

Republic of Moldova

GOVERNMENT

DECISION No. 230
from 10-04-2020

**regarding the organization and functioning
of the National Office of Social Insurance**

Published: 17-04-2020 in Official Register No. 104-105 art. 319

MODIFIED

HG70 from 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24

NOTE:

In annex no. 3 throughout the text, the words "Service personnel" are replaced by the words "Contractual personnel" by *HG70 of 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24*

Pursuant to art. 7 letter b) from Law no. 136/2017 regarding the Government (Official Register of the Republic of Moldova, 2017, no. 252, art. 412), with subsequent amendments, and art. 46 of Law no. 489/1999 on the public social insurance system (Official Register of Republic of Moldova, 2000, no. 1-4, art. 2), with the upgoing amended, the Government DECIDES:

1. It is approved:

1) Regulation regarding the organization and functioning of the National Office of Social Insurance, according to annex no. 1;

2) The structure of the headquarter of the National Office of Social Insurance, according to annex no. 2;

3) The list and structure of territorial offices of social insurance, according to annex no. 3;

4) Organization chart of the National Office of Social Insurance, according to annex no. 4.

2. The effective-limit of the headquarter of the National Office of Social Insurance is established in the number of 356 units and of the territorial social insurance offices in the number of 732 units, with an annual labor remuneration fund according to the provisions of the legislation.

[Point 2 amended by HG70 of 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24]

3. The following shall be repealed:

1) Government Decision no. 256/2006 regarding the approval of the structure and limited staff of the National Office of Social Insurance (Official Register of the Republic of Moldova, 2006, no. 51-54, art. 336), with subsequent amendments;

2) Government Decision no. 937/2014 regarding the approval of the Regulation on the organization and functioning of the National Office of Social Insurance (Official Register of the Republic of Moldova, 2014, no. 345-351, art. 1012), with subsequent amendments.

4. This decision enters into force on July 1, 2020.

PRIME MINISTER

Ion CHICU

**Countersign:
Deputy Prime Minister,**

Minister of Finance

Serghei Pușcuța

**Health Minister,
of work and social protection**

Viorica Dumbrăveanu

No. 230. Chisinau, April 10, 2020.

Annex no. 1
to Government Decision no. 230/2020

**REGULATIONS
regarding organization and functioning
of the National Office of Social Insurance**

I. GENERAL PROVISIONS

1. The Regulation on the organization and functioning of the National Office of Social Insurance (hereinafter – *Regulation*) regulates its mission, fields of activity, main attributions, functions and rights, as well as the way of organizing its activity.

2. The National Office of Social Insurance (hereinafter - *the National Office*) is a central administrative authority subordinated to the Government, which ensures the implementation of state policy in the fields of activity entrusted to it.

3. The National Office is a legal entity under public law, with headquarters in the municipality of Chisinau, and has a name, a stamp with the State Coat of Arms of the Republic of Moldova, treasury accounts, as well as other attributes specific to central administrative authorities, established in the legislation.

4. In its activity, the National Office is guided by the Constitution of the Republic of Moldova, Law no. 136/2017 regarding the Government, Law no. 489/1999 regarding the public social insurance system, decrees of the President of the Republic of Moldova, ordinances, decisions and the provisions of the Government, this Regulation, as well as other normative acts.

**II. MISSION, AREAS OF ACTIVITY,
BASIC FUNCTIONS, MAIN DUTIES
AND THE RIGHTS OF THE NATIONAL OFFICE**

5. The National Office has the mission of realizing the state's social policies aimed at guaranteeing the social rights of citizens by administering the public social insurance system and managing the state social insurance budget.

6. The National Office performs the functions established by this Regulation in the following areas:

- 1) managing the state social insurance budget;
- 2) evidence of payers and social insurance contributions to the state social insurance budget;
- 3) establishing, paying and evidencing social benefits.

7. The fundamental functions of the National Office are:

1) implementation, monitoring and reporting of state policies in the entrusted fields;

- 2) provision of public services in the field of social insurance;
- 3) organization of systems for planning, execution, accounting records and reporting of the means of the state social insurance budget;
- 4) elaboration and submission of proposals regarding state policy in the field of social insurance, as well as improvement of legislation;

5) the normative regulation of the way of administration of the public social insurance system.

8. The main duties of the National Office are:

1) elaborates and presents the forecasts of the state social insurance budget and other information necessary for the elaboration of the medium-term budgetary framework;

2) draws up and presents to the Ministry of Labor and Social Protection the draft of the annual law on the state social insurance budget and, in case of necessity, proposals for amending the law on the state social insurance budget, as well as providing the necessary information for their fundamentation;

3) participates in the process of consultation and promotion of the annual draft law of the state social insurance budget within the Ministry of Finance, the Government and the Parliament;

4) administers the state social insurance budget and implements the programs in accordance with the objectives and performance indicators;

5) manages the means of the state social insurance budget, administers the public patrimony under management, ensures the monitoring of financial and budgetary risks and the principles of good governance;

6) presents to the Government, the Ministry of Labor and Social Protection and the Ministry of Finance reports on the execution of the state social insurance budget, including on the performance within the programs, and ensuring their publication;

7) register and keep records of payers to the state social insurance budget;

8) register and keep records of state social insurance contributions;

9) collaborates with the competent bodies regarding the exchange of information related to the records of payers and contributions to the state social insurance budget;

10) ensures the individual record of contributions of insured persons based on personal social insurance codes;

11) certifies the contribution period, based on the personal social insurance account, at the request of the insured person;

12) ensures the protection and confidentiality of information from the State Register of individual records;

13) ensures guidance in the application of legal provisions by natural and legal persons in the fields of activity;

14) establishes pensions, indemnities, benefits and other social benefits;

15) ensures the record of the payment of pensions, benefits, allowances and other social benefits according to the normative framework;

16) implements, within the limits of competence, the provisions of international agreements in the field of social security to which the Republic of Moldova is part of;

17) manages the accounts of beneficiaries of pensions, allowances, benefits and other social benefits;

18) makes deductions from pensions based on executive documents, according to the legislation;

19) recover the amounts improperly collected as social benefits;

20) organizes the prevention of illness and the recovery of the health of the beneficiaries of rights obtained through the public social insurance system through balneosanatorial treatment and organizes the rest and amelioration of children's health;

21) develops relations of cooperation with similar bodies in the field of social insurance from other countries;

22) ensures the administration of the public function and civil servants;

23) administers and develops informational systems and databases by fields of activity and ensures their security;

24) issues, within the limits of the competences assigned by law, normative acts necessary for the efficient organization and administration of the public social insurance system.

9. The National Office is invested with the following rights:

- 1) to request and receive from the ministries, other central administrative authorities and public authorities, as well as from the local public administration authorities, information necessary for the performance of the functions and the exercise of its attributions;
- 2) to represent and defend its interests in courts on all levels;
- 3) to verify the authenticity of the documents, issued by the competent bodies, which confirm the contribution period and the insured income;
- 4) to contract/grant, on a contractual basis, loans due in the same budget year from/to the component budgets of the national public budget managed through the single treasury account, intended to cover temporary cash gaps;
- 5) to hire, on a contractual basis, loans from banks intended to cover temporary cash gaps due in the same budget year;
- 6) to exercise other rights based on special normative acts that regulate relations in the fields of activity entrusted to the National Office.

III. ORGANIZATION OF THE NATIONAL OFFICE OF SOCIAL INSURANCE ACTIVITY

10. The National Office is led by a general director, appointed and dismissed by the Government.

11. The general director exercises the following duties:

- 1) organizes, coordinates, and supervises the activity of the National Office and the performance of basic functions and attributions in accordance with the normative framework;
- 2) ensures the achievement of the development directions and strategic activity objectives of the National Office;
- 3) approves the annual activity plan of the National Office, as well as the reports regarding its implementation;
- 4) approves or modifies the **employee status** and staffing scheme of the central apparatus and territorial offices, within the limits of the labor compensation fund and of the staff-limit established by the Government;
- 5) approves the organization and operation regulations of the central apparatus and of the territorial offices;
- 6) organizes the internal managerial control system, as well as the internal audit activity;
- 7) is responsible for the administration of the social insurance budget and the public patrimony under management;
- 8) negotiates and signs international treaties of the Republic of Moldova in accordance with the provisions of Law no. 595/1999 regarding the international treaties of the Republic of Moldova;
- 9) establishes the duties and responsibilities of the general vice-directors and the staff of the National Office;
- 10) appoints to public positions, modifies, suspends and terminates the service relations of civil servants under the conditions of Law no. 158/2008 regarding the public office and the status of civil servants, hires and dismisses contractual staff under the conditions of labor legislation;
- 11) awards qualification degrees to civil servants, grant them incentives and apply disciplinary sanctions to them in accordance with the law;
- 12) submits proposals for the decoration of the staff of the National Office with state awards;
- 13) represents, without a special mandate, the National Office in relations with central and local public administration authorities, with other public authorities, with representatives of civil society and with physical and legal persons from the Republic of Moldova and abroad;

14) signs, within the limits of his competence, orders and other acts provided by the legislation, issued by the National Office;

15) submits to the Government for examination and approval proposals for the establishment, reorganization or dissolution of the organizational structure of the National Office;

16) exercises other powers assigned in accordance with the legislation.

12. Within the National Office, there are three vice-general directors who hold the status of senior public officials, are appointed to public office and released or dismissed from public office, under the law, by the Government and are directly subordinated to the general director.

13. In the case of the absence or impossibility of fulfilling the duties of a vice-general director, his powers are exercised by another vice-general director or if they are absent or unable to fulfill their duties - by a leading civil servant from the National Office, designated by order of the general director.

14. The general director, the vice-general directors, the heads of the subdivisions of the National Office, within the limits of the assigned powers, are responsible for the decisions made and the activity of the National Office.

15. The National Office consists of the headquarters and the territorial social insurance offices.

16. The central apparatus of the National Office exercises functions related to the organization, coordination, guidance and control regarding the implementation of the activity processes by the territorial social insurance offices and performs support functions at the national level.

17. Territorial social insurance offices are territorial subdivisions, deconcentrated public services, directly administered, without legal personality, which provide social insurance services and provide services to the population at a territorial level.

18. The activity of the National Office is signed by the board of directors, whose nominal composition and regulations are approved by the Government.

19. The correspondence of the National Office is signed by the general director, the vice-general directors and the persons with responsible positions empowered with this right by order of the general director.

20. The signatures on the official documents of the National Office are applied by the general director, the vice- general directors and the responsible persons empowered with this right by order of the general director, including the use of the electronic signature.

21. The general director, the vice-general directors and the persons with responsible positions empowered with the right to sign bear personal responsibility for the legality, truthfulness and correctness of the signed document.

22. The National Office collaborates with the ministries and other authorities of the central and local public administration, with representatives of civil society.

23. Within the National Office, commissions and working groups can be created which are convened to examine and resolve specific issues. Specialists from different fields can be trained in the works of commissions and working groups.

IV. OBLIGATIONS AND RESPONSIBILITIES NATIONAL OFFICES

24. The specialists of the National Office are obliged to:

1) to carry out their activity in strict compliance with the Constitution of the Republic of Moldova, Law no. 489/1999 regarding the public social insurance system, other normative acts and this Regulation;

2) to receive, free of charge, from natural and legal persons information and documents, as well as copies of documents related to the activity of any persons, necessary for the performance of the duties.

[Point 24 subsection 3) repealed by HG70 of 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24]

25. National Office specialists are liable for personal disciplinary, contraventional or criminal liability, as the case may be, for:

- 1) non-compliance with the requirements of work discipline and their obligations, in accordance with the provisions of Law no. 158/2008 regarding the public system and the status of civil servants or, as the case may be, of the Labor Code of the Republic of Moldova no. 154/2003;
- 2) non-compliance with the confidentiality regime of managed information;
- 3) intentionally delaying the examination of preliminary requests, petitions, notices, complaints;
- 4) the use of the financial means of the National Office for purposes other than those stipulated by the legislation;
- 5) distortion of statistical data in the reports on the results of the activity and in the reports presented to hierarchically superior institutions;
- 6) other violations in accordance with the legislation.

Annex no. 2
to Government Decision no. 230/2020

STRUCTURE of the headquarter of the National Office of Social Insurance

Leadership

General directorate of budgetary planning

Directorate of forecasting and analysis of budget execution

Directorate of statistic and organizational expenses

General directorate of payment management and taxpayers

Directorate of methodology for records of payments and payers

Directorate of systematization of reports and information

General directorate of individual accounting system of state social insurance contributions

Directorate for managing the accounts of insured persons

Directorate of the register of individual records

General directorate of pensions and allowances

Directorate for the supervision of the application of the Northern legislation

Directorate for the supervision of the application of the Center legislation

Directorate for the supervision of the application of the South legislation

Directorate of pensions and social benefits for beneficiaries of law enforcement agencies

General directorate of benefits and other social benefits

Directorate of allowances for families with children

Directorate of social insurance benefits

Aids and Compensations Directorate

General directorate of beneficiaries of social benefits accounts management

Directorate for managing the accounts of pension beneficiaries

Directorate of managing the accounts of the beneficiaries of allowances

Directorate for managing the accounts of beneficiaries of social insurance allowances

Directorate for managing the accounts of beneficiaries of aid, compensation and other social benefits

Directorate for the management of the accounts of external pension beneficiaries and convicted individuals

Directorate for data management, analysis and monitoring of the payment of social benefits

General directorate of international relations

Directorate of applicable legislation and cooperation

Directorate of external pensions

General directorate of development and institutional management

Directorate of analysis and institutional development

Directorate of information and communication

Directorate of document management

General directorate of internal audit

Directorate of operational systems audit

Directorate of managerial and support systems audit

General directorate of finance

Directorate of records income and expenses for the payment of social rights

Directorate for records of administration expenses of the public social insurance system

Directorate of records expenses for balneosanatorial treatment and children's vacation

General directorate of application systems development and e-transformation

Directorate of application systems development

Directorate of e-transformation

General directorate of IT management and infrastructure support

Directorate of management of operational systems, management of databases and active network equipment

Directorate of application systems management department

Directorate of infrastructure support department and Help Desk

General directorate of public procurement and patrimony

Directorate of Public procurement

Directorate of heritage management

General legal directorate

Directorate of legislation and representation

Directorate of management of insolvency procedures and legal assistance

General directorate for human resources

Directorate of personnel planning, insurance and records

Directorate of staff evaluation, training and motivation

Administrative section

[Annex no. 2 modified by HG70 of 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24]

Annex no. 3
to Government Decision no. 230/2020

**LIST AND STRUCTURE
Of territorial social insurance offices**

Territorial Office of Social Insurance Botanica sector, Chisinau municipality (with general directorate status)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance, Buiucani sector, Chisinau municipality (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Rîscani sector, Chisinau municipality (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Ciocana sector, Chisinau municipality (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Center sector, Chisinau municipality (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Anenii Noi (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Basarabeasca (with directorate status)

Territorial Office of Social Insurance Balti (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Briceni (with directorate status)

Territorial Office of Social Insurance Cahul (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Cantemir (with directorate status)

Territorial Office of Social Insurance Călărași (with directorate status)

Territorial Office of Social Insurance Căușeni (with directorate status)

Territorial Office of Social Insurance Ceadâr-Lunga (with directorate status)

Territorial Office of Social Insurance Criuleni (with status of directorate)

Leadership

Section serving citizens and payers of social insurance contributions

Section for the establishment of pensions and other social benefits

Service staff

Territorial Office of Social Insurance Cimișlia (with directorate status)

Territorial Office of Social Insurance Comrat (with general directorate status)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Vulcănești Directorate

Service staff

Territorial Office of Social Insurance Dondușeni (with directorate status)

Territorial Office of Social Insurance Drochia (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Edineț (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Fălești (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Florești (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Glodeni (with directorate status)

Territorial Office of Social Insurance Hîncești (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Ialoveni (with general directorate status)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

The Territorial Office of Social Insurance Leova (with directorate status)

Territorial Office of Social Insurance Nisporeni (with directorate status)

Territorial Office of Social Insurance Ocnita (with directorate status)

Territorial Office of Social Insurance Orhei (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Rezina (with directorate status)

Territorial Office of Social Insurance Rîșcani (with directorate status)

Territorial Office of Social Insurance Strășeni (with directorate status)

Leadership

Section serving citizens and payers of social insurance contributions

Section establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Sîngerei (with directorate status)

Territorial Office of Social Insurance Soroca (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

Territorial Office of Social Insurance Soldănești (with directorate status)

Territorial Office of Social Insurance Ștefan Vodă (with directorate status)

Territorial Office of Social Insurance Taraclia (with directorate status)

Territorial Office of Social Insurance Telenesti (with directorate status)

Territorial Office of Social Insurance Ungheni (with status of general directorate)

Leadership

Directorate serving citizens and payers of social insurance contributions

Directorate for establishing pensions and other social benefits

Service staff

General Directorate establishing allowances for families with children (territorial subdivision with General Directorate status)

Directorate for establishing allowances for families with children North

Directorate for establishing allowances for families with children Center

Directorate for establishing allowances for families with children South

Call center (territorial subdivision with general directorate status)

[Annex no. 3 amended by HG70 of 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24]

[annex no. 4](#)

[Annex no. 4 in the wording of HG70 of 31.01.24, MO50-53/02.02.24 art.91; in force 01.03.24]