



OPEN GOVERNMENT PARTNERSHIP

NATIONAL ACTION PLAN IV REPORT

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INTRODUCTION

Mongolia has implemented National Action Plan (NAP) I, II, III, IV since joining Open Government Partnership (OGP) in 2013.

NAP I (2014-2016) focused on disclosure of environmental information, fiscal transparency, and system establishment for citizen complaints to 11-11 hotline;

NAP II (2016-2018) centered on mobile application for 11-11 center, Glass account system improvement, legal environment for transparent political party funding, and transparent beneficial ownership information in mining sector;

NAP III (2018-2020/2019-2021) focal point was waste management and contracts transparency for internationally funded projects;

NAP IV (2021-2023) commitments include extractive transparency, public procurement, e-government, waste management, fiscal transparency, freedom of the press, legislative public consultation mechanisms, management of medicine and medical devices, freedom of association, and so forth.

ACTION PLAN PROCESS

Civil society was actively involved during the co-creation process. NAP IV design meetings started in Jan, commenced in Sep 2021 and Working Group to Develop the NAP IV was established.

Through consultations from more than 200 representatives from government, CSOs, private sectors, media, political parties, and international agencies, initially 80 proposals for commitments were developed.

After 5 discussions and meetings during June-Nov 2021, 9 commitments were narrowed down as priority commitments.

Lead government ministries to implement these commitments include Ministry of Mining and Heavy Industry (MMHI), Ministry of Justice and Home Affairs (MOJHA), Ministry of Finance (MF), Ministry of Health (MH), and Ministry of Digital Development and Communications (MDDC), and other stakeholders consisting of 32 CSOs.

NAP IV was officially finalized in Dec 2021.

USE OF IRM RECOMMENDATIONS

Mongolia Action Plan Review was completed in July 2022. Following recommendations were provided from IRM:

Commitment 1: Extractive Industry Transparency

- Engage with Ministry of Finance;
- If the Mineral Resources Transparency Law does not pass, add clauses on extractive sector transparency to amend the Mineral Law, the Heavy Industry Law, the Nuclear Energy Law, and the Common Mineral Law;
- Develop a verification mechanism for published extractive sector information;
- Develop a mechanism for law enforcement agencies to leverage the database to identify, investigate, and prosecute financial crimes.

Following provided recommendations, 4 milestones were completed or showed substantial progress and 2 milestones showed limited progress.

USE OF IRM RECOMMENDATIONS

Commitment 2 and 8: Legislation on Freedom of Information and the Press

- Incorporate enforcement mechanisms into planned amendment to the Law on Whistleblower Legal Status, the Freedom of the Press Law, and the Law on State and Official Secrets, to strengthen future implementation of these legislative measures;
- Train relevant government officials;
- Concretize indicators for milestones without clear targets in commitment 2, collaboratively including implementing agencies and civil society stakeholders;
- In future action plans, consolidate commitments with overlapping milestones into a single commitment to streamline coordination planning.

Following provided recommendations, 9 milestones were completed or showed substantial progress and 3 milestones showed limited progress.

USE OF IRM RECOMMENDATIONS

Commitment 3: Public Engagement in Public Procurement

- Include civil society partners in commitment planning and implementation;
- Engage CSOs in the citizen-led groups to evaluate procurement bids, in addition to individual citizens;
- If paper-based submissions continue to be received, the State Procurement Agency could digitize paper-based submissions in a machine-readable open data format, rather than scanning these submissions.

Following provided recommendations, 4 milestones were completed or showed substantial progress and 2 milestones showed limited progress.

Commitment 4: Legislation Protecting Civic Space

- To ensure participatory deliberation process, the Standing Committee on State Structure needs to organize public hearings involving civil society representatives to identify and assess the potential impact of provisions included in the draft Law on Associations and the draft law on Foundations;

USE OF IRM RECOMMENDATIONS

- Clarify concrete targeted revisions to the the draft Law on Associations and the draft law on Foundations;
- Ensure public accessibility of all information on the CSO registry.

Following provided recommendations, 2 milestones were completed or showed substantial progress and 2 milestones showed limited progress.

COMMITMENTS

1 STRENGTHENING EXTRACTIVE INDUSTRY TRANSPARENCY

2 ENSURE GUARANTEED FULFILLMENT OF THE PUBLIC'S RIGHT OF ACCESS TO GOVERNMENT INFORMATION AND IMPROVE GOVERNMENT TRANSPARENCY BY STRENGTHENING LEGAL ENVIRONMENT FOR INFORMATION TRANSPARENCY

3 REDUCE HUMAN FACTOR IN PUBLIC PROCUREMENT BY WAY OF INTRODUCING ADVANCED TECHNOLOGIES AND INCREASE ENGAGEMENT WITH THE PUBLIC AND CSOs

4 IMPROVE LEGISLATION TO GUARANTEE THE PROTECTION OF CIVIC SPACE AND THE RIGHT TO FREEDOM OF ASSOCIATION, AND CONDITIONS FOR THE DEVELOPMENT, INDEPENDENCE AND SELF-GOVERNANCE OF CIVIL SOCIETY

5 INCREASED PUBLIC PARTICIPATION AND INDEPENDENT MONITORING IMPROVES THE IMPLEMENTATION OF THE LAW ON PUBLIC HEARING, GENERAL ADMINISTRATIVE LAW, LAW ON LEGISLATION, WASTE MANAGEMENT LAW

6 INCREASING PUBLIC PARTICIPATION AND MONITORING OF STATE BUDGET AND PUBLIC INVESTMENT PROCESSES

7 IMPROVE TRANSPARENCY AND MONITORING OF THE PROCUREMENT, QUALITY, SAFETY AND SUPPLY OF MEDICINES AND MEDICAL DEVICES

8

LEGAL ENVIRONMENT ENABLING FREEDOM OF THE PRESS


9

DIGITALIZATION AND INCREASED AVAILABILITY AND
ACCESSIBILITY OF GOVERNMENT SERVICES

ASSESSMENT OF THE COMMITMENTS


COMMITMENT 1: STRENGTHENING EXTRACTIVE INDUSTRY TRANSPARENCY

Milestones: The draft Mineral Resources Transparency Law submitted to the Parliament for Autumn Session hearing and its approval thereof


Assessment Progress	of	 <i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Authority</u></p> <p>Law on Mineral Resources Transparency has changed its name to Law on Extractive Industry Transparency. Draft has completed all public discussion stages and now pending approval for Cabinet session.</p>
Recommendations of NGOs		<p>1. <u>Steps without borders NGO (Aug 28, 2023):</u></p> <p>Law on Mineral Resources Transparency has changed its name to Law on Extractive Industry Transparency.</p> <p>Draft has completed public discussion stages. Prior seeking approval from Cabinet session, will organize discussions with entities, investors, local citizens, and administrative officials before submitting it to the State Parliament Fall session.</p> <p>2. <u>Open society forum NGO (Aug 30, 2023):</u></p> <p>In 2020 development of draft Law on Transparency of the Mineral Resources was completed, however no effort was made by the responsible implementor Ministry of Mining and Heavy Industry to submit it to the State Parliament.</p>

Therefore, as part of anti-corruption activities of the Government, the Ministry of Justice and Home Affairs withdrew the draft law, revised it into the Law on Extractive Industry Transparency, and discussed it with civil society organizations. It is planned to present it to the Cabinet meeting and submit to the State Parliament Fall session.

In order to solve the obstacles and difficulties in the implementation of the commitment, we propose to clarify responsibility of the implementing agency, as well as make clear of milestones to be completed during the remaining period.

Assessment of Progress by NGOs		<i>Completed or substantial progress</i>
Justification for changing assessment	It is possible to change assessment into “green” if the draft law will be submitted and discussed at the State Parliament Fall session.	

Milestones: An integrated mineral resources information base with open data set up

Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment	<p><u>Implementing organization: Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Authority</u></p> <p>Following Article 8 of the Law on Public Information Transparency, Common regulation on control over uploading, publishing and updating open data in electronic form, and Prime Minister initiative - “Glass” operation, database of mineral resources and open data has been set-up and created.</p> <p>Open information of the mineral resources sector is updated on the Ministry's website every month.</p>	
Recommendations of NGOs	<p><i>1. <u>Steps without borders NGO (Aug 28, 2023):</u></i></p> <p>Following Article 8 of the Law on Public Information Transparency, Common regulation on control over uploading, publishing and updating open data in electronic form, and Prime Minister initiative - “Glass” operation,</p>	

database of mineral resources and certain open data has been set-up and created.

Open information of the mineral resources sector is updated on the Ministry's website every month.

2. Open society forum NGO (Aug 30, 2023):

Within the framework of EITI, a database of Mineral Resources has been formed, and the information specified in the EITI standard has been made public.


In the future, there is still a need to expand the information of this database, to clearly legislate the functions of government agencies that provide information, and to legislate state responsibility to cover costs of ensuring normal operation and security.

Therefore, the Law on Public Information Transparency does not meet the need to enact the Law on Extractive Industry Transparency.

The website of the Ministry of Mining and Heavy Industry only contains statistics for the mineral sector and is published only in PDF format.

Therefore, it is impossible to say that the Ministry Mining and Heavy Industry publishes all information through its website.

The MRPAM publishes registration information on special licenses, however it does not completely meet the standards of EITI and does not meet the standards of open information.

<p>Assessment of Progress by NGOs</p>		<p><i>Limited progress</i></p>
<p>Justification for changing assessment</p>	<p>The extractive industry transparency database was established in 2008 before the commitments were included in NAP IV, and the work to ensure normal operation and to improve has been carried out with the funding from European Bank for Reconstruction and Development, World Bank, and Asian Development Bank.</p> <p>The Ministry of Mining and Heavy Industry is not obliged to fulfill any responsibility for the operation fund, the Secretariat of EITI is responsible for it.</p>	

During the implementation of NAP IV, there was no progress regarding the improvement of the database and the legalization of its operation, and on the contrary the support and participation of the Ministry of Mining and Heavy Industry decreased.

Milestones: Roles and responsibilities of relevant public authorities and state-owned companies defined for transparency purposes to establish a routine process of having them upload their respective information in the database in open data formats. Reports currently available via EITI posted directly on government websites.

Assessment Progress	of	 <i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Authority</u></p> <p>Reports of 64 leading companies in 2021, 90 companies in 2022-2023 are being disclosed under EITI. 15 items of taxes and fees included as revenue to the national budget, 12 items of taxes and fees received in the local budget, and transfers to local development funds have become transparent.</p> <p>Also, information of valid exploration and mining licenses, revoked, transferred, common mineral licenses, unselected business names, coal mining, domestic sales and exports, mountain work report, composition of the board of directors, dividends, local administrative organizations, and contracts have all become open to public.</p>
Recommendations of NGOs		<p><i>1. <u>Steps without borders NGO (Aug 28, 2023):</u></i></p> <p>Reports of 64 leading companies in 2021, 90 companies in 2022-2023 are being disclosed under EITI. 15 items of taxes and fees included as revenue to the national budget, 12 items of taxes and fees received in the local budget, and transfers to local development funds have become transparent.</p> <p>Also, information of valid exploration and mining licenses, revoked, transferred, common mineral licenses, unselected business names, coal mining, domestic sales and exports, mountain work report, composition of the board of</p>

directors, dividends, local administrative organizations, and contracts have all become open to public.


Forms for the disclosure of environmental and social information of extractive production projects have been developed and approved, but they are still not legally certified. Therefore, related provisions are included in the draft Law on EITI.

2. Open society forum NGO (Aug 30, 2023):


However, due to the fact that the role of relevant government agencies in implementing transparency has not been legislated, and there is no legal framework for holding companies accountable for failing to report, and as a result the participation of government agencies has weakened in recent years, and the number of reporting companies has decreased.

In 2019, new requirements were set for the reporting of state-owned companies due to the changes in the EITI standard, but due to the lack of a legal framework, they cannot be fully implemented.

The requirement of mainstreaming the information to be disclosed by the government within the framework of the initiative has not yet been fully implemented.

<p>Assessment of Progress by NGOs</p>		<p><i>Limited progress</i></p>
<p>Justification for changing assessment</p>	<p>Relevant government agencies provide separate data reports for EITI reports, which are different from the data directly reported by the institution to the public, as well as delayed information.</p> <p>This reduces the public's access to undoubted and reliable information of mineral sector from one fast source.</p> <p>Therefore, according to the unified standard, government agencies are required to publish information on a regular basis and link it to the EITI database.</p> <p>Approving the Law on Extractive Industry Transparency will make it possible.</p>	

Milestones: Technical and technological solutions identified for safe and secure information database operation.

<p>Assessment Progress</p>	<p>of </p>	<p><i>Completed or substantial progress</i></p>
<p>Evidence supporting assessment</p>	<p>the</p>	<p><u>Implementing organization: Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Authority</u></p> <p>The following measures are being taken to ensure the normal and safe operation of information systems:</p> <ul style="list-style-type: none"> - Kaspersky Endpoint Security for Windows is used for all computers and servers of the organization and is controlled from one point by the Kaspersky Security Center-integrated management program; - Next generation Fire WALL /Palo-Alto/ is used for the protection of Internet traffic and web servers; - Physical servers are housed in specially designed rooms with cooling and power backups; - Physical servers work in CLUSTER mode and server operating systems are completely switched to virtual technology (VMware); - Physical servers and intranet switches and surveillance cameras on each floor are connected to a 46-hour continuous power backup; - Information system backup is done daily and monthly; - All Windows and Server operating systems, database management (SQL) programs, anti-virus programs, and network security devices used in the organization are officially licensed; - Parallel server and a backup double server.
<p>Recommendations of NGOs</p>		<p>1. <u>Open society forum NGO (Aug 30, 2023):</u></p> <p>Information of the mineral resources sector is available in many government agencies including the Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Agency, Geology Agency, the Ministry of Environment and Tourism, the Mongolian Customs General</p>

Administration, the General Department of Taxation, however the database mentioned in this commitment refers to complete and structured integrated database that complies with open data standards.

In other words, this commitment is about establishing it based on the current EITI database and legalizing its activities and expenses.


Due to the fact that this issue is not legalized, the role and responsibility of the government agencies that provide information continues to weaken, as well as the fact that the costs related to EITI have been financed only by international organizations until now, which puts future stability at risk.

However, the information mentioned in this part of the report is only information about the technical solution of MRPAM database.

Therefore, it is advisable to obtain information related to the technical solutions for the security of the integrated database of the mineral resources sector from the Secretariat of EITI.

Assessment of Progress by NGOs		<i>Not provided</i>
Justification for changing assessment	We suggest re-evaluating after receiving information from the EITI.	

Milestones: State Budget financing secured for the establishment of transparency systems.

Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment	<p><u>Implementing organization: Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Authority</u></p> <p>367 million MNT (equivalent to 106.1 thousand USD as of Aug 1, 2023) was approved in the 2023 state budget. In 2024, a budget proposal to invest 773.4 million MNT</p>	

(equivalent to 223.5 thousand USD as of Aug 1, 2023) in the state budget has been submitted.

Recommendations of NGOs

1. Steps without borders NGO (Aug 28, 2023):

367 million MNT (equivalent to 106.1 thousand USD as of Aug 1, 2023) was approved in the 2023 state budget. Funding for the activities of civil society organizations has not been resolved. Therefore, in 2024 budget proposal to invest 773.4 million MNT (equivalent to 223.5 thousand USD as of Aug 1, 2023) in the state budget has been submitted.

2. Open society forum NGO (Aug 30, 2023):

The budget proposal includes running costs for the EITI office, mandatory verification of the annual summary report and local branch council operating costs.

However, expenses other than office and enforcement expenses are deducted.

Also, the cost of implementing the action plan approved by the national council every year is not included in the budget.

We recommended to change assessment into “amber”.

Assessment of Progress by NGOs



Limited progress

Milestones: Mechanisms and structures established in the extractive industry to strengthen transparency and engagement of civic organizations in sectoral policy formulation, and decision making processes.

Assessment of Progress



Limited progress

Evidence supporting the assessment

Implementing organization: Ministry of Mining and Heavy Industry, Mineral Resources and Petroleum Authority

The composition of the National Council of EITI and Working Group, which is key structure for civil society participation is being updated.

Recommendations of NGOs

1. Steps without borders NGO (Aug 28, 2023):

The National Council of EITI, which is key structure for civil society participation is working to provide opportunities for active citizens in local sub-councils and representatives of non-governmental organizations into its composition.

1. Open society forum NGO (Aug 30, 2023):

The National Council of EITI, which is key structure for civil society participation is working to provide opportunities for active citizens in local sub-councils and representatives of non-governmental organizations into its composition.

The participation of civil society, communities, local citizens affected by mining in the policy and decision-making process of the mineral resources sector is increasingly limited.

The implementation of participatory regulation established in the Law on Legislation, the Law on General Administration, and the Law on Development Policy, Planning, and its Management is increasingly deteriorating in the mineral resources sector.


Assessment of Progress by NGOs



Limited progress


COMMITMENT 2: ENSURE GUARANTEED FULFILLMENT OF THE PUBLIC’S RIGHT OF ACCESS TO GOVERNMENT INFORMATION AND IMPROVE GOVERNMENT TRANSPARENCY BY STRENGTHENING LEGAL ENVIRONMENT FOR INFORMATION TRANSPARENCY



Milestones: Align the State and Official Secrets Registry with information transparency objectives and norms.

Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>The research necessary for the drafting amendments to the Law on State and Official Secrets was conducted by the National Institute of Justice, and a report on the impact of the implementation of the law was received.</p> <p>Draft law is being developed.</p>	
Recommendations of NGOs		<i>Not provided</i>	

Milestones: Strengthen information transparency in conditions of pandemic/public emergency.


Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>The Laws on Transparency of Public Information (Revised), Electronic Signatures (Revised), and Personal Data Protection (Revised) were approved in Dec 2021.</p> <p>Media Council of Mongolia has organized discussions on following themes in 2022-2023:</p>	

	<p>"Covid-19: Right to Know, Journalist's Ethics", "Press Freedom and Journalist's Ethics during the Pandemic", "Covid-19: The Role of Journalism, Ethics and Cooperation", "The Pandemic: The right to know and the freedom of expression", etc.</p>
<p>Recommendations of NGOs</p>	<p>1. <u>Media Council of Mongolia NGO (Sep 21, 2023):</u></p> <p>The Media Council of Mongolia NGO has successfully implemented a pilot program to create an information communication group with the participation of three parties: State-Civil Society-Media, in order to improve information communication in times of crisis.</p> <p>In 2021-2023, a team of 9 people was formed to train 27 people in the 23rd khoroo of Bayanzurkh district, the 17th khoroo of Chingeltei district and Selenge province.</p> <p>Although the goal of incorporating this pilot program was to include into the structure of National Emergency Management Agency, creating a national crisis information communication group has not yet been realized.</p> <p>Therefore, it is necessary to work in this direction and achieve results.</p> <p>In addition, in 2022-2023, in the framework of the theme "Covid-19: Right to Know, Journalist's Ethics", organized presentations and discussions to provide knowledge and information to stakeholders on following topics: "Press Freedom and Journalist's Ethics during the Pandemic", "Covid-19: The Role of Journalism, Ethics and Cooperation", "The right to know and freedom of expression under threat during the pandemic: International lessons", etc.</p>
<p>Milestones: Reflect the constitutional amendment to the effect "Citizens, within their right to live a healthy and safe environment, shall have the right to know the environmental impact of the use of mineral resources" in the relevant legislation.</p>	
<p>Assessment Progress</p>	<p style="text-align: center;">  </p> <p style="text-align: center;"><i>Completed or substantial progress</i></p>
<p>Evidence supporting the assessment</p>	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>It was included in the Law on Transparency of Public Information, which was approved by the State Parliament in Dec 2021.</p>


Recommendations of NGOs	<i>Not provided</i>	
Milestones: Undertake evaluations of the effects of the Law on Legislation, Law on Public Hearing, and the General Administrative Law that contain transparency in decision-making and citizens participation norms, and develop an evidence-based proposal for their amendment.		
Assessment Progress	of	 <i>Completed or substantial progress</i>
Evidence supporting the assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs</u> Amendments to the Law on Legislation have been approved in May 2023. Amendments to the Law on Public Hearings have been approved in May 2023. Amendments to the General Administrative Law have been approved Dec 2022.
Recommendations of NGOs	<i>Not provided</i>	
Milestones: Support initiatives promoting citizen participation and oversight of corruption control and prevention activities, strengthen the independent status of the Public Council (under the IAAC), further improve the legal framework.		
Assessment Progress	of	 <i>Completed or substantial progress</i>
Evidence supporting the assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs</u> It was included in the "National Anti-Corruption Program", which was approved by the State Parliament in June 2023.
Recommendations of NGOs	<i>Not provided</i>	

COMMITMENT 3: REDUCE HUMAN FACTOR IN PUBLIC PROCUREMENT BY WAY OF INTRODUCING ADVANCED TECHNOLOGIES AND INCREASE ENGAGEMENT WITH THE PUBLIC AND CSOs

Milestones: Strengthen legal environment

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance, State procurement agency</u></p> <p>Law on the Purchase of Goods, Works, and Services with State and Local funds was approved by the State Parliament in June 2023.</p> <p>It includes clauses to reduce human factor, create an electronic database to prevent bidder duplicating and submitting the same type of document to each bid; all stages of the tender selection process will be made transparent; in order to prevent conflicts of interest, the separate working groups for the development of tender documents and the evaluation of tenders will be established; etc</p>	
Recommendations of NGOs	<i>Not provided</i>		

Milestones: Compile and operationalize a digital data catalog.

Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance, State procurement agency</u></p> <p>The development of the electronic catalog system has been completed and preparations are underway to launch.</p>	

Milestones: Link the procurement bidders system to the KHUR integrated system, increase information exchange, improve operational coordination within the public sector domain.

Assessment Progress	of		<i>Completed or substantial progress</i>
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Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance, State procurement agency</u></p> <p>Related information, references, and specifications of the bidders can be downloaded and evaluated in the "Electronic Procurement System" /www.tender.gov.mn/ through the state information exchange system "KHUR" and can used for evaluation.</p> <p>During first half of 2023, a total of 17,578 tender invitations were published and 286,706 references and specifications were acquired through the electronic system.</p>	
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Recommendations of NGOs	<i>Not provided</i>		
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Milestones: Collect management information on each and every contract concluded under the Law on Procurement of Goods, Works, Services with State and Local funds, and make publicly accessible using the OCDS format.


Assessment Progress	of		<i>Completed or substantial progress</i>
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Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance, State procurement agency</u></p> <p>Under the Law on Procurement of Goods, Works, Services with State and Local funds, all information on the performance and progress of contracts registered in the procurement electronic system is openly disseminated in OCDS format.</p>	
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Recommendations of NGOs	<i>Not provided</i>		
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Milestones: Strengthen public procurement accountability systems, introduce the RED FLAG indicator and make it open to the public.

Assessment Progress	of		<i>Limited progress</i>
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<p>Evidence supporting assessment</p>	<p>the</p>	<p><u>Implementing organization: Ministry of Finance, State procurement agency</u></p> <p>Detailed information on the planning and implementation of tenders organized in the last 5 years through the electronic procurement system (www.tender.gov.mn), and detailed information on goods and services purchased under the general contracts are currently being uploaded online at www.shilen.gov.mn in cooperation with the Ministry of Digital Development and Communications.</p>	
<p>Recommendations of NGOs</p>		<p><i>Not provided</i></p>	
<p>Milestones: Clients and bidders are engaged in public consultations by conducting information and communication activities on digital procurement systems and evaluating progress in oversight and control thereof</p>			
<p>Assessment Progress</p>	<p>of</p>		<p><i>Completed or substantial progress</i></p>
<p>Evidence supporting assessment</p>	<p>the</p>	<p><u>Implementing organization: Ministry of Finance, State procurement agency</u></p> <p>Public consultations are delivered to clients and bidders via official phone line (25 thousand minute conversation was recorded), official email address (3831 inquiries have been received and replied), official trainings to procurement officers, and information is disseminated on official website.</p>	
<p>Recommendations of NGOs</p>		<p><i>Not provided</i></p>	



COMMITMENT 4: IMPROVE LEGISLATION TO GUARANTEE THE PROTECTION OF CIVIC SPACE AND THE RIGHT TO FREEDOM OF ASSOCIATION, AND CONDITIONS FOR THE DEVELOPMENT, INDEPENDENCE AND SELF- GOVERNANCE OF CIVIL SOCIETY

Milestones: Revision and improvement of the legal environment to ensure civic space for freedom of association, freedom of expression and independence of civic initiatives.

Assessment of Progress		<i>Limited progress</i>
Evidence supporting the assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>The draft Law on the Legal Status of the Federation or the revised draft of Law on Non-Governmental Organizations has been submitted to the Parliament in Nov 2021.</p> <p>The draft revision of the Law on Procedures for Demonstrations is being developed.</p>
Recommendations of NGOs		<i>Not provided</i>


Milestones: Development and adoption of a state and civil society partnership policy spelling out fundamental values and principles of civic space and civil society, through an open, transparent and broadly participatory process.

Assessment of Progress		<i>Limited progress</i>
Evidence supporting the assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>Working group with representatives from Cabinet Secretariat, Ministry of Justice and Home Affairs, National Committee for Human Rights and CSOs was formed in May 2023. Working group developed conceptual draft of state</p>

		and civil society partnership. Minister of Mongolia and Chief Cabinet Secretary jointly with Minister of Justice and Home Affairs approved concept of the draft resolution for the State Parliament. Currently preparation is ongoing to present the draft for the State Parliament.
Recommendations of NGOs		<i>Not provided</i>
Milestones: Simplification of CSO registration procedures and introduction of a digital registry system.		
Assessment Progress	of	 <i>Completed or substantial progress</i>
Evidence supporting the assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>The General Law on State Registration was amended in Dec 2021, and the registration information of legal entities was made open on the website http://opendata.burtgel.gov.mn/.</p>
Recommendations of NGOs		<i>Not provided</i>
Milestones: Establishment of an information database system to enable CSO transparency		
Assessment Progress	of	 <i>Completed or substantial progress</i>
Evidence supporting the assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>Improvements and development of the state registration database have made the following information of legal entities transparent: name database of legal entity; address database of legal entities; registration number, type, form, direction of activity of the legal entity, date of registration, name of the founder/shareholder/ultimate owner, surname and parents of the person representing without power of attorney, legal entity reorganized information, liquidation, etc.</p>
Recommendations of NGOs		<i>Not provided</i>

COMMITMENT 5: INCREASED PUBLIC PARTICIPATION AND INDEPENDENT MONITORING IMPROVES THE IMPLEMENTATION OF THE LAW ON PUBLIC HEARING, GENERAL ADMINISTRATIVE LAW, LAW ON LEGISLATION, WASTE MANAGEMENT LAW

Milestones: Independent evaluation of the General Administrative Law, implementation

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u></p> <p>Based on evaluation of the General Administrative Law, revision of the law was drafted.</p> <p>Amendments to the General Administrative Law was approved in Dec 2022.</p>	
Recommendations of NGOs	<i>Not provided</i>		

Milestones: Assessment of the implementation of the Law on Public Hearing, pursuant to the Law on Legislation.

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u></p> <p>Based on the assessment, draft amendment to the Law on Public Hearing was developed. Amendments to the Law on Public Hearing have been approved in May 2023.</p>	

Amendments to the Law on Legislation have been approved in May 2023.

1. Ministry of Justice and Home Affairs (Aug 30, 2023):

In the draft laws being developed by the Ministry of Justice and Home Affairs, Article 38, Section 38.1 of the Law on Legislation stipulates that "Unless the law provides otherwise, the initiator of the law shall organize a public discussion before submitting the draft law to the State Parliament and shall document the relevant materials and attach it to the draft law."

According to the law, a public discussion will be organized before submission to the State Parliament.

In addition, draft amendments to the Law on Public Referendums were submitted to the State Parliament on May 4, 2022. Along with the draft amendments to the Criminal Code, draft amendments to the Law on Public Referendums were drafted and submitted to the State Parliament.

The Department of Supervision, Analysis, Evaluation and Internal Audit of the Ministry is working to monitor and evaluate the implementation of laws and resolutions in accordance with the relevant legal acts.

Recommendations of NGOs

Not provided

Milestones: Assessment of the implementation of the Law on Waste Management, pursuant to the Law on Legislation

Assessment Progress

of



Completed or substantial progress

Evidence supporting assessment

the

Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism

The Ministry of Environment and Tourism conducted a monitoring and evaluation of the implementation of the Law on Waste management and made following conclusions: 3 legal overlaps, 6 legal conflicts, and 22 legal gaps were identified in the law; during the past 5 years since the law came into effect, there has been progress in terms of legal regulations in the waste sector, but practical implementation is insufficient; it is necessary to formulate the norms that legalize the rights and duties of central and local government and local administrative organizations, to clarify the legal regulation and management functions of waste management.

Recommendations of NGOs	<i>Not provided</i>	
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Milestones: Findings of the above legal reviews presented to the public and decision-makers, a follow-up action plan developed

Assessment Progress	of		<i>Limited progress</i>
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Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u> Implementation reports from capital city, all 9 districts, and all 21 provinces are currently being summarized in order to develop follow-up action plan.	
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Recommendations of NGOs	<i>Not provided</i>	
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Milestones: Amendments to the General Administrative Law drafted

Assessment Progress	of		<i>Completed or substantial progress</i>
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Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u> Amendments to the General Administrative Law drafted.	
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Recommendations of NGOs	<i>Not provided</i>	
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Milestones: Amendments to the General Administrative Law submitted for Government review and clearance

Assessment Progress	of		<i>Completed or substantial progress</i>
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Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u> Amendments to the General Administrative Law submitted for Government review and received clearance.	
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Recommendations of NGOs	<i>Not provided</i>	
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Milestones: Amendments to the General Administrative Law submitted to the Parliament

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u> Amendments to the General Administrative Law submitted to the Parliament in Jan 2021 and approved in Dec 2022.	
Recommendations of NGOs		<i>Not provided</i>	
Milestones: Public information and communication campaign on the new legislation			
Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs, Minister of Environment and Tourism</u> Since law passed, trainings have been conducted at the request of relevant organizations, as well as information has been disseminated through the media, including television, radio, and podcast.	
Recommendations of NGOs		<i>Not provided</i>	

COMMITMENT 6: INCREASING PUBLIC PARTICIPATION AND MONITORING OF STATE BUDGET AND PUBLIC INVESTMENT PROCESSES

Milestones: Strengthen transparency, comprehensiveness and timely delivery of information on the entire public budget and public investment project cycles (public investment and spending, special funds, international assistance finance, projects and programs) through legislative reviews and amendments prepared by multi-stakeholder mechanisms

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance</u></p> <p>In order to increase citizens' control over state budget and investments, www.publicinvestment.gov.mn website and mobile application have been updated.</p> <p>Updates will provide funding history and process; information of the projects including status, duration, implementers, contractors, supervisors, and budgeted cost; information on projects implemented with foreign loans and aid including financing, contractors, customers, and information about the project.</p>	
Assessment Progress by NGOs	of		<i>Limited progress</i>
Justification changing assessment	for	<p><u>1. Open Society Forum NGO (Aug 31, 2023):</u></p> <p>Law on Glass accounts do not include regulations to ensure the transparency and completeness of information on special funds, loans, project planning and implementation.</p> <p>The Ministry of Finance posted the revised draft on its website on Aug 5th 2022 for public comments on the Law on Glass Accounts. The draft law was included in the list of laws to be discussed by the Parliament in 2022, but the draft law still has not been submitted to the Parliament.</p>	

It should be noted that the transparency of decisions related to budget spending in glass accounts is weak. In particular, the transparency of capital and district budget decisions is very weak.

When updating the web page of the glass account, the law and regulations should include the requirement to make it public in the form of an archive without deleting the previous information.

In general, when updating websites, they need to keep in the form of an archive without deleting the previous information.

<https://www.publicinvestment.gov.mn/projects> page contains only information on projects after 2022. Therefore, the previous years' project information should also be included.

MOF needs to make a decision on the official use of www.publicinvestment.gov.mn mobile application.

Regarding the "Mongolian Government Foreign Loan and Aid Management Information System /ODAMIS/":




The study of the financial transparency of the government's external loans and projects was carried out by the "Mongolian Economic Analysis and Research Center" NGO.



Based on the data of the bank account and the information in the "Government Foreign Loan and Aid Management Information System" developed by the Ministry of Finance, it was found that the transparency of information on the implementation of projects and events financed by foreign loans and aid funds is insufficient.






For example, out of the 109 projects and events of foreign loans and aid included in the research, during 2018-2021 on average, only 60% of the information specified in the Law on Glass Accounts was published in the system.

According to the data of the information system of the management of projects and events implemented with foreign loans and aid funds, the aggregated information about whether the projects and events have been completed, what budget and funds have been spent, and how well they have been performed are not reported in a way that is understandable to the public.

Insert a rule on detailed budget information in the Content and Standards Guidelines approved by Government resolution 29 of 2016 for the Glass Account website.

Assessment Progress	of	 <i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance</u></p> <p>In order to identify the needs and problems of users of the integrated web page of the Glass Account, series of discussions were organized, and surveys conducted among 1600 representatives of citizens, legal entities, civil societies and public organizations.</p> <p>Based on the results, legal environment was analyzed and draft laws and regulations on Glass accounts is being developed.</p>
Assessment Progress by NGOs	of	 <i>Not started or severe delays</i>
Justification for changing assessment	for	<p><u>Open Society Forum NGO (Aug 31, 2023):</u></p> <p>The regulation on establishing common standards and content of information to be posted on the web page of the Glass account does not include detailed disclosure of approved budget figures.</p> <p>The Ministry of Finance posted the revised draft on its website on Aug 5th 2022 for public comments on the Law on Glass Accounts. The draft law was included in the list of laws to be discussed by the Parliament in 2022, but the draft law still has not been submitted to the Parliament.</p>
<p>Milestones: Reconstruct the shilendans.gov.mn website based on evaluations in proposals developed through consultative processes to ensure proper data orchestration and systems coherence for open data operations.</p>		
Assessment Progress	of	 <i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Finance</u></p> <p>The unified website of the Glass account was newly developed and introduced in Jan 2023.</p> <p>A total of 6058 organizations and more than 10,000 users have registered in the updated system.</p>

		<p>The main advantage of the system update is to facilitate manual data entry by direct connection with the budget and financial systems of the Ministry of Finance, as well as providing accurate and understandable information to the public.</p> <p>Information includes approved budget, performance and excess savings; local development fund plan and execution; plans for the purchase of goods, works, or services included in capital and operating costs; organization's registration, bank account, etc.</p>
Assessment of Progress by NGOs		<i>Limited progress</i>
Justification for changing assessment		<p><u>Open Society Forum NGO (Aug 31, 2023)</u>: The new web page of Glass account contains only information of 2023. It is not clear whether data before 2023 will be included or not.</p> <p>The OLD GLASS ACCOUNT (old.shilendans.gov.mn) page with budget information until 2022 did not open on Aug 28th 2023, but it was open the next day. In order to ensure budget transparency, the OLD GLASS ACCOUNT should be kept open and not deleted.</p> <p>In general, when updating websites, they need to keep in the form of an archive without deleting the previous information.</p>
Milestones: Set up and operationalize a cyber platform for public comment on state budget and spending		
Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment		<p><u>Implementing organization: Ministry of Finance</u></p> <p>In the www.iltod.mof.gov.mn electronic system, the "Citizen Participation" menu was newly developed and put into use in Feb 2023, allowing citizens to receive suggestions from the public throughout the year.</p> <p>Also, with the help of the "Discussion" sub-menu, an electronic field was additionally developed to discuss budget laws and regulations or any issues related to the budget.</p> <p>Through the "budget investment" mobile application of the Ministry of Finance, citizens can vote on the project proposal</p>

		to be implemented by the state budget in 2024 for their residing sub-district, district and province.
Assessment of Progress by NGOs		<i>Limited progress</i>
Justification for changing assessment	<u>Open Society Forum NGO (Aug 31, 2023):</u> In the process of spending the approved budget, an electronic platform has not been created, where citizens can vote throughout the year (there is no menu for citizens to vote at shilendans.gov.mm).	
Milestones: Online systems upgraded to provide feedback to the public on their proposals/suggestions		
Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment	<u>Implementing organization: Ministry of Finance</u> Feedback can be provided on how citizens' suggestions on budget planning and spending were resolved and uploaded to the "Citizens' Budget" electronic system and distributed via the Ministry of Finance website.	
Assessment of Progress by NGOs		<i>Not started or severe delays</i>
Justification for changing assessment	<u>Open Society Forum NGO (Aug 31, 2023):</u> There is no menu for citizens to see on the electronic platform about how citizens' opinions on budget planning and spending were decided.	
Milestones: Update publicinvestment.gov.mm website by installing project "start date" search option		
Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment	<u>Implementing organization: Ministry of Finance</u> Project "start date" search option has been added.	
Assessment of Progress by NGOs		<i>Limited progress</i>

**Justification
changing
assessment**


for

Open Society Forum NGO (Aug 31, 2023):


<https://www.publicinvestment.gov.mn/projects> page contains only information on projects after 2022. Therefore, the previous years' project information should also be included.

COMMITMENT 7: IMPROVE TRANSPARENCY AND MONITORING OF THE PROCUREMENT, QUALITY, SAFETY AND SUPPLY OF MEDICINES AND MEDICAL DEVICES


Milestones: Content development on rational medicines consumption, public information and communication activities

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Health, Drug and Medical Device Control and Regulatory Authority</u></p> <p>The main content of the information for the public on the proper use of medicines was developed with citizens, pharmacists and doctors, and was distributed through the website, live videos, posters, video contents, trainings, and television interviews.</p>	
Recommendations of NGOs		<i>Not provided</i>	

Milestones: Drug pricing system assessed and modification introduced in the legislation thereof

Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Health, Drug and Medical Device Control and Regulatory Authority</u></p> <p>Assessment is complete.</p> <p>A draft revision of the Law on Medicines and Medical Devices is being developed.</p>	
Recommendations of NGOs		<i>Not provided</i>	

Milestones: A reference system of international and domestic prices is introduced in the pricing of insurance covered essential medicines.


Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Health, Drug and Medical Device Control and Regulatory Authority</u></p> <p>A draft revision of the Law on Medicines and Medical Devices is being developed, which includes clause on pricing insurance of essential medicines.</p>	
Recommendations of NGOs		<i>Not provided</i>	

Milestones: The Medicine Regulation and Customs Office information and data integrated in overall information system.


Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Health, Drug and Medical Device Control and Regulatory Authority</u></p> <p>Currently all information is received on paper.</p> <p>Draft contract has been submitted to the Mongolian Customs General Administration for fast exchange of information.</p>	
Recommendations of NGOs		<i>Not provided</i>	

COMMITMENT 8: LEGAL ENVIRONMENT ENABLING FREEDOM OF THE PRESS


Milestones: A working group in charge of the commitment formed

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs</u> Working group was formed in Dec 2020.	
Recommendations of NGOs		<u>Media Council of Mongolia NGO (Sep 21, 2023):</u> It is unclear what the composition of the working group is and whether the working group has worked or not.	

Milestones: Assessment of the legislation relevant to the commitment, and communication of outcomes to stakeholders


Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs</u> Assessment completed and results disseminated to Working group.	
Recommendations of NGOs		<u>Media Council of Mongolia NGO (Sep 21, 2023):</u> Needs to specify research details, including from which source, what kind of research, trustworthiness and independence the research in the main recommendations. In addition, it should be emphasized that any regulation of the media should aim at ensuring the independent and sovereign principle of the media, i.e., the media should be free from direct and indirect government control, and editorial independence should be ensured. A broad discussion and understanding of the industry are needed to include media self-regulation in the revision of the Law on Freedom of Media.	

Milestones: Study of international norms and standards relevant to the commitment, drafting of amendment.


<p>Assessment Progress</p>	<p>of</p>	<p></p> <p><i>Completed or substantial progress</i></p>
<p>Evidence supporting assessment</p>	<p>the</p>	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>As part of the drafting of the revision of the Law on Freedom of the Media, international legal regulations have been studied (Korea, Denmark, Ireland, India, and Luxembourg), which have specially legalized self-regulatory organizations in the media sector.</p>
<p>Recommendations of NGOs</p>		<p><u>Media Council of Mongolia NGO (Sep 21, 2023):</u></p> <p>These are not countries that represent benchmarks for media self-regulation, so it is necessary to re-examine the options and further research.</p> <p>In the study "The current state of media freedom in Mongolia and its alignment with good international standards" conducted by the Citizen Participation Project, the experiences of Norway, Australia, the United Kingdom, the Republic of Korea, the United States of America, Latvia, Lithuania, and the Czech Republic were studied.</p> <p>In addition, the Media Council studied the experiences of the member states of independent European media councils, such as Germany, Belgium, Ireland, Denmark, Georgia, and Bosnia-Herzegovina, when studying the best practices of self-regulation in the media sector.</p> <p>Based on the experience of these countries, a media industry self-regulatory organization was established in early 2015 under the name of the Media Council, and its activities have been continuously and effectively implemented for 8 years.</p> <p>Media Council of Mongolia manifests good practice in Central Asia and Eastern Europe due to its independent activities, which was developed by the industry's voluntary initiative.</p>

Milestones: Feedback on the proposed amendments from the public and communities


<p>Assessment Progress</p>	<p>of</p>	<p></p> <p><i>Completed or substantial progress</i></p>
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<p>Evidence supporting assessment</p>	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>the</p> <p>The first version of the revised draft was disseminated to representatives of professional organizations in the field of journalism, such as the "Mongolian Union of Journalists", "Media Council", etc and feedbacks are being summarized.</p>
<p>Recommendations of NGOs</p>	<p><u>Media Council of Mongolia NGO (Sep 21, 2023):</u></p> <p>The above-mentioned professional organizations of the media sector strongly criticized the draft amendment of the relevant law, and it is not known whether the criticism was reflected by the Ministry of Justice and Home Affairs.</p> <p>Parties have not reached a consensus and the process of preparing the has been delayed.</p> <p>For example, the Media Council of Mongolia sent an official letter in March 2020, stating "The revised draft of the Law on Freedom of the Media, specifically clauses in the chapter entitled 'Self-regulation of the media' denies the nature of self-regulation of the media.</p> <p>It represents an attempt to bring all-media institutions under state control and to solve the professional ethical issues of journalism with the intervention of the state using 'self-regulation'.</p> <p>It is considered to be an act that will damage the reputation of democratic Mongolia in the international arena and lower the World Press Freedom Index."</p>
<p>Milestones: Finalization and submission of amendments, lobbying.</p>	
<p>Assessment Progress</p>	<p>of</p> <p style="text-align: center;"></p> <p style="text-align: right;"><i>Limited progress</i></p>
<p>Evidence supporting assessment</p>	<p><u>Implementing organization: Ministry of Justice and Home Affairs</u></p> <p>the</p> <p>Pending public discussion before finalization and submission to the Cabinet session and later to State Parliament.</p>
<p>Recommendations of NGOs</p>	<p><i>Not provided</i></p>

Milestones: Insertion of a provision securing the right of reporter to protect source anonymity in the Law on Whistleblower Legal Status and the Law on Freedom of the Press.


Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs</u> Provision is included in the Law on Whistleblower Legal Status. Law on Whistleblower Legal Status pending public discussion.	
Recommendations of NGOs		<i>Not provided</i>	

Milestones: Amendment to the Law on State and Official Secrets to establish a procedure whereby the state secrets list only be defined and approved by law rather than Cabinet Resolution and/or government agency decision.

Assessment Progress	of		<i>Limited progress</i>
Evidence supporting assessment	the	<u>Implementing organization: Ministry of Justice and Home Affairs</u> Proposal is required to be introduced to the General Intelligence Agency (GIA) prior the amendment. After feedback from GIA, amendments will be applied to the “Approval list” by the Minister of Justice and Home Affairs.	
Recommendations of NGOs		<i>Not provided</i>	

COMMITMENT 9: DIGITALIZATION AND INCREASED AVAILABILITY AND ACCESSIBILITY OF GOVERNMENT SERVICES

Milestones: Increase the types of public services available via the “E-Mongolia” integrated system, make its interface more user-friendly.


Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the		<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>Integrated System (www.e-mongolia.mn) provided</p> <p>181 services from 23 organizations in 2020, 606 services from 59 organizations in 2021, 897 services from 69 organizations in 2022, and as of July 2023 it provides 994 services from 83 organizations for individuals and legal entities using electronic form.</p> <p>Total of 32.9 million accesses were registered. In addition, 1.6 million or 74% of adult citizens of Mongolia have registered and 397 thousand users are actively using the system. E-Mongolia 3.0 added ID for people with disabilities, updated the screen with the ability to increase and change color contrast, switch to night mode, and increase and decrease the font size according to the needs.</p>
Recommendations of NGOs			<i>Not provided</i>

Milestones: Streamline Hotline operation to reduce red tape, irresponsiveness, procedural delays and other challenges encountered by individuals and business entities.


Assessment Progress	of		<i>Completed or substantial progress</i>
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<p>Evidence supporting the assessment</p>	<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>In the integrated system (www.e-mongolia.mn), server expansion and software improvements were made, and a notification delivery system "push notification" was developed, which can simultaneously send information and notifications to users in a short period of time.</p> <p>Also, a new menu was added to "Filing a complaint to the Anti-corruption agency" and created the conditions for calling the 11-11 number for citizens and public relations from the E-Mongolia system.</p>
<p>Recommendations of NGOs</p>	<p><i>Not provided</i></p>


Milestones: Develop an AI technology-based integrated platform for prompt delivery of information on public services and tax returns and credits notifications.

<p>Assessment of Progress</p>		<p><i>Completed or substantial progress</i></p>
<p>Evidence supporting the assessment</p>	<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>The E-Mongolia platform has introduced a dynamic solution with AI-based functions that can monitor user access, network traffic, and load levels, intelligently expand itself during peak times, and shrink back during low-load times.</p> <p>This allows the platform to operate efficiently and achieve multiple savings, as well as load balancing of 2 million users at a time with greater speed.</p> <p>Citizens can choose from their Facebook account, national e-mail, "push notification" of the E-Mongolia application, and personal e-mail addresses to directly receive notifications of expired documents, payment invoices and public service notifications, and deliver warning information about illegal driver's licenses and expired documents.</p>	
<p>Recommendations of NGOs</p>	<p><i>Not provided</i></p>	


Milestones: Improve the 1111 Call center’s management of incoming queries and complaints of government agency bureaucracy and malfeasance, and of the outgoing feedback to further strengthen the transparency and up-to-dateness of the information on government services.

Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment	<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>"Filing a complaint to the anti-corruption agency" was added and now allows direct call to the 11-11 number from the E-Mongolia system.</p>	
Recommendations of NGOs	<i>Not provided</i>	


Milestones: Monthly reports on the Hotline 1111 information and complaints management delivered to relevant authorities and posted on the government website.

Assessment of Progress		<i>Completed or substantial progress</i>
Evidence supporting the assessment	<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>From Jan 2022 to Aug 2023 total of 255,284 citizens contacted the 11-11 Center for Citizens and Public Relations via phone, website, voicemail, Facebook, e-mail, in person, and E-Mongolia.</p> <p>95,750 suggestions, requests, and complaints were registered and transferred to the government ministries, agencies, provincial and capital administration.</p> <p>Daily and weekly reports are submitted to the Office of the Prime Minister and regularly reported to the public on the official website of the center.</p>	
Recommendations of NGOs	<i>Not provided</i>	

Milestones: Uniform standards for online public services developed and introduced.

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>The draft of the standard "General requirements for the provision of public services by operator mode" was developed, discussed at the meeting of the Technical Committee, and the standard MNS 6984:2022 was approved by the Order C/51 of 2022 from the Agency for Standard Metrology.</p>	
Recommendations of NGOs		<i>Not provided</i>	

Milestones: Transforming Large Government into Smart Government and developing citizen-centered public service.

Assessment Progress	of		<i>Completed or substantial progress</i>
Evidence supporting assessment	the	<p><u>Implementing organization: Ministry of Digital Development and Communications</u></p> <p>E-business platform has introduced services for legal entities to obtain 417 special licenses, 42 enquiries, 226 public services or a total of 685 services.</p> <p>Services include establishing new enterprise and organization, obtaining a name of a legal entity, registering in the state registry, registering a list of assets, obtaining an electronic certificate, checking a seal, etc.</p> <p>www.lavlagaa.e-mongolia.mn system provides 81 types inquiries related to state registration of vehicles, vehicle ownership, certificate of secondary education, higher education, training institution, thesis statement, etc.</p> <p>www.opendata.gov.mn provides 701 open datas of 57 organizations.</p> <p>“Khurdan” centers located internationally and domestically provides in-person services to citizens without access to mobile phones or internet.</p>	

www.huduu.mn is national-level platform that easily and quickly provides comprehensive information from official sources to citizens moving to capital city from the local area, as well as enterprises and organizations.

Sudalgaa.gov.mn is unified research platform, which includes 1010 studies from 76 institutions that have been completed by government funding.

Now all research are concentrated in one place. Platform not only prevents future overlaps, but also creates large government data for further research and policy planning, and provides transparent and accessible delivery of policies, decisions, and activities to the public.

**Recommendations
of NGOs**

Not provided

LESSONS AND INSIGHTS

NAP IV co-creation process was very diverse and active, however official launch was Dec 31, 2021. This meant government only had 1.5 year until June 2023 to implement the plan.

In 9 commitments with 53 milestones, 25 were ambitious goals to strengthen legal environment. Amendments to the law or drafting new law is a lengthy process, which includes research, evaluation and development.

It also undergoes specific procedures including public discussion and comments, submission at Standing committees, clearance from Cabinet meeting, and submission and discussion at State Parliament while making all necessary revisions at every stage. We will consider this lesson in the planning of NAP V.

Another challenge was staff change and OGP responsibility shifting from one government agency to another. This posed risk to institutional knowledge and process continuity, as new ministry and staff needed time to familiarize with OGP concept and ensure effective implementation.

However, within such short time government was able to fully complete 39 milestones (74%) and 14 milestones (26%) have shown

LESSONS AND INSIGHTS

progress or were close to being completed. We do not have any milestone that did not start or had severe delays.

Steps without borders NGO (Aug 28, 2023):

Co-creation process of NAP IV was successfully developed, but during the implementation participation of many parties were interrupted and process was even halted for some time. In particular, the involvement of the private sector, the media, and local and remote district committees failed to clarify their responsibilities. Actions have not been taken to increase the knowledge and understanding of local civil servants about OGP.

RECOMMENDATIONS

IRM Co-creation brief was issued on July 31, 2023. During NAP V planning process, we will follow recommendations from new brief and OGP's 2023-2028 Strategy.

We will continue to engage with civil society representatives, organize regular meetings to collaboratively discuss planning, and seek joint problem-solving.

We will also plan targeted outreach meetings with government stakeholders, relevant ministries to address challenges.

During planning process, we will make sure to provide updates on NAP V planning and all stakeholders will plan future commitments with more concrete and pioneering goals and ensure strong ownership of commitments of NAP V initiatives.

Steps without borders NGO (Aug 28, 2023):

Pay particular attention to interdisciplinary information exchange and coordination of work at all levels.

Psychological responsiveness NGO (2023.09.01):

Greetings! I have reviewed the plan and report of the NAP. There are no indicators to evaluate the plan's implementation and even though it states that correlation exists with the SDG indicators, however the evidence is insufficient, and it is a weak report written with narrative

RECOMMENDATIONS

sentences to show one person's thoughts and ideas. From the user's point of view ... it seems a bit unreliable ...

Fulfillment of some commitments, especially similar issues mentioned in Second Voluntary National Review (VNR) on the SDGs Implementation (targets of SDG 16) could be used as a source of information. Mongolia's Second VNR report to the United Nations submitted in July 2023 was written much better than the previous one and showed some progress in terms of statistical indicators. But anyway, appreciate your plan to send the report.

Tserenpurev shared reports on the good work completed within the framework of the MASAM 2 project. Thanks to Bolorsaikhan for the opportunity to read it.

I am grateful for the progress this government is making. Success will eventually come if we provide openness, transparency and allow citizen participation to amend and improve it.

----oOo----