



# GENDER SENSITIVE AND COORDINATED SERVICE PROVISION IN THE REPUBLIC OF MOLDOVA





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*This publication was developed within the "Women's Economic Empowerment through Increasing Employability in the Republic of Moldova" UN Women Programme, jointly implemented with the Ministry of Labour, Social Protection and Family and Ministry of Economy of the Republic of Moldova, with financial support of the Government of Sweden.*

The brochure contains the description of the "one-window" model for coordinated and gender sensitive service provision, piloted and implemented in the Republic of Moldova through the creation of Joint Information and Services Bureaus (JISBs). This innovative model of service provision offers rural population access to various information and services in one single place, in areas like social protection, employment, agriculture, business development and land. The publication also contains testimonies of the main partners and success stories.

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**ABBREVIATIONS:**

**WEE** – Women’s Economic Empowerment

**JISB** – Joint Information and Services Bureau

**MLSPF** – Ministry of Labour, Social  
Protection and Family

**LPA** – Local Public Administration

**DC** – District Council

**SP** – Service Provider

**NBS** – National Bureau of Statistics

**SME** – Small and Medium Enterprises

**CSO** – Civil Society Organization

**MoU** – Memorandum of Understanding

**RM** - Republic of Moldova

## OVERVIEW OF THE PROGRAMME

“Women’s Economic Empowerment through Increasing Employability in the Republic of Moldova” (WEE) Programme in Moldova aims at addressing the needs of women from rural and sub-urban areas in exercising their social, economic, and political rights. UN Women implements the programme in partnership with the Ministry of Labour, Social Protection and Family, and the Ministry of Economy of the Republic of Moldova, with the generous financial support from the Government of Sweden. The programme is being implemented at local and national levels, during the period of 2010-2013, with an overall budget of 2.9 million US Dollars.

**At the policy level**, the goal of the programme is to improve the legislative and normative framework to ensure employment and social protection of women. The resulting laws and policies on labour and social protection will, in fact, promote and facilitate the employment and social protection of women.

**At the institutional level**, the main goal is to support and develop the capacities of key stakeholders responsible for implementation of policies, which promote and protect women’s rights in employment and social protection areas. In this context, the programme will focus on increasing the capacity of key institutions in the fields of service provision and media.

**At the local level**, the goal of the programme is to improve access to quality information and services in the areas of employment, social protection, agriculture, land, and small business development. It is planned that the programme will enhance the employability of women, as well as support women in rural and suburban areas to exercise their social and economic rights. The district level was identified as a more effective approach, as there are fewer institutions and resources, and the provision of services is weaker at this level. Therefore, the focus was to create a platform for women in rural and sub-urban areas, allowing them to make more informed decisions, and to facilitate the access to existing resources that directly affect their quality of life.

To increase access to quality information and services at the rural level, UN Women WEE Programme provided conceptual and financial support in the establishment of **Joint Information and Services Bureaus (JISBs)**, piloted in the districts of Singerei, Telenesti, Nisporeni, and Cantemir during 2010 - 2011. The aim of this innovative approach was to bring together in one location the key service providers from public and private sectors, as well as NGO’s, in the area of employment, social protection, self-employment, SME/business development, land, cadastre and agriculture.

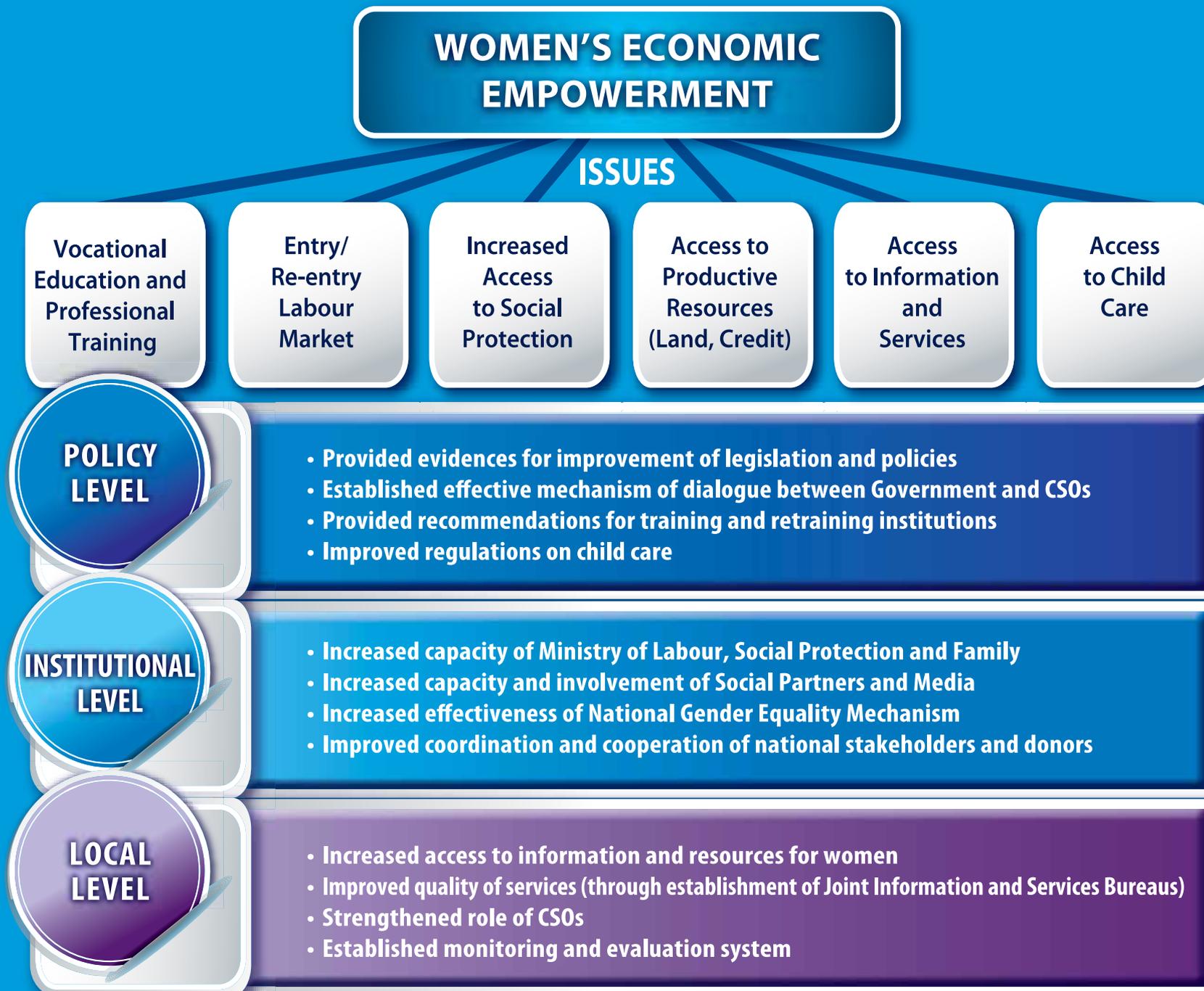


Figure 1: WEE Programme Graphic Representation

# JOINT INFORMATION AND SERVICES BUREAUS

## CONCEPT

A major focus of the WEE Programme is to improve coordination between the existing government and non-government service providers at the district level in employment, social protection, and other vital areas. Improved coordination increases access to information and services, enabling rural women to benefit directly, and to the fullest extent, from the existing opportunities at the local level.

For this, a “one stop shop” or “one window” methodology widely used in the business sector was applied. Entitled “Joint Information and Services Bureaus” (JISB), this model allowed to bring together in one location key service providers including government providers such as Territorial Employment Office, Social Assistance Section, Agricultural Department,

**Women and men are empowered when their needs are met also through local authorities, and that strengthens democracy**

“Sweden is supporting gender equality in Moldova, as we do in every country where we provide development support. It is the firm belief by the Swedish Government that a more gender-equal society is also stronger in democracy, human rights and economic development.

Sweden is one of the largest bilateral donors to Moldova and our support to the country’s EU-integration path is firm. All our programs in Moldova are focusing on strengthening Moldova’s approximation to the EU, be it in democracy, human rights and gender, energy and energy efficiency or market development.

Our support to the Joint Information and Services Bureaus, now implemented in many districts in the country, is based on the conviction that economic empowerment of women is necessary for Moldova to strengthen economic development. I hope that this “one window” approach with several services in one location will also bring Government closer to the citizens. That builds mutual trust. Women and men are empowered when their needs are met also through local authorities, and that strengthens democracy. The increased transparency and accountability that we hope the JISBs will contribute to will be good for democracy.

If women and men are economically empowered, that may make citizens stay in Moldova rather than going abroad to seek work. Therefore, I hope that this approach, which is so strongly supported by local authorities, will contribute to this. I would wish success to the local public authorities who are managing JISB, and to citizens who benefit from the Bureaus’ activities.”

*Ingrid Tersman, Ambassador of Sweden in Moldova*

Economic Section, Cadastre Agency, and Labour Inspection; non-governmental providers such as Rural Extension Service (ACSA) and private service providers such as the interbank guarantee society “GarantInvest”.

In this context, it is important to mention that at the district level in the Republic of Moldova two types of public services exist: decentralized and deconcentrated. Decentralized services are managed and administrated by the district. Some of the decentralized services are provided by the Social Assistance Section, Economy Section, and Department of Agriculture etc. Deconcentrated services are subordinated to national authorities, but carried out on the district level through territorial structures. The operation of these services is coordinated with the district authorities, but both policy guidance and management of services is carried out by ministries and other national agencies. Deconcentrated services are provided by the National Employment Agency, National Office for Social Insurances.

In addition to decentralized and deconcentrated services, non-governmental organizations provide information and services at the district level (such as National Agency for Rural Development). Before the establishment of JISBs, no coordination and communication between all service providers was occurring. The staff meetings organised by the District Council President did include limited information sharing, but had no specific formula for coordination.

Thus, the provided services within JISB are the following:

**Decentralized services:** Social Assistance and Family Protection Section, Economic Section, Agriculture Department, Cadastre and Land Relations Service.

**Deconcentrated services:** Land and Cadastre Territorial Agency, Territorial Office for Social Insurances, Territorial Labour Inspection, Territorial Employment Agency, Territorial Fiscal Inspectorate.

**Non-governmental and private service providers:** National Agency for Rural Development (ACSA), Chamber of Commerce and Industry, Interbank Guarantee Society “GarantInvest”.

The range of services provided within JISB is not strictly fixed. In addition to the vitally important services focused on social protection and employment, district local administrations may propose other service providers to be involved within JISB, based on the specific needs of the population residing in their district. In this way, some districts have included the Chamber of Commerce and Industry, State Chamber of Registration, Legal Adviser, and State Fiscal Inspectorate. District administrations are continuously exploring possibilities for the inclusion of other service providers, especially from the non-governmental sector.

The Bureau itself is located in the building of the District Council in an easily accessible and visible location with transparent walls and doors. The District Council premise was specifically chosen for the Joint Information and Services Bureau, as this building truly

represents “the district capital” destination for citizens looking for answers and solutions to their problems. In fact, the District Council is the most visited public administrative building in any district capital. The JISBs are located on the ground floor of the District Council building, making this office the most accessible place for all potential JISB beneficiaries - women and men from rural areas, the disabled, and those with small children. The location also perfectly aligns with the concept of JISB, which is based on openness and accessibility to all groups of beneficiaries. Built out of glass walls and visible to everyone who enters the District Council building, JISB is also promoting the key principle of democratic governance and public administration: transparency.

Joint Information and Services Bureau sittings take place weekly on a day selected by the district authorities. When establishing the Bureau, the authorities analyzed and identified the day with the largest inflow of persons coming to the district centre from rural areas. In most of the districts, this day coincided with the “market day”. Other districts found that the largest inflow of people from villages coincided with the day packages can be received from relatives working and living abroad. These days correspondingly were selected for JISB activity with opening hours from 09:00 to 12:00.

### **Information is one of the most valuable assets, especially when it helps to improve the quality of one’s life**

“Established in April 2011, the Joint Information and Services Bureau in Nisporeni was beneficial for both district residents and its local administration. The most encouraging fact is that many citizens, who previously depended solely on social assistance - women, men, young and elderly – with support of JISB, were able to be employed and have enhanced their social status and life conditions.

Today, information is one of the most valuable assets, especially when it helps to improve the quality of one’s life. That is why JISB is a unique instrument. It helps not only in searching for relevant information, but also in getting an answer and a solution to a specific problem that a person is facing. In this way, for the residents of the district, the main advantage that JISB provides is that they do not have to go to different service providers in their search for information and solutions, but can rather solve their issues, whether they seek information on employment, or a business idea, in just one place. As local public administration, we are open and we will be happy to share our experience on coordinated and gender responsive service delivery with our colleagues from other districts, encouraging them to establish their own Joint Information and Services Bureaus. Our suggestion is to do it immediately as it increases the trust of local population towards local authorities and creates a positive image of transparent public administration. But most importantly we help people to take their fate into their own hands, make informed decisions, and look towards their future with more optimism.”

*Ghenadie Verdes, Vice president of the Nisporeni District*

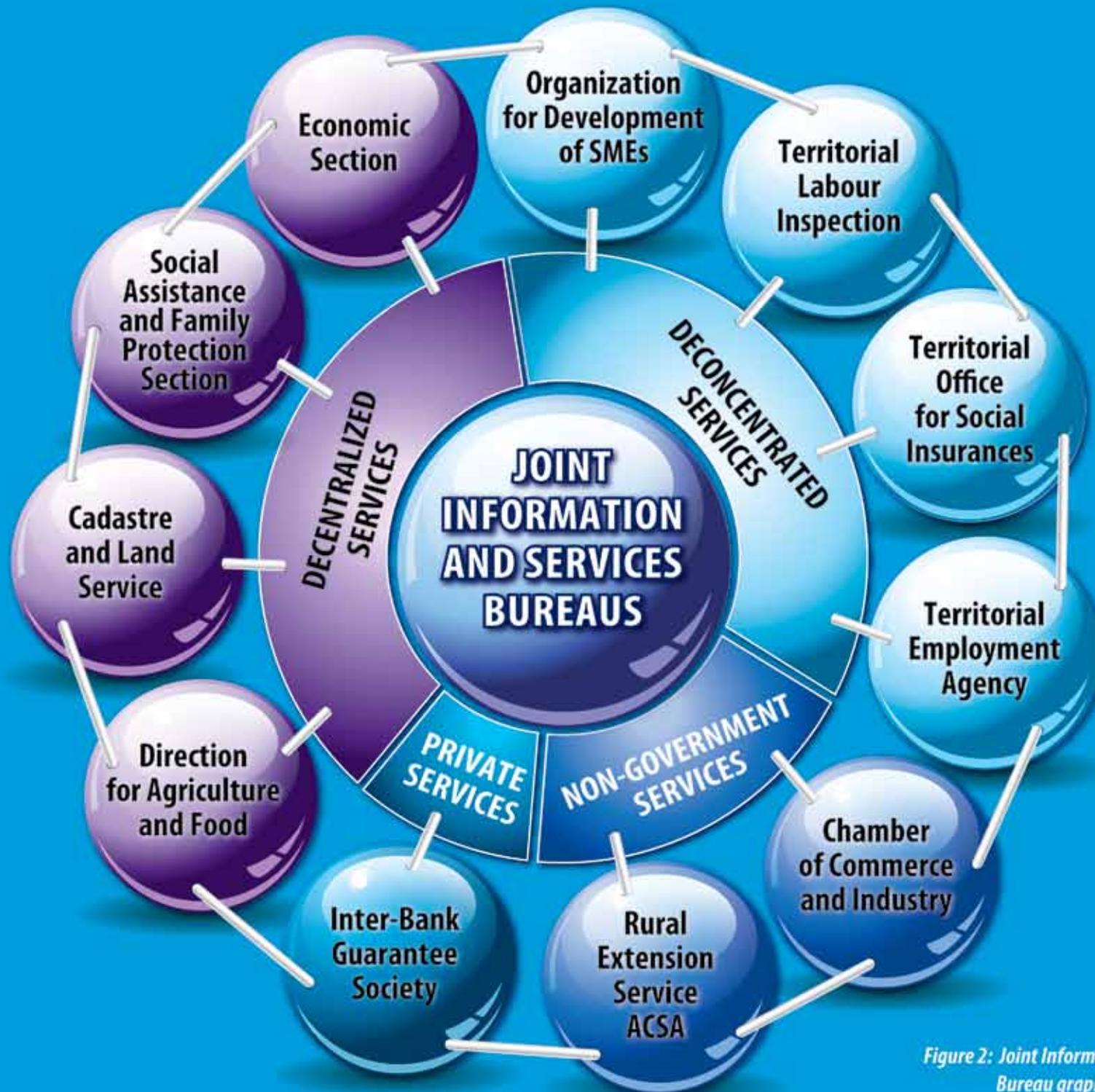


Figure 2: Joint Information and Services Bureau graphic representation

## STRUCTURE

Joint Information and Services Bureau operation is structured and implemented on three different levels.

As previously mentioned, JISB members come together once a week in a [meeting with beneficiaries at the district level](#) in the JISB dedicated place located within the District Council Building on the selected day.

On a regular basis, JISBs also carry out [mobile team](#) visits to villages to ensure that services are provided for women and men living in rural areas, especially remote, difficult-to-access villages. Transportation and gasoline for mobile teams are provided by district administration and service providers. Vehicles are provided on a rotating basis, since many service providers had already included field visits as part of their activity plans.

In addition to the regular sittings and mobile teams where service providers assist beneficiaries, [coordination or working meetings](#) are organized at least once a week with the participation of JISB focal point, coordinator and service providers. The purpose of these meetings is to jointly budget, analyze the data, and plan for future corresponding activities.

### JISB is a crossroad where opportunities meet

“Within JISB, every beneficiary and its problem is addressed in a coordinated way, with participation of multiple relevant service providers. Together, we all analyze the situation and look for relevant information in our area to contribute to the solution of the problem. Due to this multidimensional and coordinated approach, I become more informed and thus, a better specialist, understanding the links between different areas and services.

Within JISB I can help people to make the right decision – whether it’s starting a business, performing a market research, applying for credit, or developing a business plan. JISB is like a crossroad where opportunities meet: information and services from various service providers are directed towards our beneficiaries so they can decide what better fits their needs and specific situation.

As a service provider, I don’t focus on the quantity of beneficiaries served within the bureau, but rather on the quality of provided information and services, and more importantly, the final result which represents a positive change in the life of our beneficiaries. Very often, because of lack of information, business owners or those who just want to start a business commit trivial mistakes, but if they come to JISB, we can assist them at the right moment and offer needed support in order to overcome the challenges and to prevent them from making the same mistakes.

In most of the cases, people leave JISB Singerei with an optimistic attitude – they feel informed and more empowered. You can see this in their eyes, as now they have opportunities waiting to be explored and used. This, in turn, motivates us, the service providers, to continue our work with optimism and satisfaction.”

*Victor Baci, Small Business Development Specialist,  
Section of Economy, Singerei District*

### Collaboration between village authorities and district administration increased under JISB mobile teams

By December 2012, mayors from over 70 villages have extended the activity of the Joint Information and Services Bureaus by hosting and facilitating the organization of the mobile visits to increase access to information and services for women and men.

In total, since the launch of the first JISB in Singerei, more than 1700 persons, including 1100 women from the villages of the districts of Singerei, Telenesti, Nisporeni, Cantemir and Ungheni have benefited of services provided by the JISB mobile teams. Most of the beneficiaries of the coordinated services provision requested social assistance, employment and cadastre services. These services covered more than 75% of requests for assistance and were the most popular among women, with about 70% of social assistance appropriated to women from rural areas.

The mobile teams have proven to be highly efficient by saving both time and money for the rural population through receiving services directly in the community. This helps recipients to avoid traveling to the district center, which is often unaffordable for the vulnerable and for women caring for children. The mobile teams also reduce cost for service provision at the village level through sharing the transportation by the service providers and the district administration.

Villagers are not the only beneficiaries of the mobile visits. The representatives of the local administrations are often provided with updates and details on the services rendered at the district level, thus being better equipped to respond to the needs of the women and men, young and elderly, in their daily work.

*UN Women, Women's Economic Empowerment Programme*

## MOBILE TEAMS

As mentioned, JISBs carry out mobile team visits to villages to ensure that services are provided on a regular basis for populations living in remote and marginally accessible areas. Mobile teams proved to be especially beneficial for women and disabled persons who are unable to travel to the district centre (disabled, mothers with children, elderly).

Mayors, being at the frontline of service delivery and local development in Moldova, represent one of the most important entry points to reach rural populations, especially the poor and disadvantaged. Therefore, the role of the mayors is of a great importance for the successful organization and implementation of the JISB mobile team visits. Usually the results of the visits are directly proportional to the level of involvement of the village mayors and other civil service representatives at the local level, such as the secretary of the local council, the social worker, etc. Therefore, mobile teams are being **implemented in close collaboration with representatives of village public authorities**, mainly the mayors. Under JISB concept, the composition of the JISB mobile team is based on the needs of local population, identified together with the representatives of local public administration, including the mayor.

### Increased capacities in identifying population needs within specific services

In order to be able to objectively request the visit of the mobile team, the Mayor and his team are expected to be well informed about the most serious problems in the community. Thus, prior to the mobile team visit, the mayor must obtain updated information about the situation in the village

and needs of the population. This information should include, but may be not limited to: problems addressed by the population to the mayor's office (from the LPA petitions registry), the categories of population living in the community (especially vulnerable groups), etc. The more information is available at the mayor's office, the more objective and demand driven will be the visit of the Mobile Team.

### Establishing the date, time, and composition of the JISB Mobile Team

After identifying the needs of the population, the mayor, in collaboration with the JISB Working Group, is expected to establish the date, time, and composition of the mobile team visit. The date and time must be established by the mayor at least 10 working days prior to the visit.

### Informing the population

Once the visit is planned and the composition of the mobile team is established, the mayor, secretary, social worker, cadastre engineer, and all others are engaged in informing the population about the upcoming mobile team visit. The JISB Mobile Team usually sends an information note (*See Appendix 1*) to the LPA containing the list of service providers, as well as the location, day and time. These announcements are printed out by the LPA and placed in the busiest locations in the village. These are usually: the City Administration or Mayor's office building, the bus station, the local market, the grocery store(s), the local doctor's office, the local pub, and the church. If the village has a local village radio or newspaper, the JISB Mobile Team visit is also advertised via these media.

### The JISB mobile team is always warmly received in Grozesti village, Nisporeni district

"In my opinion, one of the greatest advantages of Joint Information and Services Bureau is the fact that it brings together in one place several service providers. I would like to especially highlight the work of the JISB Nisporeni, which is continuously working for the benefit of local population.

The JISB mobile team came several times to Grozesti village. From the first visit we understood that it is a tool which will benefit the population, which can be consulted on their problems right in their own village, as well as local public administration, for whom less problems in the village means fewer citizens requesting audience every day.

Among the most requested service providers from JISB mobile team were representatives of the Department of Social Assistance and Family Protection and Territorial Labor Inspectorate. In the first case, more than 25 villagers – especially mothers with small children, the elderly, and persons with disabilities – received consultation on the provision of social aid and allowances, as well as other payments and services offered in this area. At the same time, information on labor law was requested and appreciated mainly by the disabled persons who cannot find employment, and by young families who had recently launched a small business.

The JISB mobile team visit was much appreciated by Grozesti villagers which welcomed the idea of joint and coordinated problem solution, especially the fact that service providers and local authorities team up in bringing information and services to their communities, closer to the citizens."

*Elena Dobzeu, Mayor of Grozesti village, Nisporeni*

### Women are no longer interested only in social support

“JISB provided us a full picture of the most pressing issues faced by the most vulnerable persons of our district. We can easily observe and determine the spectrum of the problems by following and analyzing the number and the frequency of appeals from beneficiaries to various services providers within JISB.

The population from rural areas, both women and men, young and elderly, face major difficulties on their way to economic empowerment. This motivated us to stress the need of training in the business area that would generate more self-employment and small business development, especially as it concerns young women and men who are willing to start something at home, instead of going abroad looking for income. Due to the trainings organized within JISB Telenesti we succeeded to train a large number of young people who were then able to develop professional business plans or to apply and receive grants to start their own small business. This is a good start and it proved that, if supported and empowered at the right moment, young people can see their future at home, in Moldova.

JISB is always open and flexible to adapt to the needs of our beneficiaries. Thus, we, the service providers, organize our work in groups or individually, according to the specific situation and beneficiary. We had over 1000 people who came to JISB Telenesti for help in less than a year. The share of women is about 60% out of the total number of beneficiaries. On the other hand, women requested more often support from Social Assistance Section or Territorial Employment Office. Still, we notice a tendency among women to overcome the traditional limits associated with social assistance and to find a job or even to start their own business. ”

*Eugenia Rosca, Specialist, Chamber of Commerce and Industry, JISB Telenesti*

## FUNCTIONS AND RESPONSIBILITIES

In order to ensure the efficient work of the JISB, some functions and responsibilities were established after the piloting phase, in consultation with all participating parties.

**JISB Focal Point** is one of the service providers who plays an extremely important role in the effective functioning of the bureau. Focal point is responsible for the overall organization of the JISB activities, and ensures efficient communication between the service providers participating within JISB, as well as between the JISB and district administration. Furthermore, Focal Point maintains communication with mayors and facilitates the organization of the mobile team visits.

Since JISBs are implemented under the auspices and full ownership of the District Administration, **JISB Coordinator** is usually the Vice-president of the District and sometimes, even the President of the District. As the representative of the local public administration, the JISB Coordinator facilitates the organization of the working group meetings with the service providers, coordinates the overall collaboration and communication with village local authorities and the central public authorities, especially those whose service providers are participating within JISB. JISB Coordinator monitors and evaluates the activity of the JISB and ensures its sustainability by securing the necessary resources and support. JISB Coordinator is responsible for overall coordination and management of the JISB and works closely with the designated focal point. Together with service providers, JISB focal point and coordinator ensure efficient delivery of information and services to the



district population, paying special attention to women and vulnerable, aiming to empower them economically.

**Service providers** participating within JISB ensure the provision of quality information and services both during meetings at the district level as well as during the mobile team visits. Service providers have an important role in discussing relevant proposals for the improvement of the services, regulations, and laws in their respective areas based on gaps identified during the consultation with beneficiaries and solving their problems in a coordinated approach. Another important role of the service providers is to redirect beneficiaries to other relevant service providers as needed.

**JISB Working Group** represents a joint body established to effectively plan the activity of JISB, analyzing and monitoring the results of its activity. Within the working group service providers are able to discuss their work with the JISB coordinator and seek ways to effectively address problems and issues, if any, in order to improve the performance of the Bureau.

### **JISB as an innovative approach to providing coordinated gender sensitive services**

With the establishment and functioning of JISBs as permanent and mobile structures, many organizational and institutional barriers to women's economic advancement started to disappear. Now, women do not have to queue for long hours in front of different service providers, do not return for several times to the district center with the same question, and do not waste their scarce resources travelling from their villages to the district center.

Women are now better supported and feel empowered to excel in their education, advance career opportunities and improve their living conditions and thus fulfil their rights. From the statistics' point of view, more than 65 percent of the total beneficiaries of JISBs are women and more than 80 percent are from rural areas.

This new model of coordinated and gender responsive service provision benefits not only women and men, but service providers as well. They became centered on people's needs rather than on service provision, taking into account the specific needs of women and men. Among many benefits brought by JISBs, service providers noted that they are motivated by the positive feedback they're getting from the beneficiaries of their services who are leaving JISB both satisfied and hopeful. Also, service providers noted drastic increase in coordination and cooperation among themselves, efficient use of public funds due to joint analysis, planning, budgeting, reporting on service provision and delivery of services, and a decrease in resolving petitions, which previously took 60% of their time on the job. Due to coordinated service provision in one open office we are also noticing increased transparency which leads to reduced corruption.

*Victor Lutenco, Adviser to Prime Minister on Social Issues\**

*\* As of 28 November 2012 appointed as Head of the Agency for Relation with Diaspora*

## PRINCIPLES OF WORK

### Coordinated approach

The service providers participating within JISB have the mission to provide beneficiaries with information and services in a coordinated and gender-responsive way. They must pay special attention to provide information and services in a coordinated manner, especially to women and to vulnerable groups, taking into consideration the specific needs of women and men, the young and elderly.

### Providing gender sensitive service

The JISB concept entails gender equity that recognizes different measures and approaches might be needed for women and men, as some specific groups of women and men need special or additional supportive measures for economic empowerment, especially those vulnerable and poor. In this way, service providers within JISB understand that the traditional concept of the delivery of services under “One Size Fits All” model is inefficient as women and men make different use of services determined by their different gender-specific responsibilities. This difference in social roles assigned to women and men affect their access to and understanding of information, patterns of service use, as well as perception of service quality.

This is why when assisting a beneficiary JISB service providers take into consideration various factors such as age, education, access to resources, living area (rural/urban), and previous personal experiences. They treat all beneficiaries with respect, listening to

what they have to say, allowing for longer consultations when needed, especially for rural women who often have difficulty in relating their problems. They take into account the “social determinants”, understanding that a woman’s personal circumstances and socio-economic status affect her life and needs. Information is provided in easy and user-friendly formats so women and men, especially vulnerable and from rural areas, can easily understand and act accordingly. Thus, service providers can provide the beneficiary with a consultation and solution that fits their needs, while supporting women in making informed decisions.

### People centered

JISB service providers employ a holistic and individual approach to service delivery which recognizes that women often have a multitude of concurrent challenges. JISB, as a concept, is focused on the individual beneficiary and his or her fulfillment and exercise of rights, rather than simply on the process of service delivery.

### Joint Planning and Data Analysis

Joint planning is extremely important for the efficient functioning of the Bureau. During the joint planning sessions service providers can plan not only the activities of the bureau such as the organization of mobile teams, including drafting of a schedule for a semester or even one year ahead, but can also plan the use of the available resources such as transportation and gasoline. Joint data analysis of the results of the JISB activity, including data from the district level sittings and mobile team visits (total number of beneficiaries, demand by service

areas, age and sex, etc.) helps service providers to determine priority areas in the work of the bureau, as well some potential issues and problems (for example low number of beneficiaries in specific periods of the year, low demand of some specific services, etc.). Both joint planning and data analysis increases the ability of the JISB service providers to provide services in a coordinated manner.

### Redirection towards sustainable solutions

The main goal of the service providers' team is to help the population think about long-term sustainable solutions of their problems, specifically to shift women's focus from social assistance to employment or self-employment. This is being pursued both during the meetings at the district level in the JISB office and during mobile team visits. The main philosophy and working principle within JISB is to provide people with the fishing rod instead of the fish. In this way, JISB offers people choices for the solution of their problem which enable them to make informed decisions that will positively affect their life in the future.

### A mayor can't know everything, and JISB Mobile Team is there to help local public authorities

"Every single time the Singerei JISB mobile team comes to the village of Chiscareni, its inhabitants wait in a queue for the chance to speak with the specialists and to receive relevant answers and information. This happens because we have a large village and because people are usually informed in advance via local radio station on mobile team visit details. Therefore, people come prepared, with concrete questions and problems to be solved. After receiving primary consultation from mobile team specialists, people come to district centre more prepared, having all necessary papers and knowing exactly what rights they have. Therefore, the JISB Mobile Team visit became an anticipated event in Chiscareni for both the village population and representatives of local public administration.

The mobile team's visits carry a special importance and value for elderly people or for young mothers with children who can't travel to the District Centre and who very often remain out of the social aid system simply because they are not adequately informed. Besides social assistance and aid issues, a large number of requests are related to finding a job. We welcome the idea of expanding the range of service providers within JISB Singerei. For example, in our village we do not have a notary and would appreciate if a notary or a legal adviser would be included as a part of the mobile team, because people very often have questions related to inheritance or property documents and I don't know how to help them.

As I have mentioned, mobile team visits are very beneficial for the local public administration, because a mayor, especially if the mayor is on his/her first term, doesn't know everything. Even though I'm at my third mandate, the experience of a specialist in agriculture or of a social assistant adds great value to my knowledge. This is why I am convinced that JISB concept has future and will greatly contribute to the development of rural areas of Moldova."

*Silvia Turcanu, Mayor of Chiscareni village, Singerei district*

## IMPLEMENTATION

JISBs are operated under full ownership and under the auspices of the District administration and mainly the District Vice-president(s), which facilitates the establishing process and further functioning of the Bureau. To ensure full ownership and sustainability of the results, a self-paced mode was selected for the JISBs establishment, taking into consideration the change required among service providers that related to shift of mentality for coordinated way of service provision taking into account the specific needs of women. In this way, the district administration was able to independently decide which service providers would be the most needed by local populations to participate within JISB, especially for the purpose of active participation and economic empowerment of women. Since the very first day, the ownership of the JISB was attributed to the district administration, guaranteeing the sustainability of the JISB model.

During the implementation process in the piloting phase, a peer-to-peer strategy was extensively used to help the districts learn from each other and exchange positive experiences and solutions to various challenges. This was accomplished through regular meetings and retreats with all pilot districts.

Given the initial unavailability of a legal framework for JISB functioning, a Memorandum of Understanding was signed at the national level between all participating institutions and ministries participating within JISB. To reinforce the commitment at the local level, a local Memorandum of Understanding was signed at the level of each district by participating service providers, district authorities

and UN Women. Both national and local MoUs served as an official platform for the JISB functioning, stipulating mutual responsibilities of the parties, including for joint planning, actions, monitoring and evaluation within JISB.

Joint Information and Services Bureaus were successfully piloted in four districts since 2010: Singerei, Telenesti, Nisporeni and Cantemir. The fifth bureau was launched in May 2012 in Ungheni under the auspices of the local public administration. Ungheni was the first so-called “self starter” district which replicated the one-window approach based on the experience of neighboring districts on its own initiative. Meanwhile, other 13 districts expressed their availability and interest to establish similar bureaus: Anenii Noi, Briceni, Cimislia, Calarasi, Drochia, Falesti, Glodeni, Orhei, Riscani, Sorooca, Straseni, Soldanesti, Stefan Voda and Autonomous Territorial Unit of Gagauzia (Comrat District) (*See Appendix 2 for Map*).

Currently, more than 10 districts already established JISB and utilize mobile visits to serve local women and men in their respective localities. By the end of 2014 JISB is expected to have national coverage.

## CHALLENGES

The main challenge encountered during the implementation of the JISBs was changing the mind-set of service providers and their managers, as well as changing the overall business procedures.

It was extremely challenging to persuade the service providers to change the typical way of working (separate offices with closed

doors with predetermined administration and finance procedures) and enter into a completely different office setup, while performing their usual tasks in a completely different manner: taking into account specific needs and situations of women and men.

The self-paced mode of JISB establishment was the crucial factor in their success. During this process, the service providers participated in a series of brainstorming and open discussions, and sometimes conflicts at the district level arose as well. However, once the JISB started to operate (both at the district level as well as through mobile teams), the success of their work became so evident that it served as a motivation and team building factor based on the immediate and positive reactions they received from the beneficiaries.

Establishing sustained collaboration among JISB service providers, district administration and villages and communes (local public administration level 1) was another challenge to the successful organization and functioning of mobile teams. These teams proved to be especially beneficial for women and disabled persons who were unable to travel to the district center.

Mayors have an important role in the successful organization and implementation of the JISB mobile team visits, as they are at the frontline of service delivery. Over time, it became clear that the results of the JISB visits were directly proportional to the level of involvement of the village mayors and other representatives of the city administration. During the pilot phase of the JISBs, most problems encountered by the JISB in organizing mobile teams were attributed to limited communication, limited support, and limited involvement of the mayors. To address this issue, UN Women WEE programme and district

administration facilitated the organization of a series of consultation events with district administration representatives, service providers within JISB, and village mayors from districts of Singerei, Telenesti, Nisporeni, Cantemir and Ungheni. These extensive consultations had a positive impact and considerably increased the participation of mayors in JISB activity.

Finally, the lack of a legal regulatory framework presented another challenge for local administration. Even though a local MoU was signed, it did not permit the district administration to allocate funds or have expenses attributed to JISB functioning, since it was not registered as a legal entity and did not have an expenditure line in the local budget. This issue was particularly tied to the financing of mobile teams and gasoline costs. To enable efficient functioning of mobile team visits and sustainability of JISB, UN Women together with national partners, including Ministry of Labour, Social Protection and Family, have advocated for the initiation of an institutionalization process.

## RESULTS AND BENEFITS

By 30 September 2013, functioning JISBs provided support and advice to more than 13000 people, during more than 500 sittings at the district level and mobile teams visits, out of whom 60% were women and 84% from rural area.

According to the analysis and conclusions made by district administration and JISB service providers, JISB created and offered several opportunities in rural areas.

**In Singerei, JISB establishment and functioning has consolidated the work of service providers.**

“In the Republic of Moldova, it has happened more than once that a good idea could not reach its final stage of implementation. Happily, the JISB represents an exception and has the ambition to become a truly successful story. The explanation is simple: all service providers, from different areas, get involved in order to find the best solution for an individual problem. Knowing this, the citizens feel comfortable to enter our office and to discuss their problems.

We, the service providers, help everyone, even though we are all specialized in different areas; we work together as one team. For example, if a person comes to a specific service provider, the others are around and listen to their discussion. In this way, they might get involved and propose a solution immediately. We have shared this experience with our colleagues from other districts, guided them on the importance of teamwork, and coordinated our approach towards solving individual problems. Furthermore, we had a great opportunity to share our experience with our guests from Tajikistan who came to Moldova to learn more about JISB and coordinated service provision and which later was implemented in their country.

As JISB service providers, we are actively involved in the various activities organized by our district's public authorities to raise awareness on the activity of the bureau. For example, each month we participate in the ‘Mayors’ Day’, a meeting that gathers all mayors of our district. We discuss various problems and issues that they face in their everyday work within their localities. In this manner, we learn more about the needs of people in our villages in order to determine in which direction we should focus our work. JISB is becoming more and more visible and there are already cases when economic agents ask for our support when they need employees for available jobs they have. In such cases, we put them in touch directly with our beneficiaries who are searching for jobs. Employability remains one of the priority directions for us as we try to redirect people from social assistance towards employment and self-employment.”

*Valerian Deleu, Head of Territorial Employment Agency, Singerei district*

First, it was concluded that transparent, open, and accessible provision of gender sensitive services and information by different organizations in a coordinated manner especially benefits those who are the most vulnerable and have complex problems that require a holistic approach for solution. In addition, the possibility to travel to rural villages and provide JISBs services at the village level through mobile teams significantly brought services and information closer to citizens, especially benefitting those who cannot travel to the district center (disabled, mothers with children and elderly). Moving from providing services in a process-oriented way to a people-centered way was another impact of the initiative. These changes made JISB the first gender-sensitive model of service provision in Moldova. All these enabled the rural population, especially women, to make sustainable and informed decision, therefore influencing their life conditions.

Service providers also noted that over time their capacities and skills are being constantly developed at the level of each individual specialist and at the organizational level through joint consultations and permanent exchange of information.

At the level of district administration, it was noted that information and results achieved during JISBs activity can be used for development of new programs, strategies and actions at the local level. Moreover, JISB facilitated the provision of findings and recommendations from the local level into policy and central decision-making levels, such as the Regulation on functioning of JISBs.

Thus, the key impact of the proposed initiative lies with increasing both efficiency and effectiveness of existing services provided at the local level. Efficiency of the approach is explained by the fact that the initiative is not creating any additional structures through creating additional office space,

or human resources and related costs. Effectiveness is ensured through increased access to improved information and services from one location for both women and men, less time and effort spent, as well as increased trust of citizens towards public service provision.

## SUSTAINABILITY

A distinct feature of the JISB creation and function is that the Bureaus are sustainable from day one. The JISB operation is fully funded by district and local sources, as well as the existing human resources and structures of the governance, without creating any additional bodies or paying supplements to the salaries of the service providers.

At the initial implementation stage, the UN Women WEE Programme supported the district with basic reparation works of the JISB space, installation of transparent glass walls and doors, as well with the purchase of basic furniture such as tables and chairs for service providers and beneficiaries. These expenditures did not exceed 2,500 US Dollars per district.

After a successful piloting period during 2010-2011, UN Women in partnership with the Ministry of Labour, Social Protection and Family organized National Consultation, a high-level national consultation event brought in representatives from central and local public administration to bring attention to and discuss the model of JISB as successful gender-sensitive coordinated model of service provision, and the possibility of its replication in all districts of the Republic of Moldova. During this event, representatives of local public administrations from 14 districts expressed their willingness to replicate the model in their localities. Prime Minister

### Implementing JISB concept in our district yielded more results than expected

“Even though we have welcomed the idea to become one of the four pilot-districts for the implementation of the one-window concept in the form of Joint Information and Services Bureau, I must admit that initially I did not believe that it will become such a successful initiative. Today I can strongly state that it was worth to be a part of it and to be the first district in the Republic of Moldova to implement this coordinated model of service provision at the local level.

JISB brought and showed to local public administration of Telenesti a new way of work and collaboration. The most important aspect of it represents a completely new style of interaction between the local authorities and citizens. It is now much simpler to find appropriate solutions for women and men coming every day to the District Council in order to find answers for problems they are facing. Today, these solutions and answers can be found in one place instead of separate offices of different service providers.

Another positive aspect of JISB activity is the minimization of queues in front of the doors of different public employees. This applies to my door as well, as previously people very often were coming to me with their problems, as they did not know where to go and to whom to address them. Today, when entering the building, what people see in the first place is the Joint Information and Services Bureau where they can instantly receive a consultation from more than one service provider at the same time.

I talked on numerous occasions about the success and usefulness of JISB to my colleagues from other districts during the study visits organized to our Bureau. I also advocated for the continuity of JISB during the national consultations organized in February 2012 in Telenesti district. We all agreed that we have to consider every possibility to provide people the opportunity to stay in the country instead of migrating abroad looking for ways to ensure their families a decent life. We need to offer them all necessary support to find a job, to create a business, to ensure income to their families, and, therefore, to give them a chance of economic empowerment. JISB represents a truly strong and efficient tool, which can be used in this process.”

*Boris Burca, President of Telenesti district*

### JISB as innovative approach to providing coordinated gender sensitive services

“The next step of the successful planned institutionalization of the “One window” approach by the Government is its expansion of JISB in the whole country.

In this respect, I am pleased to inform you that JISB, as coordinated and gender sensitive model of service provision, has obtained the highest level of appreciation and recognition from the Government. The Prime Minister has called for an urgent action to replicate this model throughout the country within the shortest time frame and with necessary financial inputs from the state budget. We expect that by the end of first quarter of 2013 about half of the country districts will be covered by JISBs and by the end of 2014 all local public administrations of district level will work with this model.

It is notable that JISB “One Window” model is getting ready to also provide electronic and mobile services, thus further improving both the quality and the outreach of the services in the rural areas of Moldova. Within the approved E-Governance program and with the support of private companies JISB services will be digitized and will gradually be provided through internet and on mobile devices.

We trust that Moldova’s example will inspire the others to look into the possibilities of remodelling their existing services, given that it is simple, inexpensive, and creates true ownership of service providers and local public authorities.

JISB proved to be highly effective and highly sensitive to human rights and gender equality by addressing the specific needs of the rural population, especially women, the vulnerable and disabled. We didn’t invent the bicycle, just modernized it, so that it can ride further and faster. I am sure it can benefit women and youth, elderly and disabled in other countries that will follow this path, and Moldova is ready to share its experience”.

*Victor Lutenco, Adviser to Prime Minister on Social Issues\**

of Moldova Mr. Vlad Filat (January 2011 - May 2013) acknowledged the success of pilot districts and urged for replication of JISBs in all districts of Moldova in the very near future.

After a commitment from the central government to replicate the initiative in all districts of Moldova, the Ministry of Labour, Social Protection and Family together with UN Women advocated and promoted state financing for JISB operations. These efforts led to a positive and significant outcome, affecting the effective and sustainable operation of JISB for gender sensitive service provision. The costs associated with the establishment and functioning of JISBs were introduced in the Mid-Term budgetary framework of the Republic of Moldova, ensuring sustainability of the model in the future. The state budget approved by the Parliament for 2013 reflected a special budget line for JISB operation. Implementation of the JISB model throughout the country is anticipated by end of 2014.

In parallel with the replication, the institutionalization process of JISBs launched at the beginning of 2012 by the creation of a Government Working Group to elaborate the regulation framework for JISB establishment and functioning.

The need to institutionalize the Joint Information and Services Bureau and mobile teams as a whole came naturally with time. In the framework of the initial concept, JISBs were operating under legal ownership of the district council, by means of District President orders, District Council decisions, or other legal acts. These acts stipulated the creation of the working group and service providers participating within JISB, and laid the legal basis for the function of the JISB and mobile team.

However, these documents did not allow district authorities to allocate funds for the functioning of the mobile teams, and more important, to

justify any allocations without a regulation issued and approved by the government. With time, more and more districts started to openly discuss the need to develop and seek approval for government regulations that would regulate the functioning and funding of the JISB and would create a separate budget line specifically dedicated to JISB activity, including mobile teams.

After finalization of the approval process, the regulation was submitted to the Government and adopted on 6 September 2013.

Thus, the approved Regulation did not only ease the work of the district authorities, but also guaranteed further sustainability of the JISB.

## DIGITIZATION

JISBs were identified as an efficient means for dissemination of e-services at the local level. Hence, the digitization of JISB services within the framework of e-Transformation Agenda of Moldova has been initiated with the support of the UN Women Programme in partnership with e-Government Centre. In this respect, digitization of JISBs by ensuring service providers with laptops and specialized software that will simplify the registration of beneficiaries and support easy, quick access to specialized services.

Currently, specialized software, including an electronic registry for JISB, is being developed to replace the current paper-based registry and manual collection of data. This provides a digital record of beneficiaries that access the Bureau, their problems, and the identified solutions for each particular case. At the same time, this

software will make it possible for each service provider to connect with specialized databases, thus increasing the range and efficiency of services provided as part of JISB. Additionally, JISB mobile teams will be able to bring more information and services to villages, being of more immediate help to local women and men.

The JISB Information System (JISBIS) web access will be hosted by the E-Government Centre on the “cloud” system. JISBIS will also enable service providers to create a Knowledge Database that will contain useful information regarding various services and will be continuously updated. The software will make it easier to generate different reports based various demographic and statistical, and will allow for the easy creation of beneficiary profiles by district or village. Currently, the software is in the conceptual stage, and its testing is expected to be underway at the beginning of 2013.

## EFFECTIVENESS

After a piloting phase of almost two years in four districts (Singerei, Telenesti, Nisporeni and Cantemir), UN Women Programme commissioned an independent research carried out by local company Magenta Consulting to assess the effectiveness of the Joint Information and Service Bureaus.

The study revealed that JISBs managed to generate considerable financial and social benefits for both women and men from rural areas, as well as the service providers. The cost-benefit analysis took into account savings of time and transportation costs of beneficiaries and service providers. The results of the analysis revealed that JISB in

one district generated social benefits during a year that in monetary terms equals to 67,000 Moldovan lei (app. 5,600 US Dollars), one third the amount generated by the activities of the JISB mobile teams.

The JISB efficiency study laid ground for the Government decision to allocate the funding for JISB in the amount of 20,000 Moldovan Lei per district per year.

The study also looked into the level of customer satisfaction of services provided. It revealed that women and men who accessed services at JISB were much more satisfied with the received consultation compared to those who accessed service providers individually.

The study highlighted that with establishment of JISBs, the people's trust in local governments and service providers increased in comparison with districts in which JISBs were not functioning. It also indicated that the new concept of coordinated service provision contributes to the elimination of bureaucracy in accessing public service provided at the local level.

SUCCESS STORIES





## Anastasia Lisnic

**Anastasia received support from Mobile Team of Joint Information and Services Bureau in Singerei and got employed as a social worker .**

Finding a job in rural areas of Moldova, especially in a village is difficult. Rural women have limited employment opportunities and strive to have regular income. Many of them emigrate to neighboring countries to support their families. **Anastasia Lisnic** from Biruinta village, Singerei district, was also planning to take the same path to ensure sufficient income for her family and the three children.

Anastasia changed her decision as she got employed as a social worker in the village of Biruinta and looks after elderly women and men, earning regular income. This became possible with support and guidance provided by Joint Information and Services Bureau of Singerei district through its mobile team visiting the village as part of their regular activity. The members of the JISB mobile team comprised of national employment agency, social assistance and others guided Anastasia and supported her to secure job. Involvement of local public authorities through Joint Information and Services Bureau offered Anastasia the opportunity to work in her native village, receive higher income and most importantly, stay with her children and beloved ones. Having her confidence back and hope for a better future, Anastasia already started to look for opportunities to initiate a small business on her own.



## Elena and Vasile Paladi

**Joint Information and Services Bureau in Nisporeni guided Elena and Vasile Paladi on starting a small business in catering.**

After 10 years of working abroad, **Elena and Vasile Paladi** from Nisporeni decided to return home. Having accumulated some savings, the family decided to open a cafeteria near the central market. On a rented plot of land the spouses constructed a small building for cafeteria. But once the building was ready, Elena and Vasile lacked necessary documents and authorizations to open the cafeteria and didn't know from where to start.

In hope to find the right answers and assistance, Elena went to the District Council where she was guided to approach Joint Information and Services Bureau. With the help and advice of services provider from Economic Department, Elena and Vasile, were informed on required set of documents and authorizations and compulsory taxes to be paid as entrepreneurs. The Paladi's followed service providers' guidance prepared the necessary documents; as a result in November 2011 obtained authorizations and the family opened the cafeteria "Gustarica calda". The cafeteria became very popular among local population and its doors are open every day waiting for new visitors.



## Emilia Bazi

**Guided by Joint Information and Services Bureau in Singerei, Emilia Bazi enjoys a modern drip irrigation system for her greenhouse.**

**Emilia Bazi** has 6 children and lives in the district of Singerei, situated 114 km away from Chisinau, capital of Moldova. Emilia has a small family business since year 2000. Together with her family they plant and grow tomatoes and cucumbers in their greenhouses. Selling own-grown vegetables brings her the needed income to cover family expenses on daily basis. The family was striving to expand their business and build more greenhouses, to acquire a modern irrigation system. Her family used to irrigate the greenhouses by using hoses which in time got more difficult as the surface and the number of greenhouses increased. Family received support from the state and NGO service providers of the Joint Information and Services Bureau and developed a competitive grant proposal on changing and improving the irrigation system.

Following the application she received the necessary financial support and improved the irrigation system for the greenhouses. With JISB service providers' support and guidance Emilia and her family enjoy having a modern drip irrigation system. The new system increased harvest of vegetables and generated better income for her small farm and her family.



## Victoria Vicol

**Joint Information and Services Bureau provided information to support the development of a social entrepreneurship project for young people from Telenesti District.**

**Victoria Vicol** is the Director of the Multifunctional Community Center in Telenesti. She wanted very much to identify an activity for young people residing in Telenesti that would broaden their skills and acquire new one to help them in the future. A visit to the District Center in Telenesti led her to Joint Information and Services Bureau. In discussion with representatives of the JISB the idea of social entrepreneurship was born. Together with representative of ACSA (Rural Extension Service) and Agriculture Department, Victoria developed a plan to build a greenhouse. The greenhouse would offer space and opportunity for young people to learn and get basic skills in agriculture, as well as earn some money. The work in the greenhouse helped young people to acquire some knowledge in agriculture, empowered them economically and boosted their entrepreneurship spirit.

Aside from the help to build the greenhouse on behalf of JISB, today, the Center benefits from free of charge consultations from JISB service provider on agricultural issues as techniques for growing tomatoes, irrigation and protection of vegetables from pests.



## Ludmila Galbura

**Encouraged by Joint Information and Services Bureau, young mother Ludmila Galbura opened the first translation bureau and photo studio in Telenesti.**

**Ludmila Galbura** is a young mother and entrepreneur from Telenesti district. Ludmila was completing her master studies when the idea of launching a small business came to her. She studied at Foreign Languages Department and learnt French and German. After graduation she had no opportunity to find a job as she gave birth to a child and stayed at home for two years. When child started to attend kindergarten, Ludmila and her husband reassessed the idea to start a business. They succeeded in making the first steps due to information and support received from the Joint Information and Services Bureau in Telenesti. The service providers advised and aided young entrepreneurs in developing a business plan and a project proposal. The family won a grant and opened a translation bureau and a photo studio.

Ludmila's business idea proved to be realistic and successful. In Telenesti, there were no translation bureaus and no one provided this type of services. Her business became very popular among local residents and the income for the young family increased.



## Ana Turcan

**Ana Turcan got a job at local school and enrolled in distance learning.**

**Ana Turcan**, from the district of Telenesti was unemployed having hard time to support her family without any regular income. She searched for various options, but in vain, until she approached the Joint Information and Services Bureau located in the District Council, seeking for a solution as she didn't know where else to go.

With assistance of service providers in the field of employment, social protection and the representative of the Chamber of Commerce within JISB, Ana received guidance and support to advance her skills. She completed a two-month computer class and due to new acquired skills got employed as a secretary at the local school. Now Ana has a regular income and is able to support herself and her family.

After making this first successful step and regaining her confidence back, Ana, guided by service JISB service providers, decided to advance herself further for her carrier growth and got enrolled in distance learning studies at the State University faculty of Psychology and Social Assistance. Guided by JISB service providers again.

ATIVE DE SEMNALIZARE LUMINOASĂ  
ИСТВА СВЕТОВОЙ СИГНАЛИЗАЦИИ



## Ion Grajdieru

**Ion Grajdieru, transformed his dream into a business, with the support of Joint Information and Services Bureau.**

**Ion Grajdieru**, a young man from Singerei, succeeded to transform his passion for cars into an income source and opened a driving school. Over time the school became very popular among residents and Ion decided to extend his business. In order to do that, the young entrepreneur was in need of a credit, however the banks refused to credit him as his area of activity was focused on service provision and not production.

Despite the refusal from the bank on a loan he did not lose hope and continued to look for solutions at the District Council. This is how he found out about the Joint Information and Services Bureau, where he was offered help and guidance. At Joint Information and Services Bureau Ion was informed by the service provider on available opportunities to receive credit and the possibility to apply for a 40% nonrefundable grant applicable for services area. Having support and encouragement of the JISB service provider from the Economy Section, Ion applied for training for young entrepreneurs.

As a result, Ion attended management courses and learnt how to develop a competitive business plan and acquired management skills for running a small business. With the credit obtained, he expanded his business, by opening a new driving school covering more localities of the district of Singerei.

Ion Grajdieru is convinced that his business wouldn't have been expanded without Joint Information and Service Bureau support and encouragement.



## Doina Nica

**Helped by Joint Information and Services Bureau, Doina Nica gained new practical skills and a job at local sewing company.**

**Doina Nica**, a young woman from Singerei, was determined to work as a social assistant to help people in need after studying social sciences at University. After graduation, Doina started to look for a job, without success. One day, on her way to the city hall of Singerei, she came across to the Joint Information and Services Bureau.

Full of hope, she approached JISB to obtain information and advice. Following the advice of JISB service providers she registered at Territorial Employment Office and attended courses for tailors in Chisinau. Doina maintained regular contact with JISB service providers and asked for support in searching an appropriate job opportunity.

Doina's perseverance was awarded and very soon JISB service provider informed her about an employment opportunity at a local sewing enterprise. Today, Doina feels fulfilled and confident about her near future, as she has a permanent job and income.

## INFORMATION NOTE

(SAMPLE)

### Regarding the field visit of the Mobile Team from the Joint Information and Services Bureau (JISB), Singerei district

Please be advised that on **Friday, January 13, 2012**, the Mobile Team (MT) from JISB will operate a visit to the village hall of **Draganesti commune from Singerei district**.

The aim of the Joint Information and Services Bureau is to improve the access to quality information and services of the population, especially of women from rural areas, throughout the gathering in one location, in a coordinated manner, several services providers representing different fields

**Working hours with citizens:** 08.30 – 10.00

**Local public administration representatives are kindly requested to facilitate the JISB Mobile Team visit by:**

- Informing the population on the date of the MT field visit;
- Distribution of information notes;
- Selecting the venue where there will be provided JISB services and insuring the necessary space;
- Ensuring the presence of citizens;
- Participating in solution process of inquirers.

**Please, invite all citizens, including:**

- Youth from the community, women, and men of working age, who are currently searching a job or who are willing to start own business or to expand their actual business;
- Economic agents from the community;
- Locomotor disabled people and pensioners, especially those with difficulty in walking;
- Nursing mothers and women babysitting their children aged up to 6 years old.

In addition, in order to ensure the effectiveness and the positive impact of the JISB Mobile team visit, we kindly ask you to put forward proposals concerning the MT composition, according to the needs and necessities of people from your community and following the Registry of Audience of citizens from the area under your administration, completing the model below:

SERVICE PROVIDER	REQUISITE (YES/NO)
Economic Section	
Agricultural Department	
Social Assistance and Family Protection Section	
Territorial Employment Agency	
Land and Cadastre Territorial Agency	
ACSA (National Agency for Rural Development)	
Territorial Labour Inspection	
Territorial Office for Social Insurances	
Other services providers	

For further details, you may contact us at the phone no. \_\_\_\_\_,  
(the name of the contact person from JISB).

Signed:

**The President of the Working Group, JISB Singerei** \_\_\_\_\_

**Contact person, JISB Singerei** \_\_\_\_\_

**I took notice** \_\_\_\_\_ **(LPA level 1 representative)**



# ANNOUNCEMENT ON THE JISB MOBILE TEAM VISIT

(SAMPLE)

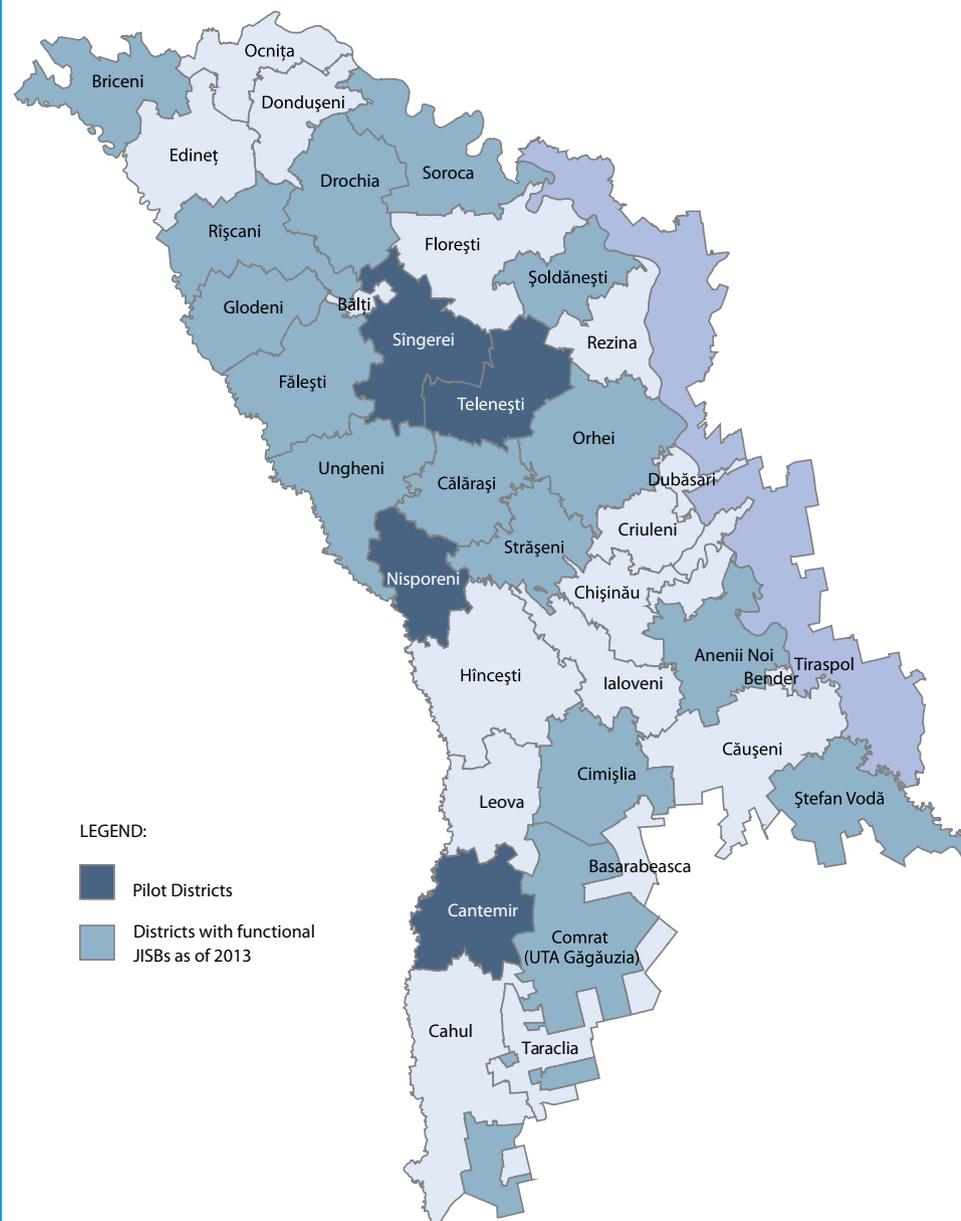
## DEAR CITIZENS!

On **Friday, January 13, 2012** from **08:30 and until 11:00** the **Mobile Team of the Joint Information and Services Bureau (JISB)** will come to meet the citizens **in the village hall building of commune Draganesti**. During the visit, you will have the possibility to receive information and to discuss with the representatives of the decentralized and deconcentrated service from Singerei district, including:

- **Economic Section of the District Council** – starting-up a business, business plan development, other entrepreneurship related questions.
- **Agricultural Department** – subsidies farmers, to register and to track the agricultural machinery, crop cultivation, etc.
- **ACSA** (National Agency for Rural Development) – project writing (beekeeping, crop cultivation, business start-up), grant programs for agriculture, etc.
- **Territorial Labour Inspection** – Labour Law, wages, debts to wages, conflicts with the employer, etc.
- **Territorial Employment Agency** – Job seeking, vocational trainings or requalification courses, unemployment registration, etc.
- **Land and Cadastre Territorial Agency** - Acquisition of property through inheritance, land plots donations, land plots sale/purchase, restoration of lost land titles, obtaining land plots intended for newly married couples etc.
- **Social Assistance and Family Protection Section, Territorial Office for Social Insurances** – financial aid, social aid, nominal compensation for transportation costs, pensions, compensations, preparation of documents for establishing the tutelage, sanatorial treatment, placement in social centres and hospices.

**We look forward to meeting you!**

*The Mayor of the commune*



LEGEND:

- Pilot Districts
- Districts with functional JISBs as of 2013

"Women's Economic Empowerment through Increasing Employability in the Republic of Moldova" UN Women Programme extends its sincere gratitude to those who contributed to the development of the content of this brochure (in no particular order): **H.E. Ingrid Tersman** (Ambassador of Sweden in the Republic of Moldova), **Ghenadie Verdes** (Vice President of the Nisporeni District), **Victor Baci** (Small Business Development Specialist, Section of Economy, Singerei District), **Elena Dobzeu** (Grozesti village mayor, Nisporeni), **Eugenia Rosca** (Specialist, Chamber of Commerce and Industry, JISB Telenesti), **Victor Lutenco** (Head of the Agency for Diaspora Relations), **Silvia Turcanu** (Mayor of Chiscareni village, Singerei district), **Valerian Deleu** (Head of Territorial Employment Agency, Singerei District), **Boris Burca** (President of Telenesti District), Iulia Pancu (Vice-president of the Ungheni District), **Anastasia Lisnic** (Biruinta village, Singerei district), **Elena and Vasile Paladi** (Nisporeni District), **Victoria Vicol** (Director of the Multifunctional Community Center, Telenesti District), **Ludmila Galbura** (Telenesti District), **Ana Turcan** (Telenesti District), **Ion Grajdieru** (Singerei District), **Doina Nica** (Singerei District), **Emilia Bazi** (Singerei District), **Janna Sofroni** (UN Women Programme Associate), **Natia Cherkezishvili** (UN Women Chief Technical Advisor/ Programme Manager).







