

Moldova's Digital Government Modernization — Accessible Public Services for Vulnerable Citizens

Digital Inclusion · Good practice · Moldova

Quality score: 92/100

Evidence strength: Strong

Summary

Moldova's World Bank-backed MGSP digitised 87 public services and built 100+ Unified Service Delivery Centres, lifting vulnerable-population e-service use from 6% to 38.6%; the newer eSocial platform now assesses accessibility across welfare agencies.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-29

e-Government Agency & Ministry of Labour and Social Protection, Government of the Republic of Moldova (World Bank / UNDP supported) — accessed 2026-08-29

World Bank: From queues to clicks — accessed 2026-08-29

Government of Moldova: Unified Public Service Centers (CUPS) — accessed 2026-08-29

UNDP: Digital Transformation of Social Protection in Moldova — accessed 2026-08-29

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