National Action Plan of Government of Mongolia
on Open Government Partnership

1. Introduction

The Government of Mongolia set forth its objective to join the Open Government Partnership accepting and committing to implement the principles of being transparent, open, just, responsible and ensuring civic engagement.

The Open Government Action plan will be implemented responsibly with broad participation of the public and private sectors, civil society organizations and media representatives, and will be monitored and reported back based on implementation results.

In implementing the Open Government "citizen targeted" strategy across government, the Government is committed to using best practice information and technology processes and peer learning.

With this purpose in mind, the Government of Mongolia has developed the OGP National Action Plan. The Plan was developed through extensive public consultations. As part of this process, the Government has defined the achievements, lessons and challenges of Mongolia's current status with regards to transparency and openness.

Two. Experience and challenges

2.1. Experience of Transparency and openness

An important condition for building a responsible, transparent and corruption-free public sector was created when Mongolia joined the *UN Convention against Corruption* in 2005, passed legislation against corruption in 2006 as well as the *Public and Private Interest Regulations* and the *Prevention from Conflict of Interests in Public Sector Act* in 2012. On the other hand, the legal basis for transparency of any information, unless restricted by a certain regulation, has been created by passing and enforcing the *Information Transparency and Information Access Right Act* in 2011. Transparency$_{th}$ International ranked Mongolia on 94 in 2012 according Corruption Perceptions Index compared to 126 in 2011.

The Government of Mongolia passed a procedure on Transparency of Budget and Finance and launched an online portal. Mongolia joined the Extractive Industries Transparency Initiative (EITI) in 2006 to work to transparency of taxes and other payments collected from mining and oil-extracting industries to national and local budgets.

The President issued the Decree on ‒Transparent Account System‖, aiming to provide transparency in budget policy, which shall be followed by all public organizations starting from September 2013.

The "Civil Chamber" program, which was initiated by the President of Mongolia in 2009, aimed to increase civil participation in policy development and decision-making processes and is currently functioning at every level of local administration.

Government has established an ""11-11" center that enables direct contact with people, by receiving and consequently solving citizens' petitions through the telephone, postal service and public media. In order to deliver faster and more sufficient public service and reduce bureaucracy, 78 units of ""Public Service Online Machines" have been placed in operation in municipal districts. The Government is working to extend the distribution of these machines to all provinces.

The Standing Committee on Petitions established in the State Great Hural, which processes and resolves citizens' petitions, and creates a legal environment for open public hearings.

Mongolians' experience of Open Government is enriched by the fact that the Prime Minister has set up a weekly and monthly public outreach programs in which he personally provides information and reports on his work via the public media. These programs include "Creation Momentum", "Prime Minister's 30 minutes", "Responsibility, Monitoring, Implementation", "Online conference", "Morning New Idea".

The "One-Window Service", designed to bring public service closer to the citizens and reduce bureaucracy, has been well received in many districts. We plan to introduce this service in every corner of the country.

The total number of organizations that have launched websites to provide information and reports about their service schedule, service types, payment conditions, and organizational structure, is increasing. These websites have been developed according to legislation aimed to improve access to public service.

In order to reform the judiciary system by establishing an independent, transparent and just judiciary, the Parliament (State Great Hural) adopted a package of laws in 2012. In the framework of deepening reform of the judiciary, and reforming the legislature, the package included: ***"Law on the Legal Status of Lawyer", "Witness and Victim Protection Law", "Law on Police Service", and "Law on Legal Assistance to Convict without Financial Means"***. Drafts of this legislation were developed with broad participation of citizens and relevant experts, and they have legalized large number of solutions intended to improve transparency and accountability in the legislature and the judiciary.

2.2. Challenges

The following issues remain as major challenges for the Government to ensure transparency, openness, civic engagement and access to information and justice:

2.2.1. Increasing transparency and civic engagement:

2.2.1.1. *Information Transparency and Information Access Right Act* applies to the most common and general cases, and stipulates the transparency of policy related information and documents;

2.2.1.2. As a result of the absence of information, transparency standards and key performance indicators, it is impossible to assess the sufficiency and level of transparency;

2.2.1.3. Citizens still have limited access to monitoring accountability of government decisions, and participation in the decision-making process in some cases. Despite the fact that the new practices of public engagement are being introduced, some government policies and decisions are still being passed without consultation with public in advance.

2.2.2. Improving public services:

2.2.2.1. Service standards of government agencies are not responsive enough to customer needs. Criteria regarding definition, purpose, responsibility and standards, as well as their implementation, have been neglected;

2.2.2.2. The consistent and fast delivery of a range of IT-based services is hampered by the existing IT system structure, infrastructure and coordination between the service units and the principal units.

2.2.3. Enhancing justice and reducing corruption:

2.2.3.1. Legislative requirements for civil servants to disclose their asset and income statements have become an important anti-corruption step. It helped to increase transparency in the public sector. However, the validation of the accuracy of submitted statements is not sufficient. People are often unaware of a legal requirement that asset and income statements must be open to the public. The possibility to disclose statements of people other than high-level public officials is often limited.

2.2.3.2. Not every citizen — particularly in remote areas— has access to review full versions of passed legislation.

2.2.3.3. A set of laws on judicial organizations aimed to enhance its institutional capacity and transparency has been passed and implemented. Despite this, many people have limited knowledge about these reforms.

Three. Mongolia's Open Government Partnership Strategy

3.1. Principles of the Open Government Partnership:

3.1.1. Adopt good practice -to fast-track desired outcomes by introducing good practice into the areas of public services that receive most complaints and petitions from citizens and promote the achievements across the nation;

3.1.2. Introduce modern IT progress to deliver express services, regardless of time and geographical constraints by using the advantages of IT;

3.1.3. Ensure effective partnership-the Open Government Initiative will be implemented based on consultations with the public, while reporting the outcomes to the public to keep them stimulated and motivated;

3.1.4. Ensure political leadership and define national leaders- to structure a politic

Leadership by establishing the National Committee on the Open Government Initiative, under the Cabinet Secretariat, and ensure its funding.

3.2. Priories under Open Government Partnership Initiative

The Government of Mongolia identifies three main priorities of the Open Government Partnership Initiative as determined below;

3.2.1. Increasing public transparency;

3.2.2. Improving public services;

3.2.3. Enhancing justice and reducing corruption.

3.3. Activities under each priority

3.3.1. Activities under the objective of "Increasing public transparency"

3.3.1.1 Monitor and ensure implementation of *Information Transparency and Information Access Right Act* by establishing National Information Transparency Committee and creating structure of Information commissary.

3.3.1.2 Modernize performance indicators of information transparency of public organizations into –"citizen targeted'' ones.

3.3.1.3 Launch –Transparent account system‖ in order to enable consistent, transparent reporting to the public and to provide comprehensive information on budget revenue collection, income and expenditure details, as well as public procurement and investments.

3.3.1.4 Develop central information database of minerals, oil, and land tenure license owners, open to the public.

3.3.1.5 Ensure transparency all agreements on investment, stability and production- sharing of public-owned resources such as water, minerals, oil and land.

3.3.1.6 Publish list of mandatory public information on environment such as information regarding any action harmful to natural environment and people's health.

3.3.1.7. Disclose information to the public relating to foreign loan assistance projects and programs, including the total amounts, terms, payback duration and general provisions related to the loan rate, board members, and implementation bodies. Information about the terms of implementation of the projects as well as general conditions of contracts between suppliers and buyers shall be disclosed as well.

3.3.1.8 Disclose budget funded procurement contracts above 80.0 million MNT.

3.3.2 Activities under the objective of "Improving public service"

3.3.2.1 Ensure civic engagement in planning and developing public services at central

and local levels by introducing communication channels such as organizing e-conferences, public hearings, and open meetings.

3.3.2.2 Launch "Smart Government" program, for delivering e-public services to the people regardless of distance and location through the public service portal.

3.3.2.3 Create a single access public service for citizens without requiring supplementary state registered data, based on principles of "One citizen-One public servant".

3.3.2.4 Improve and develop smart e-service capability for "One window-public service" and introduce it as a standard unit of public service.

3.3.2.5 Increase number of "Public service online machines" at local levels for delivering public services to individuals in remote areas, as well as increase the content of its data.

3.3.2.6 Report public feedback on government performance received from the Government's "11-11" center. Government shall also establish a data system that responds to and tracks petitions and enquiries.

3.3.2 Activities under the objective of "Enhancing justice and reducing corruption"

3.3.3.1 Develop and publish E-mapping of crime occurrence.

3.3.3.2. Create a united information database on law enforcement activities, crimes and violation records, and ensure that the database is accessible to relevant bodies.

3.3.3.3. Introduce a system of random disclosure to the public of asset and financial statements of any public servants.

3.3.3.4. Publish the asset and financial statements of officials who work in organizations with a high likelihood of corruption index on websites and ensure citizen monitoring.

3.3.3.5. Create regulation that repeals decisions made without due participation of citizens and contradict public interests, as well as hold the officials at fault accountable.

3.3.3.6. Deliver the draft laws, acts, amendments and administrative rules to public attention in due time. In particular, create an opportunity for people to access such information from "Public Service Online Machines", Citizens Chambers, and the public libraries at each provincial level.

3.3.3.7. Strengthen the capacity of citizens by implementing certain projects to enhance legal knowledge of target groups using simple language.

Four. Action Plan
The Implementation action plan of Open Government Partnership goals is attached in the Annex: