



National Agency for Energy Regulation (ANRE)

Evidence and Procedure of Written Complaints Processing

Registration and Decision on Competence



- Every written complaint incoming to ANRE by post, e-mail or fax, is registered with the chancellery, according to the common order of incoming mail.
- After registration, the complaint is referred to one of the Administrative Board members, who decides on competence and further refers the complaint to the chief of department competent in the subject of the complaint;
- Chief of department distributes the complaint among his subordinates for execution.



Evidence of Complaints

- Written requests incoming from consumers, in which they contest certain actions of service providers and request the interference of ANRE, are considered complaints. The evidence of complaints is kept separately from other written requests.
- A special register (paper) is used for keeping the evidence of complaints and is filled in by an employee of the Consumer Protection Department.
- In parallel with the paper register, there is a data base, "Access", for electronic evidence of complaints.



Complaint Processing Procedure

After deciding on processing, before a reply is sent to the complainant, the following procedures are performed:

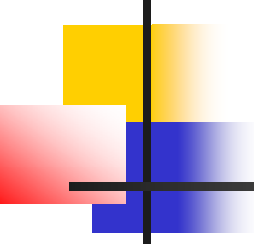
1. The complaint is registered in the register of complaints, kept by the Consumer Protection Department. Concomitantly, the information about the complaint is entered in electronic data base, (MS ACCES program); the fiche of complaint registration is printed and the dossier is taken over by the executor.
2. Where necessary, (in fact, in most cases) a copy of the complaint is made. Also, an accompanying (cover) letter is made and signed by one of the Administrative Board members. A copy of the accompanying (cover) letter is sent to the operator concerned, another copy is attached to the dossier.



Complaint Processing Procedure

3. Operators provide to the Agency a written reply, with explanations on the situation described by the complaint, attaching, where necessary, acts or other documents pertaining to the case. As a rule, suppliers (operators) provide their replies by fax, then by post.
4. If necessary, ANRE representatives make on-site visits, organize on-site working meetings and draw up minutes as to the examination of on-site situation or meeting minutes.
5. Based on materials collected, the executor drafts a reply that represents the Agency opinion in the given matter.
6. The reply, printed in 2 copies (one for the complainant, one for the dossier) is signed by the Chief of Department, then sent with all the dossiers materials, to one of the Administrative Board members (director), to be signed.

Complaint Processing Procedure

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7. After signing the letter, the Director, forwards it to the chancellery. It is registered in the register of outgoing mail. The copy for the complainant is sent by post, the other copy is attached to the dossier and returned to the executor.
exmplarul doi se anexează la dosar și este întors executorului.
 8. The executor fills in the dossier fiche with all the necessary data and forwards the dossier to the person in charge from the Consumer Protection Department. The reply to the complaint is registered in the Complaint Register (ppaper), whereas the data from the dossier fiche are entered in the electronic data base.
 9. The dossier is considered closed and is stored in the archive.
 10. In some cases, where it is necessary to return to the given issue after a period of time, the dossier is kept under control with the executor.

Description of Access Data Base



- Electronic data base, used by ANRE, is a simple application, which enables electronic evidence of complaints.
- The application is stocked on the local network server.
- The access to the use of this data base is limited: a limited number of people have the possibility to operate modifications to the data base, others can only use the "read-only" regime.

Description of Access Data Base

Microsoft Access

File Edit View Insert Format Records Tools Window Help

System 10 B I U

Examinarea petitiilor

Examinarea petitiilor

- ☐ Inregistrare petitie noua
- ☐ Petitii in proces de examinare
- ☐ Cautare petitie
- ☐ Redactare
- ☐ Raport
- ☐ Inregistrare iesiri-remiteri
- ☐ Tematica petitiilor
- ☐ Iesire din baza de date

ANRE
2010

Form View FLTR NUM

Microsoft Access

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Type a question for help

Arial Cyr 8 B I U

Petitie

Cauta după numărul de intrare:

Directie Data inregistrarii 09.03.2011 Tip adresare

Nr Fisa Expeditorul petitiei

Nr intrare Executor

Nume/Denumire Tipul consumatorului

Oraș/Raion Rural/Urban

Adresa Fizic/Juridic (I/J):

Compania Tematica 1

Domenii Tematica 2

Examinare în teren Petitie repetată Pentru a verifica tastati butonul ----> ?

Termen de răspuns: 08.04.2011 Prolongare Termen corectat

Decizia ANRE Data expedierii raspunsul

Nr. raspunsulu -/- Stare In lucru Executat

Salvare modificari

Record: 1 of 1

Form View NUM

Description of Access Data Base

Microsoft Access

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MS Sans Serif 8

In lucru

Imprimarea rezultatelor

Executor: Bal

Fisa	Intrare	Data	Expeditorul	Nume/Denumire	Executor	Termen
164	459	19.02.2010	Ministere si dep	MINISTERUL ECONOM	L. Barcaru	21.03.2010
296	785	15.03.2010	Petitioner	COLECTIVA / MINGIR	L. Barcaru	14.04.2010
422	1376	28.04.2010	Petitioner	"LADY" SRL	L. Barcaru	28.05.2010
619	1988	23.06.2010	Petitioner	BALUTEL CONSTANTIN	L. Barcaru	23.07.2010
661	2099	02.07.2010	Petitioner	"AVICOLA VULCANEST	L. Barcaru	01.08.2010
698	2239	16.07.2010	Petitioner	POSTOLACHE RADU	L. Barcaru	15.08.2010
720	2326	22.07.2010	Petitioner	COROVIN AURELIAN	L. Barcaru	22.08.2010
747	2418	02.08.2010	Petitioner	COROVIN AURELIAN	L. Barcaru	02.09.2010
803	2699	02.09.2010	Petitioner	SRL "NEW LIFE"	L. Barcaru	02.10.2010
835	2822	16.09.2010	Petitioner	PANAITOV PETRU	L. Barcaru	16.10.2010
882	2992	07.10.2010	Guvernul RM	CNIADO	L. Barcaru	06.11.2010
887	3044	11.10.2010	Petitioner	PRIMARIA CAPLANI	L. Barcaru	10.11.2010
913	3150	26.10.2010	Altele	"TIPOPRES" S.R.L.	L. Barcaru	25.11.2010
924	3177	27.10.2010	Autorități locale	PRIMARIA LARGA-NOU	L. Barcaru	26.11.2010

Record: 1 of 41 (Filtered)

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Microsoft Access

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MS Sans Serif 8

Examinarea petitiilor

Examinarea petitiilor

Baza-New

Numele/Denumirea Raion/Oras Adresa Executor: Numar de intrare: Data inreg

Chiș

09.0

Nr intrare	Data intrarii	Nume/Denumire	Raion/Oras	Adresa	
405, 550	15.02.2010	SUBA VITALIE / PROCURATURA RISCANI	m. Chișinău	com. Stauce	
408	15.02.2010	COLECTIVA DECEBAL 91 / BUCIUCI	m. Chișinău	bd. Decebal	
414	15.02.2010	RIMIS VALENTIN	m. Chișinău	com. Stauce	
416, 421, 4	16.02.2010	PARLAMENTUL / "TRANSPROFIL" SRL	m. Chișinău	str. Belgrad	
418	16.02.2010	COLECTIVA / M. BATRIN 15	m. Chișinău	bd. M. cel B	
406	15.02.2010	TCACIUC VALERIU	m. Chișinău	str. Alba-Iulia	
427	17.02.2010	COVALICIUC ALEXEI	m. Chișinău	com. Bacioi	
574	01.03.2010	COOPERATIVA DE CONSTRUCTIE A GARAJELOR 20	m. Chișinău	str. Bucovina	
588	01.03.2010	STRATICIUC VADIM / IPSSPMPC	m. Chișinău	soseaua H	
589	01.03.2010	BALTAGA PAVEL	m. Chișinău	str. Tabacari	

Record: 1 of 825 (Filtered)

Form View FLTR NUM

Description of Access Data Base

Microsoft Access

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Fit Close Setup

Date de bază

Fisa de control nr: 03 Numar de intrare: 03

Numar de înscriere:	02 - 0000 -	Termen de raspuns:	02.02.2011
Data înscrierii:	03.01.2011	Problema:	<input type="checkbox"/>
La ce ora se va scrie:	E. Timpian	Termen corectat:	<input type="checkbox"/>
Expeditorul:	Cancelarie de Stat	Răspuns:	<input type="checkbox"/>
Tip adresare:	Alte	În curs:	<input type="checkbox"/>

Informații despre petiționar

Nume/Denumire:	Procuratura RM
Strada/Oras:	m. Chisinau
Adresa:	Strada 1
Fizic/Juridic:	Stăuceni

Problema abordată

Compania:	
Tematica 1:	
Tematica 2:	

Rezultatul examinării

Decizia ANRE:	
Numărul actului de încheiere:	02 - 0000 -
Data încheierii:	
Nota:	

Ready NUM

Microsoft Access

File Edit View Insert Format Records Tools Window Help Type a question for help

Times New Roman Cyr 9 B I U

Petiti

Cauta după numărul de intrare: 425

Directie	02	Data inregistrării	17.02.2010	Tip adresare	Petiție
Nr Fisa	149	Expeditorul petiției	Petitionar		
Nr intrare	425	Executor	M. Pulbere		

Nume/Denumire

OGLINDA MIHAI

Tipul consumatorului

Casnic

Oras/Raion

Anenii-Noi

Rural/Urban

Rural

Adresa

s.Tintareni

Fizic/Juridic (f/j):

Compania

"MOLDOVA-GAZ" S.A.

Tematica 1

Calitatea energiei electrice / gazelor livrate

Domenii

Gaze naturale

Tematica 2

Examinare în teren

Petiție repetată

Pentru a verifica tastati butonul ----->

Termen de răspuns:

19.03.2010

Prolongare

Termen corectat

Decizia ANRE

Explicatii/Consultat

Data expedierii raspunsul

02.03.2010

Nr. raspunsului

02 - 149/425 - 436

Stare

In lucru

Executat

Salvare modificari

NOTA:

Record: 14 2 of 2 (Filtered)

Form View FLTR NUM



Shortcomings of Existing Evidence and Control System

- A big number of pages, different materials, which are permanently carried with the dossier;
- The risk of losing any document throughout the entire process;
- Difficult access to the materials of a dossier. Accessing a dossier entails searching it in the data base, then in the archive. Where the dossier has been taken by an employee for examination, the latter has to be identified (e.g. – court cases, or repeated complaints from a person on the same issue, through different authorities, where the letters from different authorities have been distributed to different executors). The problem can also arise when the dossier is kept with the executor, under his control.



Shortcomings of Existing Evidence and Control System

- Office time wasted in search and for consultation of dossier materials;
- Restricted possibilities to keep track of execution deadlines for different documents, in particular when there is a high number of complaints;
- Other documents incoming to ANRE, except complains are not electronically registered, thus it is difficult to keep track of how a document is processed (executor, deadline, place of storage after execution, etc.)



Technical Capacities (1)

Server 1 –

Functions: Domain controller, Fileserver
Temporare

CPU: Pentium III, 1,2 GHz

RAM: 512 MB

HDD: 2x 40GB + 1x 60GB



Technical Capacities (2)

Server 2

Functions: Fileserver Stocare, Gateway

CPU: Pentium D, 2.8 GHz

RAM: 1 GB

HDD: 2x 70GB



Technical Capacities (3)

Server 3

Functions: Backup Domain Controller,
Fileserver, Webserver

CPU: XEON QUAD Core, 2,4 GHz

RAM: 8GB

HDD: 3x 1TB



Local Networks and Internet

Local network – 100MBps

Internet

MD-IX – 100MBps

Internet – 10MbpsLocal Network



• Thank you for your attention!