



Open Government Partnership

Independent Reporting Mechanism

Mongolia: Comment Received on the Second Progress Report 2016-2017

The IRM received the following comments from Undral Gombodorj of the Democracy Education Center (DEMO):

General Overview of the commitments

In June 2018, the Democracy Education Center (DEMO), a Mongolian NGO, developed a quick assessment tool entitled “CHECK MY OGP”, with the aim to assess the implementation of Mongolia's second national OGP action plan (2016-2018). For the first time, Mongolian civil society organizations conducted the independent monitoring of NAP implementation which was held in June 2018. The developed “CHECK MY OGP” assessment tool will be improved and used to evaluate the next national action plan (2018-2020) implementation too. The CSO assessment was done with the financial support of the Asia Foundation in Mongolia, and is a part of the Advocating the OGP through the civil society coalition project implemented by the Women for Social Progress.

Commitment 1: Mobile Application for Government 11-11 center to receive citizen feedback and requests

Context and Objectives

Even though the Government's 11-11 Center's application to receive citizens feedback was one of the commitments of the Cabinet Secretariat of the Government in the National Action Plan of the Open Government Partnership, because of the political changes made from the results of the 2016 Parliamentary elections, the new Government's decision to close down 11-11 Center's activities and from circumstances such as the customization, staffing, restructuring and retrenchment to the Government's Public Relations Center, it looked as though the objective was not going to start and to be delayed. Thus, our organization, the Democracy Education Center (DEMO), took it upon ourselves as a stakeholder to concern ourselves with the matter. We met numerous times with the Cabinet Secretariat and its Information Technology Management to present to the new management and officials about the commitment and reminded them to start the implementation, but we have yet to receive a concrete response.

Completion

Based on the fact that 80% of the complaints received by the Government's 11-11 Center are from the capital city, DEMO decided on making the application to be applied in Ulaanbaatar. We presented our agenda to the Capital City Governor's Office, and DEMO has successfully fundraised for the funding source from the Australian Government's Direct Aid Program and by meeting and presenting it to the relevant municipality organizations, we developed a CHECK

MY SERVICE mobile application, got it connected to the Municipality Public Service Center's server and the launch was made in January 2018. The deadline for the commitment's implementation was June 30, 2018, so DEMO considers that this commitment was completed before the deadline.

At first, the main implementing organization was planned to be the Government Cabinet Secretariat but during the process it was changed to the Capital City Governor's Office. DEMO was a CS stakeholder and, even though the Government was replaced twice during this time, they still cared for this commitment by pursuing, demanding and reminding the City Governor's Office to implement it. On January 31, 2018, which is also the Mongolian Civil Society Day, the official opening ceremony of CHECK MY SERVICE application was held in the Municipality Public Service Center, consisting of 100 representatives from the capital city management, local administration, international, private sector, media and civil society organizations: <http://eagle.mn/r/40168>.

From January to June 2018, DEMO disseminated a short video presentation and promotional materials on how to use the CHECK MY SERVICE application to television channels, social networks (www.facebook.com/CheckMyService) and public places. Also from January to June 2018, DEMO conducted independent monitoring by getting the monthly reports of citizen's complaints and feedbacks sent through the CHECK MY SERVICE application from the Municipality Public Service Center. Therefore, this has become the OGP's first initiative to have been implemented on a local government level in Mongolia through the efforts of civil society organizations.

Next Steps

DEMO is considering to continue the use of CHECK MY SERVICE mobile application to be applied beyond the capital city, and to widen it throughout of Mongolia by connecting it to the Government's Public Relations Center (former 11-11 Center) server. DEMO has done several consultative and negotiation meetings with the ICT Division of the Cabinet Secretariat on this issue.