Published on (https://bnm.md)

10.05.2011

Information on petitions

Please take note of the requirements for the acceptance and examination of petitions submitted to the National Bank of Moldova:

- The official website of the National Bank of Moldova (www.bnm.md [1]) is an additional way by which citizens may submit petitions.

- Petition is any request, complaint, proposal, referral submitted to the National Bank of Moldova.

- Petitions shall be submitted in writing or in electronic form in the official language of the State or in any other language as in accordance with the Law on the functioning of languages spoken in the Republic of Moldova. The petitions submitted in electronic form shall meet the requirements for electronic documents, including the requirements for digital signature under the Law on petitions no.190 of 19.07.1997.

- National Bank of Moldova shall examine the petitions within 30 working days, while those not requiring additional assessment and examination within 15 working days as of the registration of the respective petition.

- Petitions (requests) requesting official information shall be examined within the terms set by the legislation on access to information. Petitions with cross-border implications shall be examined within up to 90 working days, provided that, within 30 working days, the petitioner is sent a response informing about the measures taken to address the petition.

- If the petition falls within the competence of another authority, the original petition shall be sent to the respective authority within 5 working days from the date of registration of the petition and the petitioner shall be informed thereof.

- Petitions shall be signed by the author, indicating his or her name, surname and domicile. Petitions submitted electronically shall contain information on the name, surname, domicile and electronic mail address of the petitioner.

- Anonymous petitions or those with illegible and unreadable text or petitions with insufficient information about the issue addressed shall not be examined and the petitioner shall be sent a response communicating the reason of non-examination, if the name and address can be read.

- After examining the petition within the terms set by the legislation in force, the petitioner shall receive a response in writing or in electronic form to the address indicated in the request.

- Repeated petitions, which do not contain new information, shall not be examined and the petitioner shall be informed thereof in writing or in electronic form.

- Petitioners without electronic mail address are encouraged to submit their petitions on paper at the headquarters of the National Bank of Moldova or send by post to the following address: 1 Grigore Vieru Avenue, MD-2005, Chişinău, Republic of Moldova.

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Source URL:
https://bnm.md/en/content/information-petitions

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