



**EUROPEAN BUSINESS ASSOCIATION  
REPUBLIC OF MOLDOVA**

**DCFTA – BUSINESS CLIMATE UPDATE**

**-End 2017-**



*This publication was produced with the financial support of the European Union. Its content is the sole responsibility of the European Business Association Moldova and does not necessarily reflect the views of the European Union.*

## Macroeconomic review 2017

The Republic of Moldova's economy shows signs of recovery. The economic growth was determined by circumstantial factors such as a strong private consumption, a developed harvest, an external trade recovering, long-term investments and increased production of goods. In the first half of 2017 (H1 2017) the **GDP** increased by 2, 8%, mainly driven by private consumption. The consumption growth was ensured by the recovery in remittances, strong growth in wages and the indexation of pensions in 2016. The consumption growth and the decrease of the poverty rate in 2017 is an indicator of better living and labor conditions. In this regard, it is to be noticed that in the third quarter of 2017 the **average nominal earnings per employee** registered MDL 5809.1, increasing- by 11.1% compared to the corresponding period in 2016. In addition, the production growth has shown a positive evolution. In January-September 2017 the **industrial production** increased by 2.4% and the **agricultural production** increased by 3.7% compared to the same period in 2016. The industry was boosted by domestic and foreign demand for domestic industrial products, including due to opening of foreign markets, capitalization of international economic cooperation agreements which helped to increase the industrial output and the agricultural production growth, mainly based on plant and livestock production increase, occurred due to major investments into agriculture and to a sustainable policy for the strengthening of the agricultural sector's capacity. Even though, the investment climate in Moldova is fragile due to political uncertainties related lack of trust in the government and in the banking sector, the value of **investments** in long-term assets increased- by 2.4% compared to 2016. The **trade flow** of Republic of Moldova has also, registered a positive evolution. For the period of January-September 2017 the trade was characterized by a significant improvement of the Moldova-EU trade relationships. Moldova increased its trade with the European Union in 2017, according to the latest report on the implementation of the Action Plan Moldova-EU 2017-2019. In terms of exports the main EU exporting destinations are Romania, Italy, Germany, UK, Poland, Bulgaria and France and in terms of imports, the main EU import partners of Moldova are Romania, Germany, Italy and Poland. Moldova's exports to the European market had reached the share of 65.8% of total exports; at the same time, the imports stand at 49.4% of total imports. The exports growth is driven by the improvement of the external demand, the decrease of the unit price of the delivered goods and the essential increase in the volume of agricultural production in 2016. Therefore, the agricultural production, food and live animals constitutes the major share of the total exports - 22.6%, followed by industrial production, machinery and transport equipment- 18.7% of total exports. Also, the machinery and transport equipment constitutes the biggest share of the total imports, 22%.

At the same time, the upward trajectory of other economic indicators has a negative impact. For example, in October 2017 the **inflation rate** registered 6% from December 2016, increasing- by 5.4 p.p. compared to October 2016, because of such circumstances as food products' prices accumulated as a result of less favorable agriculture-meteorological conditions for local fruit and vegetables and the impact of tariffs' increased on some regulated services. As a result, the annual inflation rate continued to be above the inflation target set in the medium-term Monetary Policy Strategy.

Despite the fact that the economy has registered a visible progress in 2017, the economy is still vulnerable and structural reforms are needed in order to release the country's economic potential.

## SUMMARY

The development trends of the country over 2017 as well as the DCFTA implementation process have been challenged by a series of economic, social and demographic constraints. Many of the reforms signalled by the private sector as imperative have been launched, nevertheless drafting of the secondary legislation underpinning their implementation is still pending. From the economic point of view, growth proved to be slow and unsustainable, however registering an increase due to a more intensified foreign trade, mainly with EU.

A significant number of reforms such as labour code, permissive acts, labour migration legislation and the associated documentation process for foreigners, public sector, control and inspection, etc. have been launched with pertinent laws amended and approved in 2017, nevertheless, in certain cases, the implementation process and the effect of the reform is undermined due to lack of necessary mechanisms provided in the upcoming secondary legislation.

Following the inputs provided by the private sector, most of the issues identified over 2017 were related to the weaknesses of the judicial sector in the RM, deficiencies of the banking sector following the banking crisis, foreign trade related barriers like certain customs procedures on customs valuation, sanitary and phytosanitary certification, energy sector, insurance sector, lacking infrastructure etc.

The DCFTA – Business Climate Update presented below is a snapshot of the main issues signalled by the private sector, broken down by areas of concern, followed by a series of concrete issues and concerns for each of the area. In certain cases – concrete recommendations have been drafted to address the issue.

Most of the areas described below have been addressed by EBA under its Business Environment - Lobby and Advocacy Agenda within the Position papers developed by the EBA Team in this regard, presented to relevant Public Authorities and tackled upon in various PPD meetings in the Government and Parliament. For many of the concerns – a common understanding was reached, however the implementation in some of the cases still remains an issue.

### I. TRADE IN GOODS

#### A. Sanitary and phytosanitary measures (SPS)

Ensuring the full application of the opportunities provided by the AA/DCFTA between RM and EU is dependent on the optimisation of import and export procedures in relation to products of animal origin. Despite recent simplification of procedures implemented by National Food safety Agency (ANSA), various problems remain to be addressed and specific solutions shall be set in place.

Recent amendments to the legal framework reducing the number of permissive acts regulating the business activity, provide the annulment of another 22 permissive documents issued by ANSA. This measure aims to eliminate the non-tariff barriers to trade.

#### ***Annulment of documents required at the import of animal products from EU***

With a view of avoiding double certification procedure for the same products and therefore, easing trade it is proposed to annul the obligation of double certification in relation to animal products imported from EU, that have been already certified by the accredited laboratories in the EU.

There is openness on behalf of ANSA to intervene with specific measures at the level of Government and propose amendments to the legislation in order to eliminate the obligation for secondary certification by national authorities in relation to animal products already certified by accredited laboratories in EU.

### ***Procedure on homologation of sanitary-veterinary certificates for animal products imported in RM***

The proper application of the procedure on homologation of sanitary-veterinary certificates in RM requires the necessary involvement on behalf of the relevant institutions from the EU member states. At the same time, it is equally dependent on the need to apply the integrated computerised veterinary system TRACES (EU's Trade Control and Expert System) for the products of animal origin imported from/exported to the EU.

The application of the TRACES system in the RM started as of 1<sup>st</sup> September 2017. However, problems persist at the stage of certificates' issuance through the system related to the operator/office administering the TRACES system. Therefore, at the moment, each issue is being solved only through direct communication between ANSA and the Office responsible for TRACES operation.

Another issue in terms of sanitary-veterinary homologation concerns the imports of certain kind of products from non-EU member countries, such as fish and processed meat products. With regard to the certification system at imports from non-EU member states for these products the legislation seems to be unclear. Against this background, the development of a new Government Decision draft has been proposed by ANSA aiming to set clear rules on the import procedure of fish and processed meat products originating from non-EU countries.

### ***Management of animal origin waste and creation of the mechanism on destruction of altered products***

Due to the lack of specific legislation in place regulating the area of animal origin waste management, the opportunities for business development in this area are lagging behind. There is a limited number of waste management facilities designed for products of animal origin and their management capacity is not sufficient compared to the demand on the market. Additionally, the situation poses a difficult challenge due to negative effects on the environment protection, considering that most of the animal origin waste is being disposed in the unauthorised land fields at the moment.

### ***Creation of supervisions mechanisms for preventing the placement of expired products after repeated processing in the food supply chain***

Recently, a series of abuses have been registered in the meat processing system, as a result of continuing practices of illegal returns of the expired meat processed products from the retailers/vendors to the suppliers and the replacement of these products in the food supply chain after repeated processing. Concrete measures are required on behalf of ANSA with the view of establishing a functioning and applicable supervision mechanism, including clear and specific procedures in order to prevent the abuses and illegal returns, and replacement on the market of these expired products caused by the misconduct of certain producers/suppliers and the retailers/vendors, in some cases based on a mutual agreement between the two parties. Therefore, control and monitoring of establishments by ANSA must significantly improve in order to counter effectively the phenomenon of illegal returns.

## **B. Accreditation and conformity assessment**

### ***Laboratory infrastructure for animal health surveillance***

The national laboratory for animal health surveillance needs an overhaul in order to comply with biosecurity standards. It is recommended to procure as soon as possible all the kits necessary for diagnosis and conducting of laboratory tests in order to obtain the accreditation for disease such as Salmonella, New Castle Disease or others. It is important to carry out all the tests/checks for the samples collected under the National Plan for Surveillance and Monitoring in due time. Ensuring an efficient and responsible management of the National Reference Laboratory, operating under the Republican Centre for Veterinary Diagnosis is essential, as it will provide the administrative functioning of the Laboratory for animal health in order to ensure the exercise of its duties in due time and in compliance with international standards for animal health and an effective communication with the management of ANSA.

### **C. Technical barriers to trade (TBT)**

#### ***Review of meat import volumes from EU to RM***

Around 70% of the raw material used in production of meat processed products consists in swine and poultry. The potential of local production to cover the required amount of meat on the market for production of meat processed products counts to approximately 65% for swine and 75% for poultry. The remained needed capacity is covered by imports from Ukraine, Belarus and EU – Poland, Belgium, Germany, Hungary and Romania. As of August 2017, the amount of import quotas from EU reached 80% for swine (code: 02031110) and 100% for poultry (code: 02071110). In the meantime, due to existent swine fever in Ukraine and of outbreaks of avian flu in several EU member states, the access of the local market to raw meat material, in particular swine, has decreased substantially, determining an increase of meat imports from EU since beginning of 2017, and therefore, the completion of import quotas established for the current year. Under these circumstances, the meat processors face the risk of paying additional taxes for the volumes of meat imported above the limit of established quotas, which is unlikely due to the unfeasibility of covering the additional costs and therefore the increased prices for products of animal origin will be finally borne by the consumers.

- Against this background, the Government must identify appropriate measure either by amending the national legal framework or by using the anti-circumvention mechanism provided in the AA.

#### ***Activation of the anti-circumvention mechanism for agricultural products and processed agricultural products***

The quota granted for the export of ethyl alcohol (code: 220710) onto the EU market has exceeded with 330% as of August 2017. According to the estimations regarding the real production volumes expected to be exported to the EU, which constitutes 70%-80%, the established quota shall surpass 740%. Therefore, the production capacities on the local market are actively increasing and are prospected to be 7-9 times higher. The RM-EU Association Agreement provides the possibility of activating the anti-circumvention mechanism for agricultural products and processed agricultural products, which allows the adjustment of export quotas under the Association Committee in Trade at the request of the RM, in order to reflect changes in the level of production and export capacity of RM for the product concerned.

- Therefore, the Moldovan Government shall include this category of product in the list of products with increasing export volumes in the notification submitted to the Association Committee in Trade.

#### ***National requirements on food information to consumers***

The current requirements established in the national legislation on labelling the food products determine substantial constraints in trading with food products originating from EU and results in discouraging the attraction of investments from EU. In this regard, a draft Law on food information to consumers has been developed in order to eliminate the ambiguous character at the application of current provisions referring to “the date of production and the term of validity”, by replacing it with the requirement on indicating the “date of minimum durability or the ‘use by’ date” in accordance with the Regulation (EU) No 1169/2011. However, the approval of the draft law in the Parliament is being protracted.

Against this background, we reiterate that the approval of the draft Law on food information to consumers is imperative in order to:

- Align the national legal framework to the EU law and practices with the view of unifying the requirements on labelling the food products;
- Reduce the production costs incurred by local producers and facilitate the exports of local products on the EU market, and therefore, improve their competitiveness;
- Eliminate the non-tariff barriers to trade between the RM and the EU.

## **D. Regulation of domestic trade**

### **Latest amendments to the Domestic Trade Law 231/2010**

Recent amendments to the Domestic Trade Law, effective as of 1<sup>st</sup> January 2017, have been approved rapidly and without sufficient public discussions with all stakeholders, thereof raising concerns about the transparency of the consultation procedure and in particular, about the forecasted impact of the newly enforced provisions. The amended law includes incremental changes in relation to operations conducted by food retailers and wholesalers, such as, prohibition of any later income, shortened payment term to 30 days and prohibition to return food products to supplier in case of default.

Against this background, considering that the current law is still subject to many discussions and objections, the Ministry of Economy developed new changes to the law in an attempt to correct the misinterpretations generated by the approved law. Key points covered by the latest proposed amendments refer to:

- Maximum discount applied by suppliers to traders on their price list is 10%; however, a 0% discount applies to goods of social importance.
- Prohibition upon retailers to invoice or re-invoice services and taxes to foodstuffs suppliers.
- Payment terms from retailers to suppliers even though negotiated in the contracts, may not exceed 45 days; However, exceptions apply to suppliers of foodstuffs with 7 days term of validity, where the payment is executed in 7 days, and of foodstuffs between 7 and 30 days term of validity, where the payment is performed in 30 days.
- Prohibition to return foodstuffs from retailers to suppliers; exception applies to foodstuffs with over 180 days term of validity, where the return is possible only until one third of the expiration date.
- Obligation of traders to buy and to provide at least 50% of shelves availability to domestic foodstuffs, for the selective categories and according to the season availability.

At the same time, in order to ensure the necessary support for the approval of the new proposals developed by the Ministry of Economy, a reasoned and realistic analysis of their economic impact must be provided, especially in the absence of similar practices regulating the discounts in other EU countries, and due to various concerns of legal nature in relation to the proposed measures, such as:

- Provisions on limitation of discounts seem to infringe on the principles of economic freedom and competitive market.
- Normative regulation of the maximum level of discounts comes in contradiction with the existing principles of free trade and inadmissibility of state interference in private affairs guaranteed by the Constitution and provided in the Civil Code of the Republic of Moldova.
- Setting-up the discount limits, the law seems to fix indirectly the prices in the transactions between suppliers and retailers, the fact that contradicts the Competition Law of RM which provides that the prices for products are determined in the process of free competition, based on demand and supply.
- Therefore the risk of distorted competition on the market prevails and comes with no benefit for all the participants in the supply chain - suppliers/producers, retailers, the state most importantly, the consumers.

## II. CUSTOMS AND TRADE FACILITATION

One of the main issue affecting the doing business in Moldova connected to the conducting the import procedure, with negative effects on importers, retailers and finally, consumers is the customs valuation procedure at import of goods in RM. Due to its complexity, this problem requires a multilateral approach.

### A. Custom's valuation procedure at import of goods in RM

Currently the customs officer is using the orientation price mechanism which is part of the risk management system. However, we reiterate that the mechanism of indicative prices has been abolished some years ago. The Government's Decision nr. 974 adopted in 2016 aimed at clearly describing the customs valuation process and the methodologies thereof. Unfortunately even the current GD is not properly applied and often misinterpreted in favour of the customs service. Due to improper application of the risk management system, the custom inspector has to check more than 50 declarations per day which is negatively impacting the quality of the customs control.

A number of reasons impede the accurate implementation of the customs valuation system in Moldova:

- Even though the roles and responsibilities of the customs officers are clearly prescribed in the GD 974 with the view of motivating clearly when the value is increased than the one indicated in the invoice, the customs officers fail to comply with these provisions.
- The policy of internal security system of the customs service determines partially these abuses, due to the fact that in the situation when the custom officers applies the product value indicated in the invoice, the officer is automatically suspected of favouring the economic operator. That being one the reason why they have to increase the customs value by certain percentage.
- Though there is a clear methodology prescribed in the GD 974 implying 6 customs evaluation methods, in most of the cases the customs officers disregard the set of documents prescribed in the first method and recur to the application of the method nr. 6 – increased value. Therefore, neither the contract nor the invoice are accepted by the customs officer and do not serve as evidence for the indicated value/declared value in the invoice.
- In Moldova the mechanism of preliminary alert declaration is inexistent. This mechanism would enable the customs officer and the economic operator to process all the necessary documents in advance of the customs clearing procedure.
- The customs valuation procedure should not be dependent on the revenue gap in the state budget, despite the registered revenue gaps.
- A clear and transparent solution should be found for the import of those goods that may disrupt the local industries (i.e. textiles and others).

### B. Mutual recognition of Authorized Economic Operator (AEO) status

Customs infrastructure and procedures in Moldova and Romania remain a major impediment to fast border crossings for increasing exports to the European single market leading to large queues and delays. Apart from expanding existing terminals, joint measures with Romania must be undertaken such as introducing a joint weighing system and mutual recognition of Authorized Economic Operator (AEO) status with all the EU countries.

The AEO status in the RM is being granted considering the EU's best practices, therefore a limited number of companies are being granted this status. Recent amendments to the procedure of obtaining the AEO status aimed at make it more accessible, in particular, for the recent international investors settled in Moldova. However, the AEO status granted in Moldova is not yet recognized at the EU level, accordingly the economic operators are still queuing at the border with Romania, the fact that generates significant costs under the *Just on Time Contracts* framework.



### III. TRADE IN SERVICES

#### A. Financial Services

##### *Banking Sector*

Companies experience difficulties in accessing financing since the large-scale bank fraud that caused the insolvency of three banks and threatened Moldova's entire banking sector. As a result of this fraud the local currency devalued, interest rates temporarily increased significantly and the regulatory framework was considerably tightened. The successful and timely completion of the restructuring of the banking sector and the establishment of a reliable supervision is therefore critical to ensure the safety of deposits and to improve Moldova's small-, medium- and large enterprises access to financing at reasonable terms and conditions. In order to strengthen and re-establish the credibility of the banking sector special attention should be paid to:

- The transparency of the ownership structure of banks by ensuring the application and functionality of the ultimate beneficial owner verification mechanism. Due to current issues, there are instances when International corresponding banks refuse to cooperate with certain Moldovan banks and some of them are not eligible in attracting international financing that would reduce the cost of the credit and access to financing for Moldovan businesses.
- Improving the internal regulatory and supervisory systems of banks as well as of microfinance institutions based on international standards; increase the quality of bank internal audits and control system.
- Enhancing the capacity of the National Bank of Moldova with a focus on anti-fraud, risk management and compliance, anti-money laundering, supervision and oversight functions with the view of ensuring the compliance and implementation of internationally recognized standards for the whole banking system.

##### *Insurance Sector*

Similarly to the banking sector, the insurance sector requires restructuring, effective supervision and an improved legal framework. Several major local insurance companies are experiencing serious financial difficulties which can affect the entire sector. Such instabilities threaten to seize the country as a whole and therefore seriously damage the developing economy. The major risk is connected to the country's membership in the international system of cross boarder motor liability insurance ("Green Card"). Due to ongoing turbulences on the financial market, Republic of Moldova remains under special monitoring practically for more than 20 years and risks to be excluded in case it cannot prove its financial stability as a reliable international partner. Therefore, in order to improve the stability of the insurance sector the following measures should be considered urgently:

- Strengthen the institutional competence and capacity of the Supervisory Authority;
- Immediate restoration of the financial stability and security of Moldovan National Bureau of Car Insurers (BNAA) in order to eliminate the risk of Moldova being suspended from the International Green Card System. Moldova is the longest-monitored country (since 2002) from all 48 members of the Green Card System;
- Accelerate and finalise of the fraud investigation related to embezzlement of assets from BNAA and measures to ensure the recovery of these assets;
- Ensure the implementation of ultimate beneficial owner verification mechanism in the insurance sector similar to the banking system;
- Reform the actuary system in Moldova by enhancing the capacity and increasing its transparency, especially by increasing the professional requirements of the actuaries (auditors of insurance companies);
- Ensure unbiased controls of companies, in particular concerning the long-term solvability and liquidity in order to avoid any issues in advance.

## **B. Electronic Communication Networks and Services**

Moldova enjoys overall a good telecommunication and IT infrastructure. Nevertheless the Telecommunication sector is still facing challenges that impede the development of the sector as a whole.

A major concern of private ICT companies, remains the dominant role of state-owned Moldtelecom in regard to international calls which leads to unfair competition and cross-subsidization of telecom services and of increasing tariffs for the use of Moldtelecom's infrastructure.

- In this regard, the performance of regulator ANRCETI and of the Competition Council should be reviewed. ANRCETI seems unduly favour large operators in breach of applicable procedures and the Competition Council's treatment of complaints could be substantially improved.

Other concerns of private investors in the sector relate to the continuing application of a 2, 5% tax for luxury services applied to mobile telephone operators. The elimination of the so called 2, 5% „luxury tax” applied to mobile operators is welcomed, and this fiscal measure has to be revised considering that mobile telephony services are no longer considered a luxury service. Even though a constant request of the private sector consisted in the elimination of this tax, recent proposals in the Government related to reducing the tax rate to 1, 5%.

- However, reducing the tax rate and extending the fiscal base is a measure that needs additional review and discussions, as it will significantly impact all the electronic communication services operators (including internet and fixed telephony providers).

Another issue concerns the revision of the tariffs applied to number portability and adjustment of the costs connected to the administration of the centralised database incurred by providers of electronic communication services that is being unduly delayed by ANRCETI.

At the same time, differentiated regulation of installation, operation, management, maintenance and/or liquidation of electronic communication networks at the state border, which halts the development and deployment of electronic communications infrastructure. We reiterate that, no similar approach has been identified at the level of EU member states.

Recent proposals at the EU level to discuss the elimination of roaming tariffs for Republic of Moldova are very much welcomed. Considering that all the EU members states are already benefiting from this free communication opportunity, lifting of roaming tariffs for the Eastern Partnership countries will strengthen even more the trade in services between Moldova and the EU and the support of all EU institutions, in particular of the EU Commission is crucial in this regards.

## **IV. ENERGY SECTOR**

### ***Electricity market regulation***

Due to the accumulation of a considerable tariff deficit, determined by delayed electricity tariff adjustments that do not reflect the real cost of energy, a legal dispute against Republic of Moldova has been filed in August 2015 to the International Centre for Settlement of Investment Disputes (ICSID) by Gas Natural Fenosa, a private investor and electricity supplier. A Settlement Agreement between the Government of RM and GNF, mediated by the Energy Community, has been signed in June 2016 recognising the payment of 82 million EUR debt to GNF in the next 4 years (2017-2020), by means of tariff adjustments.

Additionally, the IMF assistance program concluded with RM provides for transparent procedure of electricity tariff adjustments and regulatory framework amendment. However, without corresponding consultations of all parties and

against the Energy Community's recommendations, last minute amendments to the draft Law on Electricity and secondary legislation still in place have been introduced, causing the private electricity supplier, compared to other state-owned operators on the market, a shortage of revenues equivalent to the cost of annual proceedings related to the Settlement Agreement. Even though the relevant Moldovan authorities argued that these changes result from the implementation of the EU's Third Energy Package, however, there is no legal basis in the Third Energy Package to support which affect detailed specific parameters embedded in the electricity tariffs. In the meantime, discussions on the new electricity tariff methodology valid for the period of 2018-2022 have been initiated. In this respect, the following measures are recommended in order to ensure a sustainable and transparent energy market.

- Pursue the implementation of the main principles provided in the EU's Third Energy Package, such as liberalization and unbundling of the energy sector, open access in the network and independence of the Regulator.
- Comply with the IMF assistance program conditions on adjusting the electricity tariffs so as to recover the overdue tariff deficit and ensuring that any change in the regulatory framework is subject to no objection on behalf of the Energy Community.
- Being part of the Energy Community, RM shall act in accordance with the principles of rule of law, legal certainty, non-discretion and protection of investments provided in the Treaty Establishing the Energy Community in order to ensure a stable and attractive business climate.
- Any changes in the regulatory framework shall be based on transparent and open dialogue with all stakeholders, certainty of measure and respect of the investors' legitimate rights in place.

## **V. TRADE AND SUSTAINABLE DEVELOPMENT**

### **A. Regulation of wastes in the context of trade facilitation**

The approval of necessary amendments to Law 1540/1998 on payments for environmental pollution is being delayed. The current regulation of the environmental payments raises the following serious concerns:

- There is no clear mechanism on the application and for the calculation of the pollution taxes;
- Despite recent adjustments to the legislation the administration of the pollution tax by the State Ecological Inspectorate and Tax Service is still not clear and as a result the sanctions mechanism is not transparent;
- The use of pollution taxes for general budget expenditures instead of using these funds for the development and operation/maintenance of the collective waste management systems.
- The implementation of the extended producer responsibility principle is being delayed as the collective waste management system is not yet operational; and
- The need to pursue the implementation of the Association Agreement provisions in the area of wastes regulation, in particular, the implementation of the extended producer responsibility principle (EPR), whereby the Government shall ensure the necessary measures that will encourage the application of EPR by producers of goods that pollute the environment, especially of packaging, by eliminating the current environmental taxes applied to this category.

## VIII. RULE OF LAW

The comprehensive reform agenda to improve the rule of law must be accelerated and completed. In order to firmly establish confidence in the rule of law which is essential to a sustainable economic development, a particular focus must be given to the following measures.

- Ensuring the full application of the rule of law principle at the level of central and local public authorities, and in the judiciary system as a whole.
- Maximum digitalization of the public services and application of the single window principle in public institutions.
- Review of the sanctioning system in the area of business regulation and completion of the control and inspection reform for the system of law enforcement bodies.
- Ensure accountability of the civil servants and public officials for acts of corruption.
- Ensure fairness and transparency in the judicial processes and the integrity of judges.
- Enhance the skills of judges, in particular, in the areas of tax legislation and competition.
- Depoliticise the court system, in particular, related to the pro-state bias of the judges in litigations between state and investors.
- Ensure robust and functioning cyber security related legislation and procedures to enable the development of the relevant IT & Software industries.