

Creation and organisation of a Single Call Center for Consumers

Period of implementation: 01.02.2024 - 31.01.2025

EaP countries:
Moldova

EU contribution: € 60 000

Total budget: € 60



Social media account links:
facebook.com/henri.capitant.md/

Project website: www.henricapitant.md

Project description:

For most countries, especially for the Republic of Moldova (Moldova), the economic year 2022 was marked by unprecedented inflation and a sharp increase in energy prices. At the beginning of 2022, following the lifting of COVID-19 restrictions, the outlook initially seemed favourable for Moldova's economy. However, the situation changed drastically with Russia's military invasion of Ukraine, and the first crisis emerged with the influx of refugees from the neighbouring country.

The outlook for 2023 was far from optimistic, particularly for Transnistria, a region of Moldova isolated by the Russian army due to the war and the intensification of the energy crisis in the region. The consequences of the war in Ukraine and the energy crisis led, at the beginning of 2023, to inflation rising above 30% and a surge in the prices of all goods and services.

The general challenge faced by the state and consumers lies in the enforcement and guarantee of fundamental rights and obligations established by legislation. This requires efforts to create an appropriate economic, informational, institutional, and legal framework, ensuring that registered and guaranteed rights can be fully exercised without exceptions that would justify exemptions from pre-established obligations.

The war in Ukraine has increased economic uncertainty. In these circumstances, the role of consumer protection policy instruments is of vital importance. Consumers are generally the more vulnerable party in business transactions, and in

Expected results:

1. An initiative and/or draft law developed to enhance the existing consumer protection (CP) framework.
2. A preliminary assessment report completed to evaluate the current consumer protection landscape.
3. Informative and educational tools created to improve consumer awareness and rights protection.
4. Continuous theoretical and practical training sessions implemented for relevant stakeholders.
5. The Single Call Center for Consumers (SCCC) established within the State Inspectorate for the Supervision of Non-Food Products and Consumer Protection.
6. Ongoing guidance and technical assistance provided for the efficient operation of the SCCC.
7. Increased visibility of project outcomes and events with EU support.