

MODERNIZATION OF THE SOCIAL PROTECTION SYSTEM TO ASSURE THE PEOPLE WELFARE

ACCESS FOR PEOPLE WITH DISABILITIES TO PUBLIC GOODS AND SERVICES

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The public service is an activity of public interest, organized and carried out by a public authority that has a special social impact, ensuring the achievement of a considerable variety of social demands of the population. The main problems faced by people with disabilities regarding access to public services are conditioned by their inability to reach the authorities that provide these services because of: inadequate infrastructure, bureaucracy, lack of special training, lack of qualified personnel, insufficient technical equipment, etc. In the context of the decentralization and modernization of the public administration in the Republic of Moldova, the topic regarding the performance of the authorities in the provision of public services, is an extremely sensitive one, which forced the optimization of this field. By the Decision of the Government of Moldova no. 797 of 26.10.2012 was approved the Plan for the reform of the public services, which aimed to restructure the central public administration in order to create an efficient, functional and sustainable institutional framework, dedicated to the rule of law and to providing qualitative public services to the population, and by the Decision of the Government of Moldova no. 661 of 30.08.2013 the approval was disposed. The framework regulation on the organization and functioning of the joint information and services bureau through which the first and second degree of local public administration bodies have been set up offices formed by the public service providers whose purpose is to inform about the services offered and their own provision. It should be noted that these offices

can also create mobile structures that can get easily to the people in need i.e. people with disabilities – for assistance.

Keywords: *public service, persons with disabilities, access to public services, qualified staff, the decentralization, vulnerable strata.*