

General information for newcomers



**WE PROVIDE YOU WITH FREE
TRANSPORT FROM PALANCA AND
TUDORA.**

**PLEASE GIVE US A CALL IF YOU ARE
AT TUDORA BORDER:**

+373 68 187 845 



**WE WILL BRING YOU TO THE BUS STATION IN PALANCA,
WHERE YOU CAN CHOOSE WHERE TO GO, RELAX AND EAT,
GET SUPPORT AND HELP FROM DOCTORS AND
PSYCHOLOGISTS, ALSO KIDS CAN HAVE ACCESS TO A
CHILDREN'S PLAYGROUND.**

SERVICES AT THE BUS STATION:

- INFORMATION POINT;
- WI-FI;
- SIM CARDS;
- CHARGING STATION FOR
MOBILE DEVICES.

**IF YOU FORGOT
YOUR BAG ON OUR
BUS, CALL THE
NUMBER BELOW:**

+373 68 187 845 

**ALL SERVICES ARE PROVIDED
FREE OF CHARGE!**

OUR MAIN DROP POINT ARE :

- CHISINAU TRAIN STATION-GARA FERoviARA;
- REFUGEE ACCOMODATION CENTER
- ROMANIA (HUSI)



**ACTED ALSO GAVE THE POSSIBILITY
TO DROP PEOPLE TO:**

- STEFAN VODA
- CAUSENI
- ANENII NOI
- CHISINAU AIRPORT 

**BE CAREFUL!
ALWAYS KEEP YOUR DOCUMENTS
WITH YOU
THE EMERGENCY NUMBER IS**

**FOR ACCOMMODATION AT THE REFUGEE
CENTER, CALL THE GREEN LINE OR
CONTACT THE ACTED STAFF:**

0 800 800 11 



Additional information to help you in Moldova

HOTLINE OF THE
BUREAU FOR
MIGRATION AND
ASYLUM (CALL FROM
MOLDOVA)

080001527

LEGAL CENTER FOR
ADVOCATES (CDA)

+37360574848

BORDER POLICE OF
THE REPUBLIC OF
MOLDOVA, HOTLINE

+37322259717

GREEN LINE FOR
ASSISTANCE TO
CITIZENS OF UKRAINE
IN MOLDOVA

080080011

ANTI-
COUNTERFEITING
HOTLINE HUMAN
TRAFFICKING AND
SAFETY MIGRATION
NUMBER

0800077777

HOTLINE OF THE
BUREAU FOR
MIGRATION AND
ASYLUM (CALL FROM
UKRAINE)

+37322820007



DOPOMOGA.GOV.MD

CRM (COMPLAINTS AND RESPONSE MECHANISM)

YOUR FEEDBACK HELP ACTED TO IMPROVE .

SEND A WRITTEN APPEAL (COMPLAINT) ABOUT THE SERVICES PROVIDED BY E-MAIL/WHATSAPP/VIBER:

WHATSAPP/VIBER +37362124339, EMAIL: MDA.CRM@ACTED.ORG