

DIGITAL GUIDE FOR FOREIGN WORKERS AND RESIDENTS IN UNGHENI DISTRICT

An operational instrument supporting local public policy improvement of Ungheni District Council

Monitoring Phase of the MILEstone Project (Interreg Europe) — Capitalisation of Good Practices and Knowledge Transfer

FOREWORD / INSTITUTIONAL INTRODUCTION

Interreg Europe Strategic Approach and Regional Policy Objectives

Welcome to Ungheni District! In line with the strategic priorities set out under the Interreg Europe interregional cooperation programme, which aims to improve regional development policy instruments, Ungheni District Council—in close synergy with European partners within the MILEstone project—provides this comprehensive operational guide. This digital tool represents a direct output of interregional learning (policy learning) and the exchange of good practices in the field of integrating migrants into the labor market.

Ungheni District is recognized as a genuine regional growth pole of strategic significance for the Republic of Moldova. Benefiting from unique competitive geographic advantages—its strategic position right on the border with the European Union and top-tier rail and road transit links with Romania—the region attracts dynamic capital flows, foreign direct investments, and skilled human resources seeking professional development or career conversion.

This digital guide plays a fundamental role in reducing information asymmetry and administrative barriers by offering an integrated, transparent, and user-friendly digital solution. By embedding European principles of social inclusion, community cohesion, and multi-level governance, this instrument supports both foreign workers and local employers to maximize positive economic and social impacts at the regional level.

CHAPTER 1: ARRIVAL, STATE BORDER CROSSING, AND REGULATING LEGAL STATUS

1.1 State Border Crossing and General Entry Conditions

The entry of foreign citizens into the territory of the Republic of Moldova is regulated by Law No. 200/2010 on the Status of Foreigners and Law No. 215/2011 on the State Border. At state border crossing points (road, rail, or air), foreign citizens must cumulatively satisfy the following general entry conditions:

- **Valid Travel Documents:** Possession of a valid national passport or another recognized travel document, with a validity extending at least 3 months beyond the intended period of stay.
- **Visa or Residence Permit:** Holding a valid visa (for citizens of countries subject to mandatory visa requirements) or proving eligibility under the visa-free regime (up to 90 calendar days within any 180-day period).
- **Justification of Purpose and Means of Support:** Presentation of documents confirming the purpose of entry (employment contract, official invitation, secondment decision) and proof of sufficient financial means for maintenance and return.
- **Rights and Obligations at Border Control:** During border checks, foreign citizens have the right to be clearly informed regarding the procedures performed and to receive assistance in special circumstances, within legal limits. Foreign citizens are required to cooperate with border police officers and provide complete and truthful information.

1.2 Division of Institutional and Customs Competences

To ensure a clear understanding of administrative duties and avoid procedural overlaps, responsibilities at the border and within the national territory are strictly divided among competent authorities:

- **General Inspectorate of Border Police (IGPF):** Exclusively responsible for carrying out state border crossing controls, border zone surveillance, informing foreign citizens on institutional matters, and providing assistance in emergency situations.
- **Customs Service of the Republic of Moldova:** Competent authority for enforcing customs regulations, controlling goods brought into or taken out of the country,

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enforcing trade restrictions, and receiving currency declarations (mandatory written declaration for cash amounts exceeding 10,000 EUR or equivalent per person).

- **General Inspectorate for Migration (IGM):** Authority responsible for managing the legal stay regime, granting/extending right of residence for work purposes, issuing residence permits, and maintaining official records of foreign residents.

1.3 Legal Framework, Regulatory Compliance, and Residency Obligations

Regularizing legal status immediately after crossing the state border constitutes a critical prerequisite for sustainable socio-economic integration. Foreign citizens have a general duty to comply with the Constitution and applicable laws of the Republic of Moldova.

Key residency obligations include:

- **Declaration of Presence and Legal Deadlines:** Non-residents must declare their presence or initiate residence permit procedures within 3 working days from entry. Applications for extending the right of residence must be submitted at least 30 days prior to the expiration of the granted stay.
- **Carrying Identity Documents:** Carrying valid identity/travel documents and the residence permit at all times, and presenting them upon request to public order authorities under legal conditions.
- **Notification of Changes:** Obligation to notify the IGM of any change of address, temporary residence, or modifications in employment relationships where required by law.
- **Consequences and Sanctions:** Failure to comply with residence rules, unauthorized overstaying, or engaging in undeclared work entails strict administrative penalties (fines) and enforcement measures (return decisions, deportation, or entry bans).

1.4 Step-by-Step Procedure Upon Arrival in the Republic of Moldova

To facilitate the understanding of administrative procedures for foreign citizens arriving in Ungheni District, the mandatory operational roadmap is structured into the following consecutive steps:

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- **Step 1 — Residential Address Registration:** Securing living accommodation (obtaining a lease agreement, bailment agreement, or property owner declaration in Ungheni District).
- **Step 2 — Employment Formalization:** Contacting the employer and formalizing employment relations (signing and registering the Individual Employment Contract).
- **Step 3 — Application Submission to IGM:** Submitting application documents to the competent migration authority (requesting the right of residence at the IGM Territorial Service). After completing the online appointment on the igm.gov.md portal, foreign citizens establishing their residence or place of work in Ungheni District shall present themselves for the physical submission of their application file and biometric data collection at the designated regional office of the General Inspectorate for Migration: IGM North Regional Directorate (Bălți municipality, 9 Moscovei St.) or, as applicable, at the IGM One-Stop Shop in Chișinău municipality..
- **Step 4 — Residence Approval & IDNP Generation:** Obtaining official temporary residence approval and issuance of the personal State Identification Number (IDNP) in accordance with Law No. 200/2010.
- **Step 5 — Integration into Local Services:** Registering with a Family Doctor at the local Health Center, opening a local bank account and completing tax registration.

1.5 Responsibility Matrix (Allocation of Duties)

The legal regularization process relies on close cooperation between the private employer and the foreign employee:

- **Employer Responsibilities:** Responsible for proactively registering the Individual Employment Contract with competent authorities, formally notifying the General Inspectorate for Migration (IGM) and providing the complete set of corporate and financial documentation justifying the economic need for employing foreign personnel.
- **Foreign Worker Responsibilities:** Responsible for providing personal legal and medical documentation, including a valid national passport, apostilled or legalized criminal record certificate, medical certificates issued following local clinical examinations by authorized health institutions, and legal proof of residential accommodation in Ungheni District.

1.6 Digitalization of Processes through e-Government Tools

In full alignment with digitalization recommendations promoted under Interreg Europe policies, physical counter procedures are streamlined through dedicated government online platforms.

Online appointments, standardized form submissions and residence application status tracking are accessible via the Official IGM Portal (igm.gov.md). The IGM Territorial Service covering Ungheni District provides specialist support for digital application validation.

1.7 Border Zone Regulations and the e-Permis Digital Platform

Due to Ungheni District's location directly on the state border, foreign citizens and employers must comply with specific border zone rules:

- **State Border Protection Strip:** A designated land strip adjacent to the border line dedicated to border regime enforcement. Presence and activities (agricultural, fishing, recreational, industrial) within the protection strip require prior authorization from the Border Police.
- **Digital Platform "e-Permis":** To simplify administrative procedures and eliminate physical visits to Border Police counters, access permit applications are submitted online via the official e-Permis digital platform.
- **Features and Advantages:** Key features include online submission for access permits to the protection strip, watercraft registration permits, and authorizations for economic or sporting activities in border areas, available 24/7.
- **Useful Web Links:** Official e-Permis platform: epermis.border.gov.md | General Inspectorate of Border Police: border.gov.md.

CHAPTER 2: WORK, ECONOMIC ENVIRONMENT, AND INDUSTRIAL PLATFORMS IN UNGHENI DISTRICT

2.1 Equal Treatment and European Labor Standards

The Labour Code of the Republic of Moldova guarantees strict adherence to the principles of non-discrimination and equal opportunity. Workers from non-EU countries enjoy identical treatment to Moldovan citizens regarding:

- **Remuneration and Wage Protection:** Right to fair wages, timely payment, and protection against unauthorized salary deductions.
- **Working Time and Rest Periods:** Legal caps on working hours and guaranteed weekly rest periods.
- **Annual Paid Leave:** Right to a minimum paid annual leave of 28 calendar days.
- **Occupational Health and Safety (OHS):** Employer obligation to provide adequate protective equipment and ensure a working environment free of occupational hazards.

2.2 IDNP Assignment and Integration into the Tax System

Unique identification of foreign citizens in state information systems is achieved through the generation of the State Identification Number (IDNP), which also functions as the individual tax identification code. It is issued through territorial offices of the Public Services Agency (ASP) (asp.gov.md). Without an IDNP, no economic entity can process payroll taxes, withhold income tax, or contribute social security payments to the national public budget.

2.3 Key Investment Hub: Free Economic Zone "Ungheni-Business"

From an economic perspective, Free Economic Zone "Ungheni-Business" (FEZ Ungheni-Business) constitutes the primary industrial and investment hub of Ungheni District.

For over two decades, it has driven local economic modernization by attracting foreign direct investment, expanding manufacturing capacities, and creating high-quality jobs.

FEZ Ungheni-Business hosts both domestic and international companies specializing in high value-added sectors, including automotive manufacturing, textiles and

apparel, furniture manufacturing, building materials production, and export-oriented industrial activities.

Benefiting from preferential customs and tax regimes, along with robust industrial infrastructure, FEZ Ungheni-Business provides investors and workers with a competitive, predictable environment. Updated information on resident companies and job opportunities is available at www.freezone-ungheni.md.

2.4 Monitoring Mechanisms and Employment Support

- **Ungheni Territorial Labour Inspectorate:** The territorial authority empowered to intervene directly in employment disputes, contract violations, or non-compliance with health and safety standards.
- **Ungheni Territorial Employment Office (STOFM Ungheni):** Operating under National Employment Agency (anofm.md), providing career guidance, job seeker registration, and access to subsidized vocational training and reskilling programs.

CHAPTER 3: INTEGRATED ACCESS TO MEDICAL SERVICES AND PUBLIC HEALTH

3.1 Emergency Medical Services Guarantee: 112 Unified Hotline

In Republic of Moldova operates a centralized emergency management system via the Unified European Emergency Number 112 (free of charge, available 24/7 from any telephone network). In case of acute medical emergencies, workplace accidents, or severe, life-threatening health conditions, emergency medical care is guaranteed free of charge to everyone, regardless of whether the foreign citizen holds a health insurance policy or a residence permit.

3.2 Hospital Infrastructure and Primary Healthcare Network

- **Hospital Care:** Concentrated at Ungheni Regional Hospital (37 Națională St.). The hospital features an Emergency Reception Department (UPU), diagnostic laboratories, and specialized inpatient departments.
- **Primary Healthcare:** Delivered through the network of Family Health Centers (CSF) across Ungheni District, providing routine consultations, chronic disease management, and preventive treatments.

3.3 Mandatory Health Insurance Mechanism (AOAM)

All foreign citizens employed under valid employment contracts are automatically integrated into the Mandatory Health Insurance System (AOAM), managed by National Health Insurance Company (cnam.md).

To fully activate healthcare benefits (subsidized prescription drugs, planned specialist investigations, free consultations), foreign workers must register in person with a Family Doctor at the nearest Health Center in Ungheni District.

CHAPTER 4: EDUCATION SYSTEM AND MINOR INTEGRATION

4.1 Universal Access to Public Primary and Secondary Education

In accordance with international conventions and the Education Code of the Republic of Moldova, the right to education is universal and guaranteed equally. All children of foreign citizens residing in Ungheni District have free access to public compulsory education (preschool, primary, and lower secondary) under the exact same conditions as local students.

4.2 School Enrollment Procedures

Methodological coordination is provided by the Education Directorate of Ungheni District Council. The enrollment file requires: identity documents of parents/guardians, residence permit, child's birth certificate (with legalized translation), local medical record, and the standard application form.

4.3 Recognition of Studies and Linguistic Inclusion Facilities

Equivalence and recognition of academic credentials obtained abroad are processed through the Ministry of Education and Research (MEC) in Chișinău (mec.gov.md). Ungheni District offers vocational training opportunities through local vocational schools and agricultural/medical colleges. To overcome language barriers, intensive Romanian language learning courses are available for foreign students and adults.

CHAPTER 5: SOCIAL ASSISTANCE AND SUPPORT SERVICES

5.1 Access to social services

Foreign citizens with a legal right of residence in the Republic of Moldova can benefit, under the conditions of the legislation in force, from social services aimed at preventing and overcoming vulnerability situations. At the Ungheni district level, services are coordinated by the Center-West Territorial Social Assistance Agency, through the Territorial Social Assistance Structure (STAS) Ungheni.

5.2 Available social services

Depending on the results of the social evaluation, beneficiaries may have access to community social assistance services, home care, services for children and families, services for elderly people and people with disabilities. Likewise, information, counseling, and guidance services to other competent public institutions are provided.

5.3 Requesting support and community integration

Persons encountering social difficulties can contact STAS Ungheni for needs assessment and identification of the most suitable forms of support. Social assistance specialists provide counseling, facilitate access to available services, and collaborate with institutions in health, education, employment, and civil society, contributing to the social and community integration of beneficiaries.

CHAPTER 6: FINANCIAL FRAMEWORK, LOGISTICS, AND DAILY LIFE

6.1 European Banking Regulations and Anti-Money Laundering Policies (AML / KYC)

For predictable economic activity, receiving a salary, and managing current payments, opening a current account and obtaining a debit card represents an essential step. The banking system in the Republic of Moldova is aligned with rigorous international standards for combating money laundering (AML) and implements strict Know Your Customer (KYC) procedures.

To open a bank account at authorized commercial bank branches in the municipality and district of Ungheni, foreign workers must mandatorily present a complete set of supporting documents:

Travel/identity document: Original national passport, valid.

Residence permit: Valid permit issued by the General Inspectorate for Migration (IGM).

Fiscal identification (IDNP): Proof of assignment of the State Identification Number (IDNP) generated by the Public Services Agency (ASP).

Employment relationship: Individual Employment Contract (CIM) officially registered with the authorities (as proof of legal source of income).

Residential address: Certain proof of residence/domicile address within the Ungheni District territory.

6.2 Financial-Banking Infrastructure and Payment of Communal Services

The main systemically important banking institutions hold extensive physical branches and ATM networks in Ungheni municipality, also offering advanced mobile banking applications.

Digitalization of payments: Payment of public utilities (drinking water supply, natural gas, electricity, internet, and telecommunication services) is fully digitalized.

Payment channels: Payments can be made remotely directly through commercial bank e-banking applications, or physically at public electronic payment terminals and post offices in local settlements across Ungheni district.

6.3 Transport Connections and Regional Logistics

From a logistical standpoint, Ungheni district benefits from a well-developed transport network: Local and Interurban Public Transport: Urban and district bus and minibuses ensure fast connections between residential areas, administrative hubs, and industrial platforms (including FEZ "Ungheni-Business").

National and International Transit: Railway infrastructure and regional road routes offer direct and regular connections to Chişinău municipality, as well as to border crossing points with Romania, facilitating access to the European Union area.

6.4 Cultural and Historical Capital, and Community Cohesion

The integration process of foreign citizens in Ungheni district goes beyond a purely economic dimension, involving active participation in the social, civic, and cultural life of the local community.

The district offers diverse options for leisure and outdoor recreation, such as exploring the "Plaiul Fagului" Natural Reserve, visiting the historical monument Eiffel Bridge (a symbol of connection with the European space), or relaxing in municipal parks modernized with European funds.

At the same time, regional cultural infrastructure — which includes the Palace and Houses of Culture, community centers, and the public library network, led by the "Dimitrie Cantemir" District Public Library — provides all residents with modern community spaces, information resources, and a rich agenda of events.

Community cohesion is built on the principles of solidarity, mutual respect, and leveraging cultural diversity.

To facilitate intercultural adaptation and prevent social isolation, local authorities work closely with civil society organizations to develop concrete initiatives: Intercultural Dialogue Spaces: periodic organization of discussion clubs, conversation workshops, and support groups aimed at sharing experiences between the local community and foreign workers, civic engagement and volunteering, encouraging the participation of foreign workers and their families in local development projects, environmental actions, and community initiatives, fostering an inclusive and welcoming environment, local holidays and traditions, promoting participation in traditional fairs, district celebrations, and local festivals (such as UngheniFEST), as natural platforms for discovering cultural uniqueness and strengthening interpersonal connections.

CHAPTER 7: LOCAL OPERATIONAL DIRECTORY AND INSTITUTIONAL CONTACTS

This directory centralizes exclusively the contact points, hotlines, and physical addresses of branches operating within the territorial jurisdiction of Ungheni District, ensuring direct local assistance without requiring travel to headquarters in Chişinău municipality.

Directory of relevant institutional contacts in Ungheni District

Public Service / Institution Name	Physical Address in Ungheni District	Contact Details / Web Channels / Phone DOCX
Single Emergency Service	National / District coverage	112 (Free emergency line)
Migration Desk (IGM) (for residence documents in Ungheni)	Bălţi: 9 Moscovei Str. (North Directorate) Chişinău: 124 Ştefan cel Mare Blvd.	Call Center: +373 (22) 820-007 Green Line: 0 800 01527 E-mail: info@igm.gov.md Web & Appointments: igm.gov.md
Apparatus of the President of Ungheni District	Ungheni mun., 11 Naţională Str.	Tel: (0236) 2-20-58 / 2-30-52 E-mail: consiliul.raional-ungheni@apl.gov.md Web: ungheni.md
Employment Directorate (ANOFM Ungheni)	Ungheni mun., 9 Naţională Str.	Tel: (0236) 2-06-33 / 2-32-80 Green Line: 0 800 01000 E-mail: stofm.ungheni@anofm.md
Labor Inspectorate (Ungheni Office)	Ungheni mun., 4 Ion Creangă Str.	Tel: (0236) 2-27-77 E-mail: itmcalaras@im.gov.md Web: im.gov.md
Ungheni Multifunctional Center (ASP)	Ungheni mun., 21 Naţională Str.	Tel: (0236) 2-97-27 ASP Call Center / Appointments: 14 909 / (0236) 2-97-27

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Public Service / Institution Name	Physical Address in Ungheni District	Contact Details / Web Channels / Phone DOCX
Vehicle Registration and Driver Licensing Section (ASP)	Ungheni mun., 164 Ștefan cel Mare Str.	Tel: (0236) 3-45-17 / (0236) 2-01-15 / (0236) 2-01-13 Web: asp.gov.md
Ungheni Police Inspectorate (IGP)	Ungheni mun., 20 Națională Str., MD-3600	Secretariat Tel: (0236) 2-09-13 Duty Desk: (0236) 2-09-02 / (0236) 2-29-80 E-mail: ip_ungheni@igp.gov.md
Border Police (West Regional Directorate)	Ungheni mun., 33 Națională Str.	Tel: (0236) 3-56-76 E-mail: secretariat.ungheni@border.gov.md
Ungheni Customs Post (Customs Service)	Ungheni mun., 46 Iași Str.	Tel: (0236) 2-80-74 E-mail: pv.ungheni@customs.gov.md
Ungheni Emergency Situations Directorate (DSE / IGSU)	Ungheni mun., 96 Alexandru Plămădeală Str., MD-3600	Tel: (0236) 2-32-43 / 2-21-01 E-mail: ungheni@dse.md
IMSP Ungheni District Hospital	Ungheni mun., 37 Națională Str.	Tel: (0236) 2-21-94 E-mail: imsp-sr-ungheni@mail.ru
IMSP Ungheni Health Center	Ungheni mun., 27 Romană Str.	Tel: (0236) 2-85-72 (ext. 023622382) E-mail: cs.ungheni@ms.md
Ungheni Emergency Medical Assistance	Ungheni mun., 48 Națională Str.	Tel: (0236) 2-52-01 E-mail: sef.ungheni@ambulanta.md

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Public Service / Institution Name	Physical Address in Ungheni District	Contact Details / Web Channels / Phone DOCX
Substation (SAMU)		
National Health Insurance Company (AT West)	Ungheni mun., 27/A Romană Str.	Tel: (0236) 2-39-48 / 2-27-58 CNAM Green Line: 0 800 99999 E-mail: at.vest@cnam.gov.md
Ungheni Public Health Center (ANSP)	Ungheni mun., 5 Cozmescu Str.	Tel: (0236) 2-25-60 E-mail: csp.ungheni@ansp.gov.md
Territorial Social Insurance House (CTAS Ungheni)	Ungheni mun., 50 Națională Str.	Tel: (0236) 2-69-92 / 2-26-83 CNAS Call Center: (022) 257-777 E-mail: vitalie.sprincean@cnas.gov.md
Territorial Social Assistance Structure of Ungheni (STAS)	Ungheni mun., 4a Vasile Alecsandri Str. (Secondary office: 50 Națională Str.)	Tel: (0236) 2-62-01 / (0236) 2-25-48 E-mail: stas.ungheni@atas.gov.md daspf.ungheni@gmail.com
Ungheni Tax Service Directorate (SFS)	Ungheni mun., 17 Națională Str., MD-3600	Tel: (0236) 2-25-35 SFS Call Center: 0 800 01525 Web: sfs.md
Free Economic Zone "Ungheni- Business"	Ungheni mun., 4 Ion Creangă Str.	Tel: (0236) 2-01-84 / 8-80-00 Web: zelungheni.md
Ungheni Branch of the Chamber of Commerce and Industry	Ungheni mun., 26 Barbu Lăutaru Str.	Tel: (0236) 2-85-62 E-mail: cciungheni@yahoo.com ungheni@chamber.md

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Public Service / Institution Name	Physical Address in Ungheni District	Contact Details / Web Channels / Phone DOCX
Ungheni Education Directorate	Ungheni mun., 9 Națională Str.	Tel: (0236) 2-27-48 E-mail: directia@ungheni.edu.md
Ungheni Territorial Office of the State Chancellery	Ungheni mun., 7 Națională Str.	Tel: (0236) 2-23-60 E-mail: otcs_ungheni@gov.md
Î.M. "Apă-Canal Ungheni"	Ungheni mun., 1 Națională Str.	Tel: (0236) 2-38-01 E-mail: apaungheni@gmail.com
S.R.L. "Ungheni- Gaz"	Ungheni mun., 2 Nicolae Bălcescu Str.	Tel: (0236) 2-27-03 Emergency Service: 1304 E-mail: office.ungheni@moldovagaz.md
S.A. "RED-Nord" – Ungheni District Office	Ungheni mun., 9 Alexandru cel Bun Str.	Tel: (0236) 2-91-00 E-mail: anticamera.ungheni@rednord.md
Ungheni Bus Station	Ungheni mun., 107 Națională Str.	Tel: (0236) 92-4-41
Ungheni Post Office (Poșta Moldovei)	Ungheni mun., 2A Alexandru Boico Str.	Tel: (0236) 2-34-81 / 2-22-70 E-mail: ungheni.anticamera@posta.md

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