

REGULATION
CONCERNING THE REGISTER OF
PETITIONS RECEIVED AT THE ADDRESS
TECHNICAL UNIVERSITY OF MOLDOVA

I. GENERAL DISPOSITIONS

1. Regulation of the Register of Petitions received at the Technical University of Moldova (hereinafter the University) is developed in accordance with the provisions of Law no.190-XIII of July 19, 1994 on petitions, Law no. 71-XVI of March 22, 2007 on petitions on registers, the Instructions on secretarial work on petitions individuals and legal entities, addressed to state bodies, enterprises, institutions and organizations of the Republic of Moldova, approved by Government Decision No 208 of 31 March 1995, Law No. 133 of July 8, 2011 on the protection of personal data, the Requirements for the requirements for ensuring the security of personal data when processing personal data within personal data information systems, approved by Government Decision no. 1123 of 14 December, 2010.
2. These Regulations regulate the manner of keeping the Register of Petitions received at the address of the University (hereinafter referred to as the Register), as well as the procedure for registering, security, modification and deletion of data in this Register.
3. The terms used in these Regulations shall have the meanings prescribed by the Law on Registers, Law on Petition.
Thus, for the purpose of this Regulation, the following notions are defined:
Petition - any request, complaint, proposal, referral, addressed to the competent bodies, including the preliminary request contesting an administrative act or the failure to resolve a request within the time limit established by law.
Petitions Register - specialized information resource (all information kept in automated and manual form) that ensures the systematized information record, the main objective of which is to keep track of petitions received by the University.
Registrar - the University employee empowered with the duties of entering, editing, keeping information in the Register.
Data provider - the natural person or the representative of the legal person of public or public law private person, who submits to the registrar data on the subject matter of the register in the manner prescribed by law or agreement.
4. Subjects of legal relations arising as a result of the establishment, administration and manual maintenance of Register are:
 - ✓ The State, as owner of the Register;

- ✓ The University, as possessor and owner of the Register;
 - ✓ the people empowered to keep the Register and the people responsible for carrying out the control of the last;
 - ✓ petitioners, whose personal data will be stored in the Register;
 - ✓ persons interested in accessing and viewing the data in the Register.
5. University employees bear personal responsibility for fulfilling the requirements of the present Regulations, ensuring the confidentiality, security and proper safekeeping of the information in the Register.
- 5.1 Anonymous petitions addressed to the University, in accordance with the provisions of art. 10 para. (2) of the Law on Petitions shall not be examined.

II. GENERAL CONDITIONS FOR KEEPING THE REGISTER

6. The register of petitions is a mixed system using both electronic and manual records.
7. The Secretariat Department will ensure the manual maintenance of some components of the Register (taking into account functional competence) by entering information, including keeping the book of the Register by an empowered employee (the registrar) of the within the respective Directorate/Department in accordance with the provisions of the legislation in force.
8. The people in charge in the Secretariat Department will additionally be responsible for evidence in electronic forms of petitions received by the University.
9. The subject of the record is information on persons who have submitted petitions to University.
10. The register will be kept in the state language.
11. The registrar is obliged:
- to enter in the Register only truthful information collected from the petitioner or from other sources sources not prohibited by law;
 - to keep a chronological record of each entry in the Register;
 - to not to allow unjustified changes to data entered in the Register;

- to make the entries in the Register in such a way as to preclude the possibility of their being deleted (erasure, destruction) mechanically, chemically or in any other way, without leaving visible traces of deletion (erasure, destruction);
 - to provide access to information in the register only to persons entitled to receive it that information in accordance with the legislation in force;
 - to prevent unauthorized access to the data in the Register, their unlawful use, dissemination, modification or destruction.
12. The data in the register will reflect the true and current state of information on petitioners who addressed to the University.
13. Both the manual and the electronic form of the Register shall include mandatory:
- ✓ the name of the Register;
 - ✓ the name of the University as possessor and holder of the Register;
 - ✓ the name, surname and position of the person responsible for entering the data in the Register and its administrator;
 - ✓ name, surname and position of the person who will exercise control over the keeping of the Register;
 - ✓ the number of the Register, the deadlines for its keeping and maintenance.
14. Personal data in the Register will be processed under the conditions set out in the personal data protection legislation. To this end, measures will be taken to ensure the accuracy of the Register data and to protect them against accidental or unauthorized destruction, alteration, unauthorized disclosure or any other unlawful actions in record keeping

III. GENERAL CONDITIONS FOR ENTERING INFORMATION IN THE REGISTER

15. Information on petitions received at the University will be received and registered on the same day by the person responsible in the Secretariat Department in the Register of and the electronic version of the petitions received shall be recorded in the University's electronic archive.
16. The information is recorded in the Register by entering the necessary entries in the registration book (manual form) and in the automated petitions information system "Petitions Register" (electronic form) on the basis of the data provided by

the documents submitted by the data provider of the register (the petitioner) in paper or electronic form, completed in the manner prescribed by law.

17. When registering petitions, a registration stamp shall be affixed to the first page indicating the date of receipt of the petition and the registration index. The registration index shall consist of the initial letter of the petitioner's name and surname, the number and year of registration of the petition.
18. At the same time, a manual record and control sheet will be drawn up for each petition (under the conditions established by the Instructions on secretarial work on petitions natural and legal persons, addressed to state bodies, enterprises, institutions and organizations of the Republic of Moldova, approved by Government Decision No 208 of 31 March 1995), entering personal data concerning the petitioner (name, surname, home address, telephone number) as well as the resolution of the University management, the deadline the deadline for resolution set by the University management, data on the state of execution, etc.
19. After the examination and final settlement, the signature of the person responsible for the registration of petitions shall be applied to the record and control form, and the "Register of Petitions" database shall mention its completion and the modification of the status as archived.
20. Amendments to and deletions from the Register shall be made on the basis of the decision and with the signature of by the Registrar where there is good reason to do so.
21. If the data provider of the Registry makes a reasoned request for the rectification of erroneous or inaccurate data, the Registrar will, in the prescribed manner, make the necessary corrections and inform the data provider thereof.
22. Technical errors made by the person empowered to keep the Register shall be rectified by that person. The correction shall be specified in a separate box followed by the signature of the person who made the entry.
23. Deletion of the object from the Register is done by the insertion of a special note (which must contain the signatures of the person responsible and the date of deletion) and does not represent the physical exclusion of object data from the Register.
24. Corrections to and deletions from the Register shall be made in such a way that the original text is readable.

IV. GENERAL CONDITIONS ON THE STORAGE AND PROVISION OF INFORMATION IN THE REGISTER

25. The keeping of the Register shall be ensured by the Registrar until the decision of the management of the University about the liquidation of the Register, but not more than 2 years from the time of the first registration, after which the information will be archived as statistical, depersonalized data.
26. The keeping of the Register is subject to internal and external control, in accordance with Article 31 of the Law on Registers.
27. In this regard, the person authorized to keep and maintain the Register shall be obligated:
- to prevent unsanctioned access to data stored in the Register;
 - to take action to prevent illegal use, illegal disclosure of the information contained therein, alteration or destruction of such data.
28. People entrusted with the keeping and control of the register shall be required not to disclose information to which they have access in connection with the performance of their duties, including after termination of their employment with the University.
29. The Registrar is obliged to ensure access to the information in the Register for employees authorized employees of the University and other persons, who are entitled to receive that information, in accordance with applicable law or who demonstrate the right and legitimate interest to receive such information, as soon as it becomes available, but no later than 5 working days from the date of the request.
30. The information can be provided for free or for a fee in accordance with the Law on Access to Information.
31. The extract from the Register must be signed by the management of the University, indicating the date of its establishment/release.
- 31.1. The information retrieved from the petitions system must be marked with the personal data controller number, the system from which it was retrieved, and warning its users of the obligation to process the information in accordance with the Personal Data Protection Act.

V. ADDITIONAL CONDITIONS FOR THE MANAGEMENT OF THE REGISTER IN MANUAL FORM

32. Manual maintenance of the Register of Petitions is carried out in the form of a file or by making entries in the record book.
33. In this sense, the University's petitions are kept through several means Registers kept in manual form such as:
- ✓ "Register of incoming and outgoing petitions addressed to the University", including the "Register of outgoing correspondence", managed by the designated person in the Secretariat Department;
 - ✓ "Incoming/outgoing correspondence register", managed by the designated person in Secretariat Department.
34. The Registrar shall, in addition to what is set out in chap. IV, in the case of management of the Register in manually, shall be obligated:
- ✓ to make your entries legibly and clearly. Abbreviations should be so worded as to avoid different interpretations. Incorrect text should be crossed out by one line so that the wrong text can be entered;
 - ✓ to not to unreasonably replace the pages of the Register book by extracting them, by new tabs, etc.;
 - ✓ to ensure, in the event of damage to the card, the possibility of immediate restoration of the data in Register without causing damage to the information contained within it;
 - ✓ to ensure that the record cards are stapled (in case it is not a whole card) and tab numbering. The number of tabs shall be indicated on the last page and authenticated (including the contents of the book) by the application of control marks by the University management: signature and stamp.
35. The information will be entered in the Register in chronological order, taking into account the need to the presence of entries concerning:
- serial number of the citation;
 - number and date of entry;
 - name and surname of the petitioner;
 - the brief content of the document;
 - the name and surname of the executor, the deadline for execution and the resolution of the administration of the University;

- result of the examination of the petition: admitted/rejected/offered explanations/action taken reaction taken by the University.
36. The register shall be kept by the responsible person in a metal safe and shall contain a separate compartment in which the security audit records required by paragraph 93 of the Requirements for ensuring the security of personal data when processing personal data in personal data information systems.

VI. ADDITIONAL CONDITIONS CONCERNING THE MANAGEMENT OF THE REGISTER IN THE ELECTRONIC FORM

37. The electronic maintenance of the Petitions Register is carried out by the University by means of a specially created automated information system - the "Petitions Register".
38. The entry, modification and keeping of information in this Register is ensured by the designated registrar in the Secretariat Department;
39. When the information on the petition received is entered in the Register, a list of about the subject-matter, including data on the fact of registration in the special compartments intended, namely:
- ✓ type of petition;
 - ✓ date and entry number;
 - ✓ deadline and expiry date;
 - ✓ name, surname, first name of the petitioner;
 - ✓ home address, e-mail (if available);
 - ✓ landline/mobile phone number;
 - ✓ brief content of the petition;
 - ✓ resolution of the University management;
 - ✓ the person responsible for control and the executor;
 - ✓ a scanned "pdf" copy of the petition;
 - ✓ enforcement data;
 - ✓ data regarding the possible extension (term, number of the document through which the extension was made, information to the petitioner) outcome of the examination of the petition: admitted/rejected/submitted appropriate explanations/reaction adopted by the University.

40. The petitions information system "Register of Petitions" will be managed, throughout lifecycle, in accordance with the provisions laid down in the Requirements for ensuring the security of personal data when processing personal data within the systems personal data information systems, approved by Government Decision no. 1123 of December 14, 2010, in particular paragraphs 11-13, 22, 24, 26, 28, 30, 32-33, 35-37, 39-73, 75-78, 85-86, 88, 90.

VII. FINAL DISPOSITIONS

41. Regulation on the Register of petitions received at the Technical University of Moldova will be supplemented whenever changes occur in the legal provisions on the basis of which it was elaborated.
42. This Regulation shall enter into force on the date of its approval and adoption by the Senate of the University.