Consumer protection on the agenda for talks between Sergiu Dărănuță, Doina Nistor, and EU Commissioner Michael McGrath



June 5, 2025, Chișinău—Michael McGrath, European Commissioner for Democracy, Justice, the Rule of Law, and Consumer Protection, began his two-day agenda in the Republic of Moldova with a visit to the State Inspectorate
for Non-Food Product Supervision and Consumer Protection at the Single Call Center for Consumers, together with Doina Nistor, Minister of Economic Development and Digitalization.

The Single Call Center for Consumers, created with the support of the European Union (grant of EUR 60,000), was inaugurated in January 2025 and provides a single point of information, advice, and support for consumers in Moldova.

On this occasion, Commissioner McGrath reaffirmed the EU's support for Moldova's efforts to strengthen consumer protection, stressing the importance of continuing alignment with European standards to ensure a high level of protection for all citizens.

The main topic of the meeting was the creation and operation of the Single Consumer Call Center, a strategic project funded by the European Union, which will strengthen consumer rights protection mechanisms by providing an accessible, fast, and efficient platform for complaints, information, and resolution of issues related to products and services on the market.

"This center will be an essential point of contact between citizens and authorities, helping to increase trust in public institutions and the free market," said Michael McGrath.

For her part, Ms. Doina Nistor emphasized the importance of digitizing and modernizing public services for the benefit of consumers, noting that this project is an important step toward alignment with European standards.

The initiative reflects the firm commitment of the Government of the Republic of Moldova and its European partners to strengthening the rule of law, promoting transparency, and protecting consumer interests.

The event was part of ongoing efforts toward European integration and modernization of public institutions with the support of the European Union.

