



March 1, 2019,
Chisinau

To Whom It May Concern

I am pleased to write this letter of reference for Ms. Mihaela Roscov on behalf the GIZ project "Modernization of Local Public Services in the Republic of Moldova". One of the project's objectives is capacity development of water supply and sanitation operators in multiple areas, including Strategic Planning, Institutional Development and Human Resources Management.

Ms. Mihaela Roscov was contracted as a Senior National Expert on Human Resources Management to develop internal documents for "Apa-Canal Cahul" that shall be further observed and implemented. Ms. Roscov was also in charge for leading working groups and coaching sessions to ensure that the beneficiary understands and is involved in the documents developing and implementation.

Ms. Mihaela Roscov has developed and helped "Apa-Canal Cahul" to implement the following activities and deliverables:

- Internal regulations for Human Resources Department;
- Job descriptions for "Apa-Canal Cahul" staff;
- Staff assessment system (staff assessment policy, evaluation criteria and grids, and assessment templates);
- Staff Development policy;
- Supervise and coach the HR responsible person to perform the staff assessment, collecting and analyzing the data;
- Coach and support "Apa-Canal Cahul" staff in drafting the Multi-Annual Training Plan.

Ms. Roscov performed in a professional and efficient way according to the standards and expectations set up in the agreement. She has demonstrated a strong conceptual and practical knowledge in the area of human resources management and advanced competence in coaching the HR responsible person to perform according to developed deliverables.

As result, I recommend Ms. Mihaela Roscov as a professional and reliable expert who will make a valuable contribution to any organization that contracts her services.

Yours sincerely,

Serghei Ghetiu
GIZ National Advisor on Capacity Development
Modernization of Local Public Services project