages were a group of 19 persons (in the proportion of 10/9) from both banks of the Nistru, aged 18-30. The members of the group were selected in order to ensure an as broad as possible representation of different social groups.

The activities of the 3 stages were elaborated according to the methodology of experiential education with specific outdoor instruments.

The design of the program was based in the know-how and experience of Outward Bound, collected in similar programs implemented in other conflict regions of the world:

http://www.outwardboundpeace.org/model_program.vp.html.

Vadul lui Woodstock Music for Peace has been organized for already third year with the support of the OSCE Mission and the US Embassy. The event has been organized at Vadul lui Vodă, near the bridge over the Nistru.

The objective of the festival consists in cultivating and promoting the culture of the dialogue and peace between people from both banks through music and cultural activities. It is a very powerful technique.

The festival lasted two days, 10-11 October. It was officially opened on Friday at 17.00 by the speech of Marian Lupu, the president of the Moldovan Parliament, who highly appreciated the festival.

Over 30 bands from the right and the left banks of the Nistru, who decided to contribute with music to the promotion of peace on the entire territory of Moldova, participated in the festival. The festival included a competition for the bands; the prizes for the best promoters of peace were three guitars.

- 1) Performance of over 20 bands - There were over 30 bands participating in the festival, and were selected during two performances, one in Chișinău (23-24 September), and one in Tiraspol (11 May);
- 2) Promotion of the social message - A number of discussions about peace and music, moderated by volunteers, took place during the festival; references were made to the musicians' previous experiences that promoted peace and the social message through music;

- 3) Organization of the participation of admirers and young people from both banks of the Nistru – Transportation for participants was provided till later hours.

Sociological survey “The conflict perception of the population from the raions of the right and left banks of the Nistru” was carried out in the period of July-August, and the results were released in late November. The goal of this survey consists in a better understanding of the conflict and of the distance between various groups of population, as well as a better understanding of the conflict perception of the constituent groups and of the active focus groups from both banks. The questioning comprised a sample of 509 respondents equally distributed by gender and ethnicity, particularly referring to three ethnic groups: Moldavians, Ukrainians and Russians. It played an important role in conflict mapping processing, namely in identifying the attitude and position of the population from the left and the right banks of the Nistru about: the population on the other side, about their values, government, about social and economical problems and issues that they face and the ones they believe the population on the other side faces. Overall, what we found in the study is that in social terms the social distance between the two sides is not great, and various social, educational, economical activities with both sides would support and help to eliminate the social distance.

Also, there were organized meetings with partners from the Cooperative Peace Project concerning the planning and elaboration of strategies. The result was a plan of activities for year 3 of the project. The main objectives are the consolidation of capacities of the partners in the Cooperative Peace Project with reference to peace building and conflict transformation, and the support of local initiatives of building peace on both banks of the Nistru.

4.2.3 *Integration of national minorities by promoting multilingual education*

The above mentioned project has 3 objectives:

- Understanding European practices and standards regarding the multilingual education in Moldova;
- Promoting the adoption of public policies in the area of multilingual education;
- Piloting models in pre-school and primary multilingual education.

CReDO implements this Project in cooperation with the Center for minorities' problems and the Association of Young Ukrainians in the Republic of Moldova "Zlagoda".

CReDO is responsible for the 2nd objective: *Promoting the approval of public policies in the area of multilingual education.* CReDO is responsible for the accomplishment of the 2nd objective of this Project by analyzing and collecting positive integration practices through multilingual policies. During the first year of the Project, the successful practice and experience from 10 European countries and 3 positive examples from Canada, USA, and Australia were studied thoroughly. More than 20 positive practices are accumulated and thoroughly described in Romanian and Russian.

The positive practices are disseminated for the general audience through the created website: www.credo.md/multilingvism/. For specialized categories of people: decision makers from the Ministry of Education, Parliament, Bureau of Interethnic Relations, professional groups, political parties, the Project shall provide information by means of publishing and seminars.

During 2008 CReDO undertook substantial measures to promote in mass media the concept of multilingual education, integration of national minorities through talk shows. The latter were organized at Euro TV and N4 channels. A number of persons and experts in the field were invited to these programs. The

discussions during talk shows were centered on the problems that deal with the use of languages on the territory of the Republic of Moldova, the benefits for society from the knowledge and use of several languages by people of different ages, principles and criteria that are at the foundation of a multicultural society, etc.

This subject is also to be discussed through the internet TV channel – Public TV.

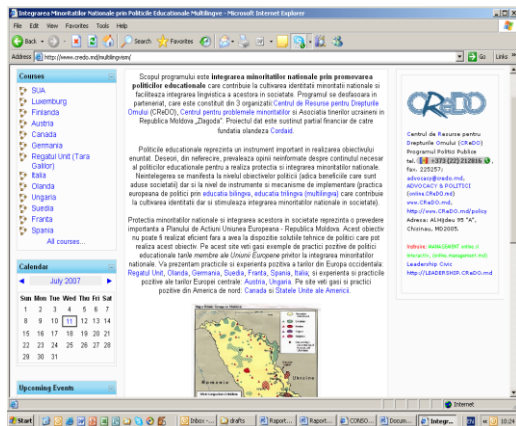
The specialized website and publication contain detailed information about the social context of national minorities, educational policies at school levels, in primary school, general school, the pre-university cycle and the perspectives of policy development. All case studies are systematized and presented according to the same criterion, contain disaggregated statistical data, qualitative information in order to understand in detail the modality of organization of the system of education and the relevant policies from the examined countries.

documentation of positive practices piloted by the partners of the project in order to elaborate policies relevant to Moldova.

Sociological Study “Efficiency of language policy in Moldova, options for ethnic minority groups”
This study was carried out on a sample of more than 400 respondents, from subsequent target groups: teachers-parents-pupils of Moldovan, Ukrainian and Bulgarian origin. The population was selected from compact regions of one or other ethnicity, in raions/villages with half majority and half minority population, as well as rural or urban localities with less than half of minority ethnic groups. It was identified that despite the fact that ethnic groups mainly are educated at school in the Russian language, there is a high preference to have more hours for/in the native language course. All in all, there is also a preference to learn the state language in order to easier integrate on the labour market, but first of all in the universities around.

4.2.4 PublicTV.md – promotion of responsible mass media

www.PublicTV.md is television through internet enacted by the Moldovan civil society, which promotes the transparency of the public life and complete access to “unedited” information, so as to keep citizens informed and allow them to form their own opinions. It presents an alternative for informing citizens. By supervising our public life, **PublicTV.md** offers detailed information about the events of public interest that have a great impact on us, but which are considered to be not interesting by the Moldovan mass media and, respectively, are not presented at all, are presented in a little amount, or are even distorted. Also, the portal is to imitate the mode of operation of a public television.



CRDO coordinates the activity of the partnership, participating in all activities of the partner organizations: documentation visits to Hungary (November) and Holland (December) organized by the Center for the minorities’ problems and international seminars organized within the project.

Next year CRDO will start the activities of detailed examination of the current policies in Moldova, identification of opportunities for the implementation of educational policies,



The PublicTV.md concept was elaborated in July-August 2008, followed by the realization of the site and its technical testing in September-November. The first materials were placed online in December 2008. There were filmed and placed materials from various conferences organized by the civil society, public lectures, public assemblies (protests, picketing, etc.). The launch of the portal in force took place after the integral presentation of the NGO Forum, held on 15-16 December 2008.

Thus the portal has proved its importance and impact and started placing integrally and on regular basis the events from society.

The difficulties faced by the portal are: human resources (operators and editors), partnerships, technical basis (cameras, server for placing materials, internet connection).

PublicTV.md according to the concept is to operate on the basis of decentralization. The first thematic module that was externalized and managed autonomously was the one on Public Assemblies, undertaken by the Program of Monitoring Public Assemblies, coordinated by Florin Gîscă, supported by the team of monitors. The other thematic modules follow to be undertaken by other groups of initiative or NGOs.

5. PUBLIC CAPACITY DEVELOPMENT

Cristian Ziliberberg (leadership), Tatiana Tarelunga (management), Aliona Butnaru (information center), Svetlana Procopciuc (support), Angela Vacaru (management), Elena Levinta-Perciun (management)

Mission
 The program consolidates the development of capacities of decision makers and of the civil society to elaborate policies of quality.

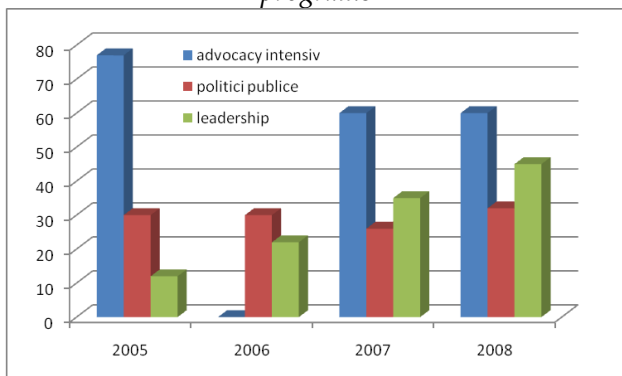
Fields of activity:

- Consolidation of capacities in the field of public policies
- Consolidation of leadership capacities

Objectives:

- Development of capacities for analysis and generation of policies
- Development of leadership and change capacities

Graph 5.1. Dynamics of beneficiaries in training programs



Inscriptions in the graph (from top to bottom):
 Advocacy intensive
 Public policies
 Leadership

Product portfolio:

- ✓ Program of public policies capacity development;
- ✓ Program of leadership capacity development;
- ✓ Informational service.

Results:

In 2008 CReDO refined the program in the field of public policies. The program was structured around 5 basic modules and several optional modules, and it was offered to 40 participants, 10 of whom were representatives of the public sector. The program enjoys a good reputation, has informational support and educational material adjusted to the conditions of Moldova. The program is offered in cooperation with the representatives of the educational community of Holland with the support of the Ministry of External Affairs of the Dutch Government.

The intensive programs of advocacy were provided to several organizations from different sectors, interested in the promotion of the interests of the professional groups that they represent. There were organized 5 advocacy programs with the duration of 3-4 days.

The program of leadership capacity development has been provided for the 3rd consecutive year in partnership with the Leadership Institute. In 2008, 2 programs have been offered: for the civic sector and for the private and public sector. The program is unique for the country and enjoys a good reputation. This year a total of over 40 persons have consolidated their leadership capacities.

The program also includes the operation of an information center. The information center supports the provision of programs aimed at the consolidation of the above-mentioned capacities. The information center is the best center providing information in the fields of public policies, public and non-profit management, leadership and human rights in Moldova. Thousands of beneficiaries are registered yearly.

5.1 Public Policies and Advocacy capacities

5.1.1 Intensive Courses in Advocacy

The intensive course in Advocacy http://www.credo.md/pagini/asistenta.php?li_mba=rom&id=4 is offered on a periodical basis to the members of socially active non-government organizations from different regions of Moldova.

The course lasts 4 days and is usually attended by approximately 14 persons who are members of local NGOs. The course consists of interactive activities guided by trainers in order to keep to the advocacy direction. The trainers provide enough theoretic information in advocacy to empower the organizations to further deal with their problems. The participants are provided with the necessary support material.

The course provides the following subjects and creates useful skills in line with the four-day study program:

Topic 1. What is Advocacy?

Understanding of advocacy oriented towards needs.

Identification of the beneficiary group.

Topic 2. Understanding the Problem

Correct identification of a problem.

Problems proposed by the participants.

Problem tree (Identification of problems, effects and causes).

Problem-based work.

Topic 3. Identification of Solutions and Strategies

Topic 4 Assessment of the Organization's Advocacy Capacities

SWOT analysis of the problem.

Topic 5 Advocacy in Mass-Media.

Strategies of awareness-raising via mass-media.

Exercise: skills, development and justification.

Development of abilities to work with mass-media.

Topic 6 Lobby Strategy

Decision-making process (interactive discussion, associative examples)

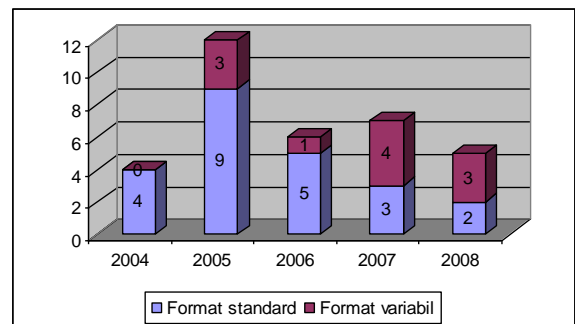
Role-play – Lobby and negotiations skills.

This course is an alternative combination of theoretic information supplemented immediately with practical skill development activities.

In 2008, the Intensive Course in Advocacy was provided 5 times. Two courses were organized in standard format, for members of the National Farmers Federation of Moldova (FNFM). The courses took place in Chişinău on 22-24 May and 26-28 May.

Other 3 courses for beginning and intermediate levels were provided for groups from Selişte and Lucăşeuca, as part of the project on empowering rural Roma communities from the Republic of Moldova (for details see report section dedicated to the project).

Graph 5.2 Number of intensive courses in Advocacy carried out to this moment

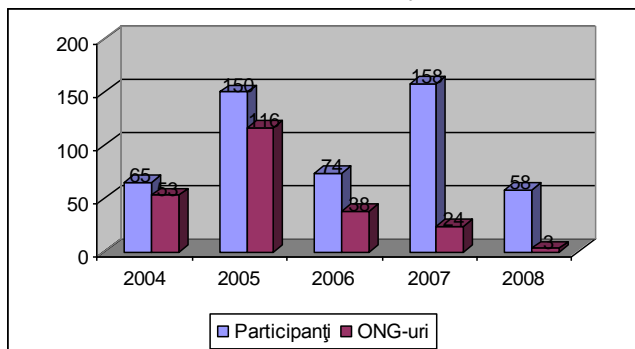


Inscriptions in the graph (from left to right):
Standard format; Variable format

In 2008 the general tendency continued registering a decrease in the number of provided advocacy courses as compared with the previous years. The tendency of decrease in the number of courses in standard format in favour of those in variable standard is also becoming established. It is owed to a greater need for the beginning level.

The number of participants in the courses in 2008 has decreased compared with previous years, and is directly proportional with the number of provided courses, which has also decreased. A total of 58 persons benefited from the intensive course in advocacy in 2008.

Graph 5.3 Proportion between the number of participants and NGOs, beneficiaries of intensive course in advocacy

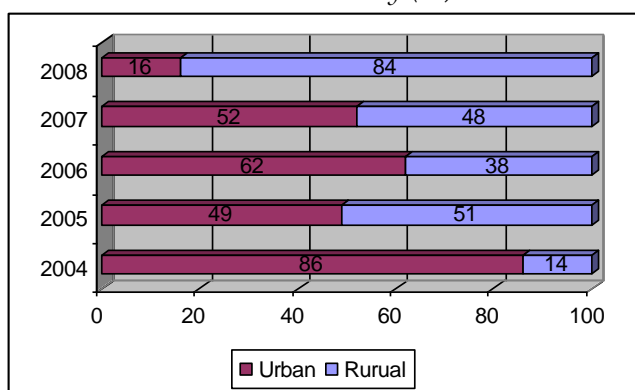


Inscriptions in the graph (from left to right):
Participants; NGOs

This year the course has been provided for 3 organizations. It is owed to the fact that the 5 courses were provided at the request of certain organizations (FNFM) or within projects, aimed at certain groups of initiative, unlike the previous years, when the policy of course provision was aimed at an as broad as possible representation of different organizations.

The specifics of organizations (most of FNFM members are from rural areas) for which courses were provided, determined an overwhelming proportion in favour of persons from rural areas – 84% as compared to 16% from urban areas.

Graph 5.4 Origin of beneficiaries of intensive courses in advocacy (%)



In absolute values the rural environment was represented by 49 persons as compared to 9 persons from urban environment.

The proportion of gender representation in the course continues to be balanced, with a slight difference in favour of the female sex.

5.1.2 Development of capacities in public policies and in public-private partnership

In 2008 was launched the program of training in public policies in partnership with TransForma organization from Holland. The program is financed by the MATRA program of the Ministry of External Affairs of Holland.

The objectives of the project refer to the development of a partnership between NGOs and public institutions responsible for the analysis and elaboration of policies. The duration of the project is 2 years, and it started in May 2008.

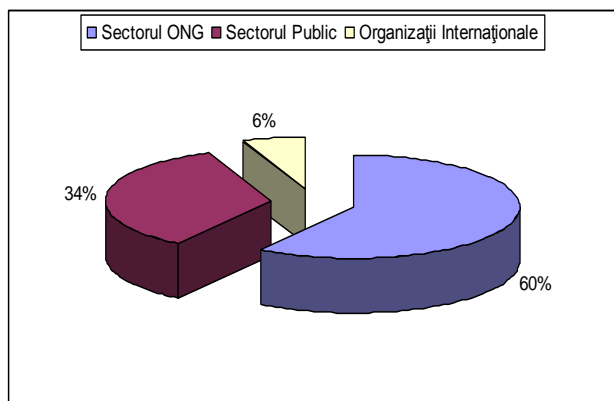
In June 2008 there took place a study visit to Holland. The visit included a number of meetings with various important actors from the public sector and from NGO sector. It aimed at establishing partnership relations and at gathering experience from Dutch institutions and organizations.

The visit was organized by partners from Holland; responsible from TransForma was Brede Kristensen, program coordinator. This visit was the main point for adopting the knowledge and experience of experts from Holland, who are resource persons and facilitators for the main modules.

The main implemented activities refer to the provision of the training program, formed of 4 basic modules, optional modules and participation in a working group in a selected field.

Participants for the program were selected on competitive basis. Both persons from the NGO sector and from the public sector applied for the selection process.

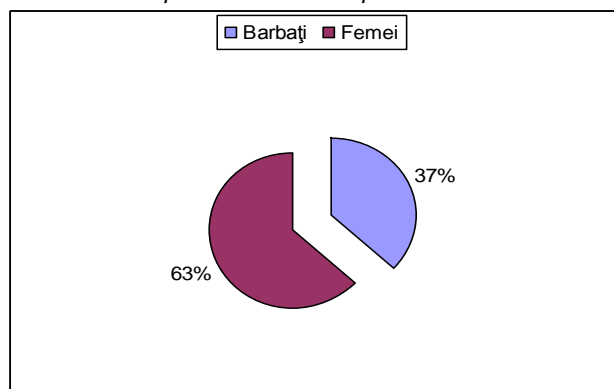
Graph 5.5 Representation of participants per sector



Inscriptions in the graph (from left to right):
 NGO sector; Public sector; International organizations

The program involved both men and women, as follows:

Graph 5.6 Gender representation



Inscriptions in the graph (from left to right):
 Men; Women

The program started with an orientation session, followed by basic and optional sessions.

A set of optional modules was established in addition to basic modules.

The program is composed of the following basic and optional modules:

1. Public Policy Analysis
 - Cost-benefit analysis;
 - Elaboration of a study-document of policies;
 - Qualitative methods in public policies;
 - Quantitative methods in public policies.
2. Public Policies and Advocacy Process;
 - Public Policies Process;
3. Design and Implementation of Public Policies;

4. Monitoring and Evaluation of Public Policies;

- Social Policies in Moldova.

The social and agrarian sectors were identified as sectors of priority for the first year of training.

The expected result of a working group is the elaboration of a policy document on one of the topics selected by the 6 groups:

- I. Families with children with severe mental disabilities;
- II. Children born in detention;
- III. Mechanisms of implementation of WHO FCTC and of the law on tobacco and tobacco products;
- IV. Development of non-formal education;
- V. Integrated system of social services;
- VI. Insufficiency of professional orientation services for students in the last year of gymnasium, school and lyceum;
- VII. Agrarian policies facilitating ecological agriculture.

At the moment the program of training in Public Policies is in progress and registers an increased interest from participants, who fill evaluation questionnaires at the end of sessions.

5.2 Leadership Capacities

<http://leadership.credo.md>

The program Certificate in Leadership was conducted during 2008. The leadership program has been offered since 2005. Over time it had different specifics: Advanced Course of Civic Leadership, Course in Electoral Civil Leadership (for young candidates to the position of local councillor), and Course in Leadership for young people on both banks of the Nistru. The specificity of the program Certificate in Leadership is orientation towards persons who are already realized professionally and socially.

The program Certificate in Leadership was launched at the end of 2007, but most of the modules were provided during 2008.

The following modules were provided:

Ethic and Democratic Leadership, which defined the concept of leadership, examined different paradigms on leadership, explored the importance of leadership in the democratic context and the impact it can have on society. This module was conducted in 2007.

Personal Capacities in Leadership, which analyzed different approaches to personality in leadership. It used practical instruments for every participant to better understand their personal traits and develop their capacities.

Professional Capacities in Leadership, module formed of a series of workshops aimed at developing the following capacities: interpersonal communication, negotiation, strategic thinking, public discourse and creative thinking and decision-making.



. **Organizational Leadership** - deconstructed the manifestation of leadership in organization, discussed about organizational change and methods of its implementation.

An important part of the program were **individual consultations**. At these participants had individualized attention of the trainers, discussed their scenarios for the future, their personality profiles. Also, each participant developed a plan of personal development.



Leadership Outdoor - module consisted of a 3-day trip to nature, where participants practised group interactions, improved the understanding of team dynamics, proved their leadership skills and tested personal capacities. Participants slept in tents, crossed the river, climbed rocks with safety equipment, provided mutual safeguarding, etc.

Relation Leader-Follower and Team Leadership - analyzed different forms of relations between leaders and followers and performed an imitation of team dynamics to understand the roles assumed by people.



The program also **invited** leaders, who discussed with participants, told them about their experience and about their vision of leadership. Among these were: Oleg Cernei, municipal counsellor Chişinău, Vitalia Pavlicenco, president of the National Liberal Party, Mihail Şleahtiţchi, prorector ULIM, Doru Petruţi, executive director IMAS, Victor Nichituş, journalist, Antonia Fonari, director Young and Free.

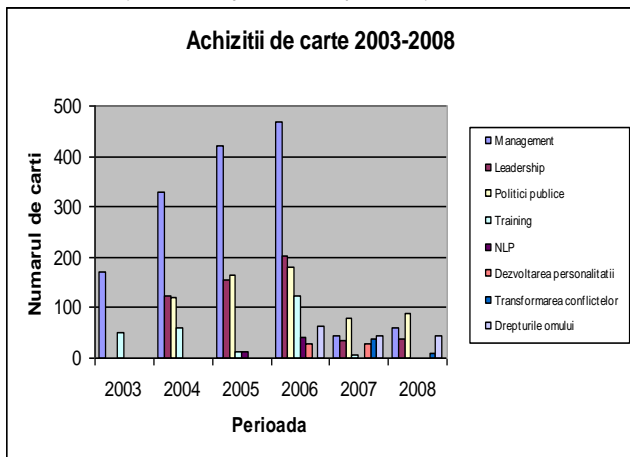
5.3 Information Center

[http://www.credo.md/pagini/centru_35.php?limba=rom,](http://www.credo.md/pagini/centru_35.php?limba=rom) www.credo.md/library

Consulting and borrowing books

During 2008 the Information Center purchased 301 books. Public Policies compartment was supplemented with 89 books, Human Rights and Democracy – 43 books, Leadership and Personality Development – 59 books. The Conflict Transformation compartment continued developing; it received 9 books during 2008. The Economics compartment received 44 books, and Social Sciences and Research – 19 books. The most purchases were made for Development of Public Policies, Social, Educational, Leadership, Research. The other compartments are in process of development, as well as the corresponding services within educational programs.

Graph 5.7 Dynamics of book purchases



Inscriptions in the graph

Title: Book purchases in 2003-2008

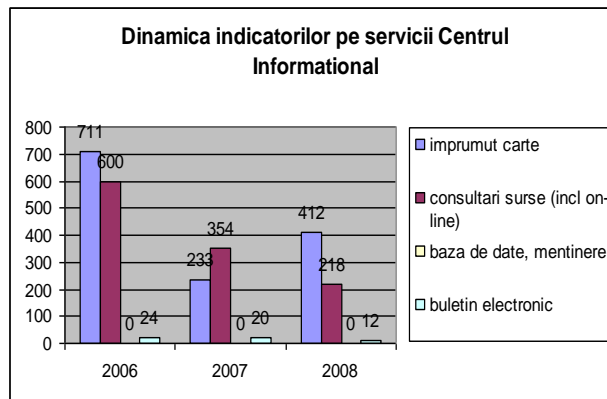
On the left: Number of books

On the right (from top down):

Management; Leadership; Public policies; Training; NLP; Personality development; Conflict transformation; Human Rights

Follows a diagram reflecting the dynamics of services of the Information Center during the last 3 years of activity.

Graph 5.8 Indices on services



Inscriptions in the graph

Title: Dynamics of Information Center services

On the right (from top down):

Book borrowing; Consultation of sources, including online; Data base, maintenance; Electronic bulletin

In 2008 the center purchased books in Romanian, English and Russian. As before, the sources in English are the most numerous.

Graph 5.9 Purchases linguistic criterion 2008

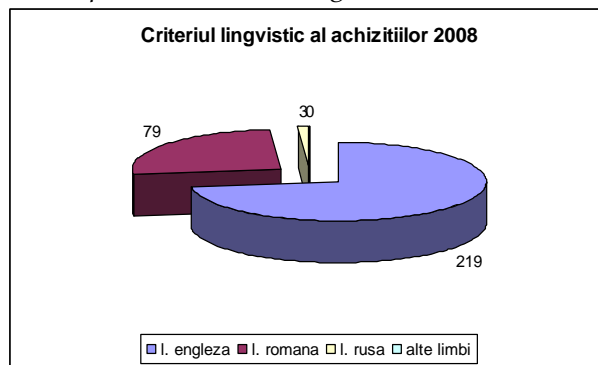
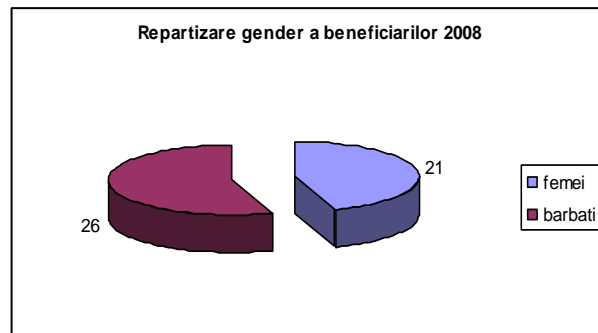


Diagram representing the gender distribution of the beneficiaries who borrowed books looks like this.

Graph 5.10 Gender distribution in 2008



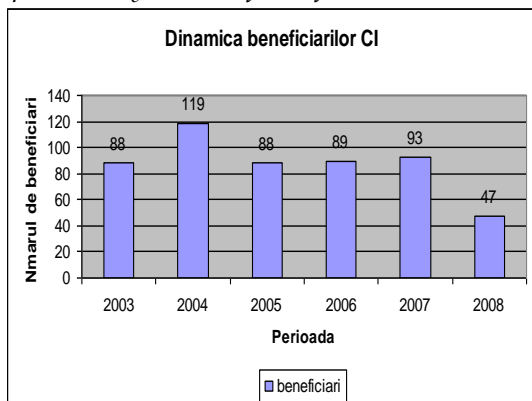
Inscriptions in the graph (from top down):

Men; Women

The next table represents the dynamics of the number of beneficiaries in 2003-2008. It makes clear that the number of beneficiaries is

decreasing if compared with 2004, 2007. It is owed to the greater accessibility of the Internet and to the appearance of electronic books.

Graph 5.11 Dynamics of beneficiaries in 2003-2008



Nume Prenume *

E-mail

Telefon fix *

Telefon mobil

Localitatea

Adresa *

Organizatia

Ocupatia / Functia

Electronic database, on-line library

Navigation through the CReDO on-line library allows beneficiaries, by using new access instruments, to make reservations of books without coming directly to the library, by the created option, *Borrow*. This option is actively used: 5-6 documents weekly are reserved and borrowed this way.

CReDO - Biblioteca

[CReDO](#) > [Biblioteca](#) > [Dezvoltarea personalitatii](#) > [T](#) > [The 48 laws of power](#) > [Imprumuta](#) > [Inapoi](#)

[Cautare avansata](#)

6. FINANCIAL AND AUDIT REPORTS

All reports are presented in Moldovan lei. Financial reports have been subject to the audit by the German company Fabel, Werner & Schnittke GmbH, www.fws-audit.com.

6.1. *Financial position report*

6.2. *Report on activities*

6.3. Cash flow statement

6.4. Cordaid Project

7. ANNEXES: BENEFICIARIES



Centrul de Resurse pentru Drepturile Omului

ACTIVITY REPORT

January – December 2008