



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

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**COUNTRY NAME\***

MONGOLIA

**Contact information**

Your name\*

Orkhontulga Tsedensodnom

Title\*

Head of Foreign cooperation division

Organization\*

Ministry of Digital Development and  
Communications

Email\*

fr@mddc.gov.mn

Please select whichever applies\*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other \_\_\_\_\_

## A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all.\*

Note: E-government and digital government are used interchangeably in this Questionnaire.

1. Government e-services portal that has 1,106 online public services (G2C, G2B): www.e-Mongolia.mn, In terms of subscribers, there are 1.7 million active customers registered in E-Mongolia System. So far, the e-Mongolia platform has provided 36.5 million online services to the citizens. URL: <https://e-mongolia.mn/home>
2. The "e-Business" leveraging advancements in information technology and electronic solutions, this platform not only provides robust support but also contributes to cultivating a conducive business environment by streamlining processes, eliminating bureaucratic red tape, and facilitating the establishment of legal entities from any corner of the globe, the platform incorporates 417 special licenses related to legal entities, encompasses 42 reference definitions, and integrates a staggering 226 public services, resulting in a total of 685 services. <https://e-business.mn/home>
3. Safeguarding children from inappropriate news, information, online content. Cooperating with Internet Watch Foundation /IWF/, Google Family link. The site develops guides and advice for children, parents, and educators, and currently has a total of 93 video clips, 226 posters, and 230 articles on online child protection, correcting the online environment, discrimination in the online environment, and proper use of the online environment. <https://www.ekids.mn/#/index>

2. Please provide links (Links) for portals providing specific services/features\*

E-services or similar

1. Mongolian tax administration URL: <https://mta.gov.mn/en/home>
2. Integrated welfare system, URL: <https://ehalamj.mn/>
3. e-tax, URL: <https://etax.mta.mn/user/register>
4. Labor market information system and platform. URL: <https://ejob.gov.mn/home>

5. Digital Health system URL: <https://emd.gov.mn/>,  
<http://ehp.mn/eng/>,
6. School Parent Teacher system URL:  
<https://parent.edu.mn/>
7. Special permits and license system URL:  
<https://license.mn/>
8. Land development, geodesy and cartography department URL: <https://egazar.gov.mn/login>
9. Mongolian Customs Service URL:  
<https://gaali.mn/en/hrcode>
10. Implementing agency of Government, Small and Medium Enterprises Agency  
<https://sme.gov.mn/index>
11. Digital tax system (G2B) URL: <https://en.mta.mn/>
12. Digital platform for motor vehicle related services such as car tax, road tax, insurance, air Social Welfare Service, Pollution fee, inspection (G2C, G2B) URL:  
<https://smartcar.mn/home>
13. Social Insurance Service (G2C) URL:  
<https://www.ndaatgal.mn/>
14. Dedicated platform designed to facilitate citizens' access to public services related to Value Added Tax (VAT) and other tax matters. (G2C, G2B) URL:  
<https://ebarimt.mn/>
15. National Land Administration System (G2C, G2B, G2G) URL: <https://egazar.gov.mn/>
16. State Registration Service (G2C) URL:  
<https://burtgel.gov.mn/>
17. State welfare service :<https://ehalamj.mn/>

#### E-participation or similar

1. e-Participation portal to create a democratic, transparent, digital and consultative parliament URL:  
<https://d.parliament.mn/>
2. Collecting the opinions of citizens digitally and incorporating them into policies, decisions in order to enhance civil and democratic governance. URL:  
<https://petition.parliament.mn/>
3. Citizens and Public Relations Center URL:  
<https://www.11-11.mn/>

4. Capital City Governor Office's customer satisfaction and complaint resolution platform - Check-my-service app URL: <https://montsame.mn/en/read/133355>
5. Citizens Poll system for Capital City Governor's Office URL: <https://vote.ulaanbaatar.mn/citizen/poll/create>
6. United Info Hub which aims to increase the accountability of the practitioners of representative democracy and promote citizen control. URL: <https://www.uih.mn/>
7. Citizens Representative Khural URL: <http://khural.mn/>

#### Open government data

1. The Government of Mongolia has provided the "Unified State Open Data Portal" to enhance the efficiency, transparency, and accessibility of public services through advanced information technology. This initiative aims to increase citizen participation, create economic opportunities, and support innovation and wealth creation. By integrating various governmental services, the system streamlines processes, promotes transparency, and empowers citizens with user-friendly access. <https://opendata.gov.mn/>
2. The delivering unified data based on statistical information of Mongolia. URL: <https://www.1212.mn/mn>
3. Health statistics URL: <https://1313.mn/>
4. Mongolian Civil Service Council URL: [https://hh.csc.gov.mn/?sector\\_id=02001047&offset=1&limit=10](https://hh.csc.gov.mn/?sector_id=02001047&offset=1&limit=10)
5. Financial Regulatory Commission Data URL: <http://www.frc.mn/#/home;lang=en>
6. Educational Statistical Data URL: [https://www.meds.gov.mn/statistics-industry?category\\_id=11397](https://www.meds.gov.mn/statistics-industry?category_id=11397)
7. Insurance Data URL: <https://www.ndaatgal.mn/%d1%81%d0%b0%d1%80>

[%d1%8b%d0%bd-%d0%bc%d1%8d%d0%b4%d1%8d%d1%8d-new1/](#)

8. General Department of Labor and Welfare Services, Human Resource Data URL: <https://hudulmur-halamj.gov.mn/en/statistic>
9. Custom Statistics URL: <https://gaali.mn/statistic>
10. State Registration <https://opendata.burtgel.gov.mn>
11. Road data <https://digital.mrtd.gov.mn/statistic/>

#### Public procurement

1. A dedicated website where users can find all kinds of programs suited to the users needs, that were created by Mongolian engineers. URL: <https://mindgolia.mn/en/>
2. Public procurement system: Goods, works with state and local funds, implementation of legislation on procurement of services and procurement The development of electronic systems ensure the normal and reliable operation of the general contract purchase is in charge of the acquisition process. of Mongolia URL: <https://www.tender.gov.mn/en/index/>

#### Others (if any)

<https://police.gov.mn/home>  
<https://shuukh.mn/>  
<https://mongolia.gov.mn/>  
<https://digital.mrtd.gov.mn/>  
<https://shilen.gov.mn/>  
<https://immigration.gov.mn/en/>

3. Please provide the name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

1. Ministry of Digital Development and Communications Initiating and overseeing strategies for the country's digital transformation, including the development of digital infrastructure, e-government services, and the promotion of digital literacy, digital inclusion, cybersecurity and policy formulation. URL: <https://mddc.gov.mn/mn/>
2. The Parliamentary Standing Committee on Innovation and e-Policy has a mandate on the legal policy of innovation and digital transition. URL: <http://www.parliament.mn/en>

3. The Information Technology Department of the Cabinet Secretariat of the Government of Mongolia is working to ensure the rapid, responsible and accessible delivery of e-government services.
4. E-Mongolia Academy URL: <https://e-mongolia.mn/home>
5. Regulatory Agency of Government Digital Services URL: <https://khurdan.gov.mn/>
6. National Data Center URL: <https://datacenter.gov.mn/>

4. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes  No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name\*

Uchral Nyam-Osor

Title\*

Minister of Digital Development and Communications

Organization\*

Ministry of Digital Development and Communications

Email\*

uchral@mddc.gov.mn

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes  No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

1. Chairman of the Standing Committee on Innovation and E-Policy of the State Great Hural
2. Head of The National Digital Development Committee under the Government of Mongolia. URL: <https://www.legalinfo.mn/law/details/14999>
3. Minister of Digital Development and Communications URL: <https://mddc.gov.mn/eng/>
4. Director of E-Governance Department, Ministry of Digital Development and Communications URL: <https://mddc.gov.mn/eng/>
5. Head of Regulatory Agency of Government Digital Services/includes branches in 21 provinces of the Agency URL: <https://khurdan.gov.mn/>

## Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following\*

Planning/development

Ministry of Economy and Development, and affiliated organization's portal sites URL: <http://en.med.gov.mn/> , <https://en.mta.mn/>,

Education

Ministry of Education and Science, and affiliated organization's portal sites URL: <http://en.meds.gov.mn/>, <https://edu.gov.mn/public/> , <https://news.mnier.mn/>, <http://mncea.edu.mn/>, <https://elf.gov.mn/>, <https://eec.mn/>, <https://itc.edu.mn/#/>,

Health

Ministry of Health, and affiliated organization's portal sites URL: [www.moh.gov.mn](http://www.moh.gov.mn), <http://licemed.mohs.mn/>, <https://emd.gov.mn/>, <https://mmra.gov.mn/?id=200138>, <http://www.hdc.gov.mn/>, <https://health.acc.hdc.gov.mn/main>,

Social Welfare  
(inclusion, social protection, etc.)

Ministry of Labour and Social Protection, and affiliated organization's portal sites URL: [www.mlsp.gov.mn](http://www.mlsp.gov.mn), <https://www.ndaatgal.mn/personal-insurance/>, <https://www.ehalamj.mn/>, <https://ejob.gov.mn/home>,

Employment and Labour

Ministry of Labour and Social Protection, and affiliated organization's portal sites URL: [www.mlsp.gov.mn](http://www.mlsp.gov.mn), <https://www.ndaatgal.mn/personal-insurance/>, <https://www.ehalamj.mn/>, <https://ejob.gov.mn/home>,

Environment

Ministry of Nature, Environment and Tourism, and affiliated organization's portal sites URL: <https://met.gov.mn/>  
<https://license.met.gov.mn/login>

Justice

Ministry of Justice and Home Affairs, and affiliated organization's portal sites URL: [www.mojha.gov.mn](http://www.mojha.gov.mn), <https://police.gov.mn/>, <https://lac.gov.mn/>, <http://bpo.gov.mn/home>, <https://immigration.gov.mn/mn/>, <https://nli.gov.mn/>, <https://cd.gov.mn/>, <https://www.ipom.gov.mn/mn.php>, <https://www.uia.gov.mn/>,

Economy/finance

Ministry of Finance, and affiliated organization's portal sites URL: [www.mof.gov.mn](http://www.mof.gov.mn), <https://en.mta.mn/>, <https://ebalance.mof.gov.mn/>  
Ministry of Economy and Development URL: <http://en.med.gov.mn/>

Industry/trade

Ministry of Food, Agriculture and Light Industry, and affiliated organization's portal sites URL: [www.mofa.gov.mn](http://www.mofa.gov.mn), <https://sme.gov.mn/index> ,

Sustainable Development Goals (SDGs) [NEW]

Ministry of Economy and Development URL: <http://en.med.gov.mn/>  
SDG of Mongolia URL: <http://sdg.gov.mn/>

Climate Change [NEW]

Ministry of Nature, Environment and Tourism, and affiliated organization's portal sites URL: <https://met.gov.mn/>, <https://www.eic.mn/geodata/index.php>, <https://www.eic.mn/DLDBase/>, <https://www.eic.mn/orgstaff/>,

Others (Please specify)

1. Ministry of Foreign Affairs, and affiliated organization's portal sites URL: <https://mfa.gov.mn/>
2. Ministry of Defence, and affiliated organization's portal sites URL: <http://mod.gov.mn/en/>, <https://www.gsmf.gov.mn/gsmf>, <https://iaac.mn/>,
3. Ministry of Culture, and affiliated organization's portal sites URL: <https://moc.gov.mn/>, <https://culture.gov.mn/>, <http://www.zanabazarmuseum.mn/>, <http://nationalmuseum.mn/>,



- <https://orkhonvalley.gov.mn/>,  
<https://chinggisinstitute.gov.mn/mn>,
4. Ministry of Mining and Heavy Industry, and affiliated organization's portal sites URL:  
<https://mmhi.gov.mn/en/>,  
<https://ereporting.eitimongolia.mn/>,  
<https://www.eitimongolia.mn/>,  
<https://opendata.gov.mn/organization/ministry-of-mining-and-heavy-industry>,
  5. Ministry of Energy, and affiliated organization's portal sites URL: <https://www.energy.gov.mn/>,  
<https://www.tog.mn/>,  
<http://www.meei.energy.gov.mn/>,  
<https://www.dulaan.mn/>,
  6. Ministry of Roads and Transport Development, and affiliated organization's portal sites URL:  
<https://mrttd.gov.mn/>,  
<https://smartcar.mn/home#/home>,  
<https://eticket.ubtz.mn/>,  
<https://www.miat.com/status.php?pageId=13&lang=mn>, <https://www.transdep.mn/epay/>,  
<https://burtgel.transdep.mn/>,  
<https://eticket.transdep.mn/>,  
<https://teeverzuuch.mn/>,  
<https://logistic.transdep.mn/>
  7. National Emergency Management agency, and affiliated organization's portal sites URL:  
<http://en.nema.gov.mn/>, <http://uab.nema.gov.mn/>,  
<http://ontsgoisur.gov.mn/>,

## B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes  No

1. "Vision 2050" Mongolia's long-term development policy prioritizes e-governance: Objective 5.3. Develop an effective and efficient e-governance to promote human Development. Within this policy, digital solutions will be created when dealing with crisis/emergency in the future. [https://cabinet.gov.mn/wp-content/uploads/2050\\_VISION\\_LONG-TERM-DEVELOPMENT-POLICY.pdf](https://cabinet.gov.mn/wp-content/uploads/2050_VISION_LONG-TERM-DEVELOPMENT-POLICY.pdf)
2. DISASTER PROTECTION LAW

The purpose of this law is to organize disaster protection activities promptly and effectively, and to regulate relations related to the emergency organization and disaster management system, organizational structure and activities. URL: <https://legalinfo.mn/mn/detail/12458>

3. CRISIS AND EMERGENCY PREVENTION PLAN OF THE NATIONAL OFFICE OF INFORMATION AND COMMUNITY

The purpose of this plan is to ensure the provision of communications services during emergency crises and disasters, reduce the negative effects of disasters, and provide support to relevant state agencies. URL: [mddc.gov.mn](http://mddc.gov.mn)

4. LAW FOR PREVENTING, FIGHTING, AND REDUCING THE NEGATIVE EFFECTS OF COVID-19 PANDEMIC ON SOCIETY AND ECONOMY

The purpose of this law is to prevent and combat the spread of the coronavirus infection /COVID-19/, to protect public health, to impose certain restrictions on human rights, to make relevant decisions quickly, and to protect society and the economy. URL: <https://old.legalinfo.mn/law/details/15312>

5. NATIONAL CYBER SECURITY STRATEGY

The purpose of this strategy is to ensure the security, privacy and availability of information in the cyber environment at the national level, by improving the legal framework for cyber security, creating a unified management system, ensuring cyber security of critical information infrastructure, improving flexibility, improving public awareness of cyber security, improving human resource capabilities, and developing external and internal cooperation. URL: <https://legalinfo.mn/mn/detail?lawId=16532522757001>

6. CHILD PROTECTION LAW

The purpose of this Law is to define the national children protection system and the relations between the stakeholders, and to regulate the relations in connection with the prevention, protection, and providing response services to children from exposure to all forms of neglect, pressure, exploitation, and violence, as well as risky conditions. URL: <https://legalinfo.mn/mn/detail?lawId=11710>

7. PROCEDURE FOR TRANSMISSION OF DISASTER DANGER ANNOUNCEMENT SIGNALS

This procedure shall be followed in the organization of the accurate and prompt delivery of disaster information to the public, the creation of a unified management information system, and the training and practice of state and local administrative organizations, enterprises, and citizens in the procedures for working with established signals. URL: <https://legalinfo.mn/mn/detail?lawId=202942&showType=1>

8. E-MONGOLIA

The Government of Mongolia introduced the E-Mongolia platform to its citizens in 2020. With this platform, citizens can access not only information but also hundreds of government services digitally without experiencing any bureaucratic hurdles. More than 1 million people currently actively use the mobile application to access government digital services. E-Mongolia is also used as a crisis/emergency alert system. This initiative is part of the "Vision 2050" long-term development policy of Mongolia to become a digital nation. <https://e-mongolia.mn/start>

8. Is there a specific national portal addressing crisis/emergency \*? [NEW]

Yes  No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

1. National Emergency Management Agency (NEMA) has a mission to ensure national security, state social and economic sustainable development, and safe enjoyable life conditions for the People of Mongolia through protecting and preventing the population and their property, ecosystem, cultural value and historical monuments from potential hazards, reducing disaster risks, ensuring public participation in disaster management activities, expanding multilateral cooperation as well as developing disaster research. NEMA is the first respondent to most sudden disaster events of emergency crises that may occur. NEMA website has an "Emergency" landing page where announcements of prominent emergency situations are reported and advisories are updated for precautions timely. URL: <http://en.nema.gov.mn/> Additionally NEMA, Ministry of Health, Police Department and their relevant agencies actively issue notices and advisories via their social media pages.
2. [https://belenbai.mn/?fbclid=IwAR2NQIcVqFBSHLIgemTO6YWS1GrVs\\_oNgQol3TB4CHc5gp\\_Y\\_oGWsb8K50](https://belenbai.mn/?fbclid=IwAR2NQIcVqFBSHLIgemTO6YWS1GrVs_oNgQol3TB4CHc5gp_Y_oGWsb8K50) is NEMA's dedicated portal for earthquake risks and preparedness.
3. <https://www.facebook.com/profile.php?id=100064357072177> is a NEMA's social pages that warns of weather induced emergency situations and advises necessary precautions for citizens.
4. The national defense system uses Mon-Radio to transmit information to all military branches across the country. It transmits spoken signals, other signals, symbols, and warning messages to be sent in times of disaster. URL: Ministry of Defence URL: <http://mod.gov.mn/en/>
5. During COVID-19, the Government of Mongolia, led by the State Special Commission used a bluetooth based digital system developed by Apple and Google for contact tracing, URL: <https://covid19ersdel.e-mongolia.mn/>
6. The National Security Council of Mongolia is a state policy making organization that develops an unified national policy for protecting national security and provides oversight to the implementation of those policies, URL: <https://legalinfo.mn/mn/detail?lawId=9546>
7. Under the NEMA, the Special State Commission is responsible for responding to disasters and emergency crises, directing special operations, providing expert assessments, and communicating with the public about the crises through media, URL: <https://legalinfo.mn/mn/detail?lawId=202299&showType=1>

## C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? \*

Yes  No

If yes, please provide links and details.

### 1. THE CONSTITUTION OF MONGOLIA

In article sixteen of the Constitution, it guarantees Mongolian citizens with “the right to seek and receive information except that which the state and its bodies are legally bound to protect as secret. In order to protect human rights, dignity and reputation of persons and to ensure State defense, national security and public order, secrets of the State, organization or individuals, which are not subject to disclosure, shall be determined and protected by law”.

URL: <https://legalinfo.mn/mn/detail/367>

### 2. LAW ON TRANSPARENCY OF PUBLIC INFORMATION

The purpose of the law is to ensure the rights of citizens to seek and receive information, promote transparency and accountability, and to establish the legal basis of public information infrastructure, conduct state activities in an electronic form by creating a public information system, and to establish public supervision over government activities. URL:

<https://legalinfo.mn/mn/detail?lawId=16390263044601>

### 3. OPEN DATA PLATFORM

Under the General Authority of the State Registration’s (GASR) open data platform, the public have access to beneficial ownership, registration, and executive members’ information of all legal entities, properties, and land in Mongolia, which can be accessed through the following

URL: <https://opendata.burtgel.gov.mn/>

### 4. THE LAW ON GLASS ACCOUNT

The purpose of the Law is to create an information system which ensures public control and transparency, openness and clearness in budget management decisions and activities (hereinafter referred to as "Glass Account") to efficiently manage state or local budgets and properties. URL: <https://legalinfo.mn/mn/detail?lawId=10497>

### 5. SHILEN DATA PLATFORM

The Government of Mongolia has taken a significant step toward transparency by creating the SHILEN DATA (glass/transparency) platform. This platform provides the public with accessible information on a wide range of government activities, fostering openness and accountability. Through SHILEN DATA, citizens can easily retrieve details on procurement contracts across all government agencies and sub-government offices, gain insights into public sector compensation, examine permits and licenses issued by various agencies, track the utilization of special purpose appropriations, and scrutinize other expenditures within the general budget for all government entities. URL: <https://shilen.gov.mn/>

### 6. E-MONGOLIA PLATFORM

The Government of Mongolia introduced the E-Mongolia platform to its citizens in 2020. With this platform, citizens can access not only information but also hundreds of government services digitally without experiencing any bureaucratic hurdles. URL: <https://e-mongolia.mn/>

10. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes  No

If yes, please provide link and detail.

**1. THE CONSTITUTION OF MONGOLIA**

In the article sixteen, it guarantees Mongolian citizens with “the right to personal liberty and safety. No one shall be searched, arrested, detained, persecuted or restricted of liberty except in accordance with procedures and grounds determined by law. No person shall be subjected to torture, inhuman, cruel or degrading treatment. Where a person is arrested his/her family and counsel shall be notified within a period of time established by law of the reasons for and grounds of the arrest. Privacy of citizens and their families, confidentiality of correspondence, and inviolability of homes shall be protected by law.” URL:

<https://legalinfo.mn/mn/detail/367>

**2. LAW ON PERSONAL DATA PROTECTION**

The Parliament of Mongolia amended The Law On Personal Data Protection in December 2021. “The purpose of the Law is to regulate relations with respect to the collection, processing, use and security of personal data.” URL:

<https://legalinfo.mn/mn/detail?lawId=16390288615991>

**3. REGULATION ON SECURITY REQUIREMENTS OF DOCUMENTATION TECHNOLOGY FOR PROCESSING SENSITIVE HUMAN INFORMATION, GENETIC AND BIOMETRIC INFORMATION**

Purpose of this regulation is to regulate the protection of an individual's personal information, including the identification of a person specified in Articles 9 and 10 of the Law, in the process of collecting genetic and biometric information (referred to as "information"), and to establish requirements for ensuring the security of technology.

<https://legalinfo.mn/mn/detail?lawId=16760452348261&showType=1>

11. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes  No

If yes, please provide link and detail.

**1. NATIONAL SECURITY POLICY OF MONGOLIA**

This is a comprehensive framework outlining a country's strategies, priorities, and approaches to safeguarding its sovereignty, protecting its citizens, and maintaining stability. This also includes enhancing capabilities through cyber threat exercises, preventing and combating cybercrimes, and developing forensic techniques, and promoting international collaboration.

<https://legalinfo.mn/mn/detail?lawId=6163>

**2. NATIONAL CYBER SECURITY STRATEGY**

The strategy aims to ensure the security, confidentiality and availability of information of the government, citizens and legal entities in the cyber environment.

<https://legalinfo.mn/mn/detail?lawId=16532522791411&showType=1>

**3. THE LAW ON CYBER SECURITY**

The aim of the law is to regulate relations pertaining to establishing the system, principles, and legal framework of cyber security, as well as ensuring the safety, confidentiality, and accessibility of information within cyberspace and cyber environments.

<https://legalinfo.mn/mn/detail?lawId=16390365491061>

12. Is there any legislation, law or regulation on digital identity? \*

Yes  No

If yes, please provide link and detail.

**1. LAW ON CIVIL REGISTRATION**

According to the Law, Individuals who have reached the age of 16 in Mongolia are required to obtain their first national identification, and those who have reached the ages of 25 and 45 are obliged to update their biometric data.

<https://legalinfo.mn/mn/detail/13540>

**2. E-MONGOLIA PLATFORM**

Mongolian citizens are now able to access their national identity card digitally using E-Mongolia platform. In the "Vision 2050" long term development policy of Mongolia, it stipulated that Mongolia will "provide citizens with a digital identification card containing genealogical information". URL: <https://v2.e-mongolia.mn/service/irgenii-unemlekhiiin-lavlagaa>

13. Is there any legislation, law or regulation on digital signature? \*

Yes  No

If yes, please provide link and detail.

**1. LAW ON DIGITAL SIGNATURE**

The purpose of this law is to establish the legal basis for the use of electronic signatures and digital certificates in the digital environment, ensuring the legal and technical requirements, and defining the authority of the electronic governance and the operation of the public key infrastructure.

<https://legalinfo.mn/mn/detail?lawId=16390355252531>

**2. REGULATION ON ISSUING, SUSPENSION, RENEWAL AND REVOCATION OF DIGITAL SIGNATURE CERTIFICATE TO STATE OFFICIALS**

The purpose of this regulation is to regulate the issuance, management, and verification of digital signatures in the digital environment for the implementation of the state policy and

functions, aiming to enhance the efficiency and security of electronic communications and transactions, and to establish a legally binding framework for secure and reliable electronic interactions, including the issuance of a unique digital identifier and its verification.

<https://legalinfo.mn/mn/detail?lawId=16530835405571&showType=1>

**3. REGULATION ON CREATING AND USING THE NATIONAL POOL OF DIGITAL SIGNATURE CERTIFICATES**

The purpose of this regulation is to establish procedures for the issuance, incorporation, utilization, modification, and annulment of digital signatures derived from the numerical representation of the signature according to the provisions set forth in Section 4.1.1 of the Law on Electronic Signatures. It aims to create and maintain a repository of information related to these digital signatures in the electronic database of the entity responsible for implementing the law, termed as the 'Central Repository,' to facilitate relevant interactions and transactions.

<https://legalinfo.mn/mn/detail?lawId=16530835499211&showType=1>

14. Is there any legislation, law or regulation on e-procurement? \*

Yes  No

If yes, please provide link and detail.

**1. LAW ON PROCUREMENT OF GOODS, WORKS AND SERVICES WITH STATE AND LOCAL FUNDS**

The purpose of this law is to regulate the activities related to the procuring, planning, contracting, reporting, and monitoring of the overall procurement process for the public sector.

<https://legalinfo.mn/mn/detail?lawId=16760359992351>

**2. GOVERNMENT'S E-PROCUREMENT PLATFORM**

The Government of Mongolia has implemented an advanced E-Procurement platform, designed to efficiently plan, organize, and execute comprehensive tender evaluations. This platform encompasses the entire procurement process, encompassing tender announcements, evaluations, results, and the overall procurement procedures of the contracting entities, all within the legal framework that governs the procurement process.

<https://www.tender.gov.mn/>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes  No

If yes, please provide link and detail.

**1. LAW ON TRANSPARENCY OF PUBLIC INFORMATION**

The purpose of the law is to ensure the rights of citizens to seek and receive information, promote transparency and accountability, and to establish the legal basis of public information infrastructure, conduct state activities in an electronic form by creating a public

information system, and to establish public supervision over government activities. URL: <https://legalinfo.mn/mn/detail?lawId=16390263044601>

2. LAW ON GLASS ACCOUNT

The purpose of the Law is to create an information system which ensures public control and transparency, openness and clearness in budget management decisions and activities (hereinafter referred to as "Glass Account") to efficiently manage state or local budgets and properties. URL: <https://legalinfo.mn/mn/detail?lawId=10497>

3. OPEN DATA PLATFORM

Under the General Authority of the State Registration's (GASR) open data platform, the public have access to beneficial ownership, registration, and executive members' information of all legal entities, properties, and land in Mongolia, which can be accessed through the following URL: <https://opendata.burtgel.gov.mn/>

4. SHILEN DATA PLATFORM

The Government of Mongolia has taken a significant step toward transparency by creating the SHILEN DATA (glass/transparency) platform. This platform provides the public with accessible information on a wide range of government activities, fostering openness and accountability. Through SHILEN DATA, citizens can easily retrieve details on procurement contracts across all government agencies and sub-government offices, gain insights into public sector compensation, examine permits and licenses issued by various agencies, track the utilization of special purpose appropriations, and scrutinize other expenditures within the general budget for all government entities. URL: <https://shilen.gov.mn/>

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? \*

Yes  No

If yes, please provide link and detail.

1. CREATION OF OPEN DATA FROM THE RESPONSIBLE FOR INFORMATION, PUBLICATION REQUIREMENTS, TERMS AND CONDITIONS OF USE

The purpose of this regulation is to establish the legal basis for the responsible handling of information, ensuring the collection, dissemination, and utilization of information in accordance with the requirements, conditions, and regulations set forth in Section 12.1 of the Law on Transparency of Public Information, with an emphasis on accuracy, completeness, and limitations, fostering a connected relationship integral to the enforcement of the law.

<https://legalinfo.mn/mn/detail?lawId=16530378928411&showType=1>

2. REGULATION FOR THE INTEGRATED DATA MANAGEMENT SYSTEM

The objective of this law is to develop an integrated data management system with a legal framework to facilitate the efficient, transparent, and seamless operation of government activities, including the collection, management, and utilization of integrated data in a manner that is aligned with legal principles and supportive of related operations.



<https://legalinfo.mn/mn/detail?lawId=16530378948901&showType=1>

17. Is there any legislation, law or regulation on open government data? \*

Yes  No

If yes, please provide link and detail.

1. LAW ON TRANSPARENCY OF PUBLIC INFORMATION

The purpose of the law is to ensure the rights of citizens to seek and receive information, promote transparency and accountability, and to establish the legal basis of public information infrastructure, conduct state activities in an electronic form by creating a public information system, and to establish public supervision over government activities. URL: <https://legalinfo.mn/mn/detail?lawId=16390263044601>

2. THE GENERAL LAW ON STATE REGISTRATION

The purpose of this law is to establish the conditions for creating a classification of registration, ensuring the accuracy of registration, obtaining systematic efficiency in state registration services, defining the principles, types, and the unified database of state registration, coordinating the functions of state registration agencies, and establishing comprehensive rights to enhance the interconnected relationships between state registration entities, with a focus on maintaining the integrity, legitimacy, and efficiency of state registration operations. URL: <https://legalinfo.mn/mn/detail?lawId=13537>

3. THE LAW ON GLASS ACCOUNT

The purpose of the Law is to create an information system which ensures public control and transparency, openness and clearness in budget management decisions and activities (hereinafter referred to as "Glass Account") to efficiently manage state or local budgets and properties. URL: <https://legalinfo.mn/mn/detail?lawId=10497>

4. OPEN DATA PLATFORM

Under the General Authority of the State Registration's (GASR) open data platform, the public have access to beneficial ownership, registration, and executive members' information of all legal entities, properties, and land in Mongolia, which can be accessed through the following URL: <https://opendata.burtgel.gov.mn/>

5. SHILEN DATA PLATFORM

The Government of Mongolia has taken a significant step toward transparency by creating the SHILEN DATA (glass/transparency) platform. This platform provides the public with accessible information on a wide range of government activities, fostering openness and accountability. Through SHILEN DATA, citizens can easily retrieve details on procurement contracts across all government agencies and sub-government offices, gain insights into public sector compensation, examine permits and licenses issued by various agencies, track the utilization of special purpose appropriations, and scrutinize other expenditures within the general budget for all government entities. URL: <https://shilen.gov.mn/>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes  No

If yes, please provide link and detail.

1. LAW ON COMMUNICATIONS; In accordance with Article 6.1.3 of the Law on Communications, "Approval of procedures, instructions and methodologies related to the introduction of new technologies, and organization of their implementation", the policy direction for the introduction of the 5th generation technology was approved in May 2020. URL: <https://old.legalinfo.mn/law/details/16030>
2. LAW ON INNOVATION The law aims to encourage products and services that are superior in competitiveness, technical and economic performance compared to products, technologies and services newly produced in Mongolia or similar products, technologies and services on the market.; URL: <https://legalinfo.mn/mn/detail/8668>
3. (AI) 4.1.3. The e-governance system will be improved, technological infrastructure and government e-services will be developed with a unified policy and planning. 2020-2024 ACTIVITY PROGRAM OF THE GOVERNMENT OF MONGOLIA. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
4. (5G&IoT) 4.1.5. Build infrastructure, expand coverage, and increase capacity to meet the growing needs and demands of universal information and communication services. 2020-2024 ACTIVITY PROGRAM OF THE GOVERNMENT OF MONGOLIA. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
5. "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, Resolution No. 52 of 2020 of the Great Khural of Mongolia, 1. Artificial intelligence-based technology has entered the integrated legal information system and intellectual property rights protection system. 2. Digital-based financial technology, digital banking, digital money, artificial intelligence, blockchain technology, automation, cloud technology, and hard and soft infrastructure will be strengthened. 3. Artificial intelligence and inspection technology innovations have been introduced in the state border guard, and the security and inspection capacity of border ports have improved. URL: <https://legalinfo.mn/mn/detail?lawId=211057&showType=1>.

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes  No

If yes, please provide link and detail.

1. LAW ON PERSONAL DATA PROTECTION, Article 18. Data Controller, 18.1. The data controller shall collect, process, and use data based on the grounds specified in the law or with the consent of the data subject, Article 23. Assessment, 23.1. The data controller may use electronic data processing technology for data collection, processing, and use without any human involvement, and an assessment shall be completed in following cases: Article 29. Prohibitions. URL: <https://legalinfo.mn/mn/detail?lawId=16390288615991>

2. Ministry of Digital Development and Communications, INTERNATIONAL COMPARATIVE STUDIES and BACKGROUND RESEARCH REQUIRED FOR POLICY DOCUMENTS ON ARTIFICIAL INTELLIGENCE.  
URL:<https://mddc.gov.mn/mn/%d1%81%d1%83%d0%b4%d0%b0%d0%bb%d0%b3%d0%b0%d0%b0/>

## D. Strategy and Implementation

20. Is there a national e-government strategy or equivalent? \*

Yes  No

If yes, please provide link and detail.

1. "Vision-2050" Mongolia's long-term development policy of Mongolia URL:  
<https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. Action Plan of the Government of Mongolia for 2020-2024 URL:  
<https://www.legalinfo.mn/annex/details/11219?lawid=15586>
3. Ministry of Digital Development and Communications, Digital Nation policy. URL:  
[mddc.gov.mn](http://mddc.gov.mn)

21. How long is the period/cycle of the national e-government strategy or equivalent? \*

- Two-year  
 Three-year  
 Five-year  
 Ten-year  
 Other: 4year, 30 year - Vision 2050

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes  No

\$1.5 million for digital government development out of \$6.5 trillion national government expenditure. Which translates to 0.23% of total national government expenditure.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes  No

1. "["Vision-2050"](#) Mongolia's long-term development policy prioritizes e-governance: Objective 5.3. Develop an effective and efficient e-governance to promote human development under the following implementation plan:  
**Stage I (2021-2030):** The period to develop and strengthen an effective e-governance policy and legal framework to ensure information security.
  1. Create a legal framework for the development of e-governance, and connect the population to high-speed internet.

2. Create and develop an integrated e-database and relevant infrastructure.
3. With the transition to e-services state services shall become prompt and immediate irrespective of time and distance.
4. Improve an information exchange between state organs and among state, civil society and business entities, reduce administrative expenses and increase the efficiency of services.
5. Create an environment to receive e-proposals from citizens and communities in decision-making of state organizations, and increase information transparency.

**Stage II (2031-2040):** The period to increase productivity and efficiency by introducing advances and innovations in information and communication technologies in all economic and social sectors.

1. Align the policy and legal framework for e-governance development with international standards.
2. Link an integrated e-database to economic relations.
3. Reduce time spent by citizens on state services.
4. Fully switch citizens, state organs and business entities to cloud technology for information exchange, and strengthen a transparent civil service system.

**Stage III (2041-2050):** The period to develop an e-governance to support human development.

1. Create an enabling policy and legal environment for e-governance to support human development.
2. Bring infrastructure of integrated e-database in line with international standards.
3. Strengthen the people-centered and smart governance.
4. Improve the quality of information exchange between citizens, state and business organizations, and increase its competitiveness.
5. Bring e-governance technology in line with international standards, and strengthen a society free from corruption and bureaucracy.

2. 2.4.1. Optimizing the direction of research and analysis in the field of science, technology, and innovation, improving the capabilities of researchers, and quadrupling the budget for scientific research and research; 3.7.2. Within the framework of the "E-Mongolia" event, a geodetic metrology infrastructure consisting of permanently functioning stations connected to the international geodetic network and a unified addressing system will be established throughout the entire territory of Mongolia, and a digital information distribution system will be created in stages; 3.7.3. Develop and start operation of a unified land and real estate registration, assessment, payment, tax, and exchange system based on artificial intelligence and blockchain, technology that ensures information security and privacy; "E-Mongolia" is an instant service of the government: 4.1. Provide integrated policy, planning and management of e-development, create conditions for prompt, responsible and accessible delivery of public services, save citizens' time and costs: etc 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes  No

In 2016, based on the Global Sustainable Development Goals 2030 document, the Parliament approved the long-term policy document "Sustainable Development Concept of Mongolia-2030"

1. Vision-2050" Mongolia's long-term development policy of Mongolia URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
3. NEW RECOVERY POLICY URL: <https://legalinfo.mn/mn/detail?lawId=16390082532431&type=3>

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes  No

1. Vision-2050" Mongolia's long-term development policy of Mongolia URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. 2020-2024 ACTIVITY PROGRAM OF THE GOVERNMENT OF MONGOLIA URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
3. NEW RECOVERY POLICY URL: <https://legalinfo.mn/mn/detail?lawId=16390082532431&type=3>
4. Main function of the newly formed REGULATORY AGENCY OF GOVERNMENT DIGITAL SERVICES which is to provide management and organizational support for the provision of government services by connecting the capital and local "Integrated Service Centers" to the public information infrastructure. URL: <https://khurdan.gov.mn/>
5. Digital Province Policy Recommendations URL: [mddc.gov.mn](https://mddc.gov.mn)

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide links and details.

Yes  No

1. VISION 2050, 5.3. Develop efficient and effective e-governance that supports human development; 3. By switching to electronic format, government services will be seamless and prompt regardless of time and space. 4. Information exchange between government organizations and between government, civil society, and business organizations will be improved, administrative costs will be reduced, and service results will be improved. 5. In the decision-making process of government organizations, conditions will be created to receive citizens' and public's opinions electronically, and the transparency of information will increase. 5.3.13. The transfer of public services to electronic form and the provision of public services to citizens in electronic form will be supported and implemented by the participation of information and communication industry and service providers. URL: <https://legalinfo.mn/mn/detail?lawId=211057&showType=1>
2. 2020-2024 ACTION PROGRAM OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 2.5.8. Implement a comprehensive human development policy that respects the rights of families, children, youth, the elderly, and people with disabilities, and ensures the participation of all social groups. 4.1.8 Increase the transparency of information on the activities of state organizations and ensure the

participation of citizens and the public. URL:  
<https://legalinfo.mn/mn/detail?lawId=211219&showType=1>

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes  No

1. VISION 2050, 5.2. An integrated digital database and infrastructure will be created and developed. 5.3. Develop efficient and effective e-governance that supports human development; 5.3.14. Strengthen the "one citizen-one registration" program and move to a system in which the state receives information from citizens only once. URL:  
<https://legalinfo.mn/mn/detail?lawId=211057&showType=1>
2. <https://legalinfo.mn/mn/detail?lawId=211219&showType=1> 4.1.3. The e-governance system will be refined and technological infrastructure and government e-services will be developed with a unified policy and planning. URL:  
<https://legalinfo.mn/mn/detail?lawId=207409&showType=1>
3. LAW ON TRANSPARENCY OF PUBLIC INFORMATION, CHAPTER 4, PUBLIC INFORMATION INFRASTRUCTURE URL: <https://legalinfo.mn/mn/detail?lawId=16390263044601>
4. THE GENERAL LAW ON STATE REGISTRATION, 5.3.Registration provided by laws other than stated in Paragraph 5.2 of this Law, shall be specialized registration, and its list shall be approved by the Government. <https://legalinfo.mn/mn/detail?lawId=13537>
5. APPROVAL OF DIFFERENT REGISTRATION LIST URL:  
<https://legalinfo.mn/mn/detail?lawId=16759313431801>
6. Open data list URL: <https://legalinfo.mn/mn/detail?lawId=16530579709621&showType=1>

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes  No

1. VISION-2050, Level 1-(2021-2030)7.5.16. Develop the public key infrastructure for digital signatures, make digital signatures universally available, and ensure the confidentiality and security of electronic services based on digital signatures. URL:  
<https://vision2050.gov.mn/eng/v2050.html>,  
<https://legalinfo.mn/mn/detail?lawId=211057&showType=1> ,
2. THE GENERAL LAW ON STATE REGISTRATION, Approved by the National Assembly on June 21, 2018; 3.1.6 "identity card memory" means the electronic memory that contains the personal information of a citizen and the information can be written, read, or changed in accordance with this law; 6.6. Citizen's last name, father's/mother's name, first name, civil registration and registration number, gender, residential address, non-overlapping physical data (fingerprints), citizen's photo, and digital signature are stored in the ID card memory. Government will approve the list of other information that can be included in the memory. URL: <https://legalinfo.mn/mn/detail?lawId=13537>
3. The model and identification ID card approved by the Government by Resolution No. 167 dated October 13, 1999, as well as the electronic ID card issued in the cases specified in Clause 3 of this resolution, shall be used. URL: <https://legalinfo.mn/mn/detail?lawId=13937>

4. Organize the printing and distribution of updated electronic identity cards to citizens of voting age of Mongolia who have lost their identity cards, canceled them, or applied for a new one. URL: <https://legalinfo.mn/mn/detail/10340>

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first<sup>1</sup> principle or similar? Please provide link and detail.

Yes  No

1. VISION 2050, 5.3. Develop efficient and effective e-governance that supports human development; 3. By switching to electronic format, government services will be seamless and prompt regardless of time and space. 5.3.13. Support and implement the participation of information and communication industry and service providers in the electronic form of government services and delivery of government services to citizens in electronic form. 5.3.14. Strengthen the "one citizen-one registration" program and move to a system in which the state receives information from citizens only once. URL: <https://legalinfo.mn/mn/detail?lawId=211057&showType=1>
2. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.1. Abolish the state organization's requirement of information from citizens and enterprises, fully implement the goal that citizens can quickly access government electronic services by registering once, continue the "One Citizen - One Registration" measures, and introduce government electronic services to a unified standard. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
3. Article 21 of the LAW ON TRANSPARENCY OF PUBLIC INFORMATION. A shared system of official correspondence; 21.1. When sending and receiving official letters electronically other than official email, the data subjects shall connect to and use the shared system of official letter exchange; 21.2. A person or legal entity may connect to and use the shared system for exchanging official letters when sending and receiving official letters electronically with the data subject in a form other than official email. URL: <https://docx.gov.mn/>
4. Other:
  - By developing the unified internal management system of state institutions, connecting 1,384 state institutions and their branches, a total of 20,390 users exchanged 167,707 inter-organizational messages (incoming letters + outgoing letters) through the system) exchanged official letters electronically URL: <https://erp.e-mongolia.mn/>
  - Integrated system of electronic services for citizens. URL: <https://e-mongolia.mn/Home>
  - Integrated system of electronic services for organizations. URL: <https://e-business.mn/home>
  - (As of November 22, 2022, 15 systems of a total of 4,302 organizations were connected to the official letter exchange system (Digidoc), and 51,421 letters with a total of 71,424 files were sent and 55,939 letters were received).

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

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<sup>1</sup> To provide link or description

Yes  No

1. On "VISION-2050" IN THE FRAMEWORK OF MONGOLIA'S LONG-TERM DEVELOPMENT POLICY FOR 2021-2030, set the goal "Building effective and efficient e-government that supports human development". Within the framework of this goal specified "Strengthen the "one citizen-one registration" program and move to a system in which the state receives information from citizens only once"; 3. By switching to electronic format, government services will be seamless and prompt regardless of time and space. URL: <https://www.legalinfo.mn/annex/details/11058?lawid=154062>.
2. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.1. Abolish the state organization's requirement of information from citizens and enterprises, fully implement the goal that citizens can quickly access government electronic services by registering once, continue the "One Citizen - One Registration" measures, and introduce government electronic services to a unified standard. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
3. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 6.1. The government services shall be digitalized leading to reduction of the government bureaucracy. 6.1.1. Intensify measures to become a "Digital Nation", improve public information infrastructure, reduce paper-based activities, switch to digital communications, provide conditions for citizens and legal entities not to require information that can be obtained and exchanged from public information systems, and to increase the availability and number of government services digitally, and to gradually implement the work of providing citizens with digital signatures. URL: <https://legalinfo.mn/mn/detail?lawId=16390082532431&type=3>
4. DIGITAL NATION POLICY, No.A/24 of 2022 By the order of Minister of Digital Development and Communications of Mongolia, develops regulations and policies on space technology, communications, information technology, post, broadcasting, innovation, information security, and e-government as well as determines development strategies of the sector and provides policy guidance. URL: [mddc.gov.mn](http://mddc.gov.mn)
5. REGULATION ON ESTABLISHING A COMMON DATABASE, The purpose of this regulation is to establish and manage a unified data base necessary for research and calculations within the framework of development policy formulation, macroeconomic projections, and investment planning. URL: <https://legalinfo.mn/mn/detail?lawid=9297>
6. LAW ON TRANSPARENCY OF PUBLIC INFORMATION, 27.6.It is prohibited to create a database overlapping with the basic or specialized database. URL: <https://legalinfo.mn/mn/detail?lawId=16390263044601>

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes  No

1. LAW ON TRANSPARENCY OF PUBLIC INFORMATION, Article 29.Establishment of Public Information System; 29.1.The information respondent shall engage the state central administrative body in charge of digital development and communication issues to provide recommendations and conclusions on the following issues prior to creating a public information system: 29.1.1.inter-connection between public information systems; 29.1.2.economic efficiency of public information system; 29.1.3.conformity of technology to be used and suitability for human use; 29.1.4.solution for safety and reliability; 29.1.5.other



necessary issues. 29.2.The strategic plan and public information infrastructure projects, programs and measures specified in Article 34.1.2 of this law shall be consistent with the general planning set forth in Article 28.1 of this law and the guidelines set forth in Article 32.1.10 of this law. 29.3.The Cabinet member in charge of digital development and communication issues shall approve the procedure for issuing recommendations and conclusions for activities specified in Articles 29.1 and 29.2 of this law. URL: <https://legalinfo.mn/mn/detail?lawId=16390263044601>

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design<sup>2</sup> or similar? Please provide link and detail. [NEW]

Yes  No

1. VISION 2050, 5.3. Develop efficient and effective e-governance that supports human development; 3. By switching to electronic format, government services will be seamless and prompt regardless of time and space. 4. Information exchange between government organizations and between government, civil society, and business organizations will be improved, administrative costs will be reduced, and service results will be improved. 5. In the decision-making process of government organizations, conditions will be created to receive citizens' and public's opinions electronically, and the transparency of information will increase. 5.3.13. The transfer of public services to electronic form and the provision of public services to citizens in electronic form will be supported and implemented by the participation of information and communication industry and service providers. 5.4. Develop a qualified, competent, transparent, effective and intelligent civil service that serves the citizens. 5.6.3. The regulations for ensuring the transparency and accountability of the activities of state organizations and monitoring will be improved. 5.6.8. The risk of corruption will be reduced by increasing the openness and transparency of the activities of state institutions. URL: <https://legalinfo.mn/mn/detail?lawId=211057&showType=1>
2. 2020-2024 ACTION PROGRAM OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia; 2.5.6. Within the "Digital Mongolia" measure, the entire labor and social security sector will be digitized, and the services provided to citizens will be made transparent, prompt and accessible; 2.5.8. Implement a comprehensive human development policy that respects the rights of families, children, youth, the elderly, and people with disabilities, and ensures the participation of all social groups; 4.1.8 Increase the transparency of information on the activities of state organizations and ensure the participation of citizens and the public. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
3. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 6.1. Digitize government services and reduce government bureaucracy. 6.1.1. 563 services of 57 state organizations introduced in "E-Mongolia", a unified system of state services, will be increased to 1000. The conditions for establishing electronic contracts would be created, and citizens can quickly receive government services regardless of time and space.

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

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<sup>2</sup> To provide link or description

Yes  No

If yes, please provide link and detail.

1. VISION 2050 URL: 48th row, Indicators of e-government development, 0.5824 to 0.9. <https://legalinfo.mn/mn/detail?lawId=211059&showType=1>
2. NEW RECOVERY POLICY, 6.1.1. 563 services of 57 state organizations introduced in "E-Mongolia", a unified system of state services, will be increased to 1000. URL: <https://legalinfo.mn/mn/detail?lawId=16390082561661&showType=1>
3. MONITORING-ANALYSIS AND EVALUATION CRITERIA INDICATORS AND ATTAINMENT LEVEL ON IMPLEMENTATION FOR ACTION PLAN OF THE GOVERNMENT OF MONGOLIA 2020-2024, The row 95 to 100, indicators which: Fully introduce and register civil state registration numbers and digital signatures in state and specialized registration services., Expand the scope of special application networks., Provide digital signatures to citizens and increase the number of citizens involved in electronic communication., The number of state services connected to the E-Mongolia platform, the number of services provided by government organizations in electronic form., The number of soums and bags (rural villages) connected to the fiber optic network. URL: <https://legalinfo.mn/storage/uploads/files/2020tog203h2.pdf>

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail:

1. "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, sets goals to strengthen e-based financial technology, e-banking, e-money, artificial intelligence, blockchain technology, automation, cloud technology, and hard and soft infrastructure; 2.2.38. Support and services in the field of medicine and healthcare will be developed based on artificial intelligence to enable early detection and treatment of any disease., 3.6.12. A land assessment, payment, tax and exchange system based on artificial intelligence and blockchain technology will be created., 7.3.17. Improve technical and technological advances based on innovation, strengthen and evaluate electronic evidence related to cybercrime, develop capabilities for using artificial intelligence, and expand international cooperation in this field., URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 3.6. Introduce science-based high technology, blockchain, and artificial intelligence, and develop industrialization in line with the trends of the digital economy. 3.6.1. Formation of human resources for the development of scientific fields based on the development of technologies such as innovation, the IV Industrial Revolution, artificial intelligence, blockchain. URL: <https://legalinfo.mn/mn/detail?lawId=207409&showType=1>
3. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.4. Productivity and efficiency will be improved by introducing advancements and innovations in information and communication technologies to government services. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
4. The DIGITAL NATION POLICY 2021-2024 of the Government of Mongolia has defined 6 strategic goals to become a Digital Nation. The Fifth goal named Innovation and Industry is focused on

the development of emerging technologies such as big data, AI, robotics, blockchain-based platforms to support new sectors.

5. Article 6.1.3 of the LAW ON COMMUNICATIONS states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized." URL: <https://legalinfo.mn/mn/detail?lawId=523>
6. LAW ON INNOVATION The law aims to encourage products and services that are superior in competitiveness, technical and economic performance compared to products, technologies and services newly produced in Mongolia or similar products, technologies and services on the market.; URL: <https://legalinfo.mn/mn/detail/8668>

✓ Robotics; link/detail:

1. "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, states that to strengthen e-based financial technology, e-banking, e-money, artificial intelligence, blockchain technology, automation, cloud technology, and hard and soft infrastructure. URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 3.6. Introduce science-based high technology, blockchain, and artificial intelligence, and develop industrialization in line with the trends of the digital economy. 3.6.1. Formation of human resources for the development of scientific fields based on the development of technologies such as innovation, the IV Industrial Revolution, artificial intelligence, blockchain. URL: <https://legalinfo.mn/mn/detail?lawId=207409&showType=1>
3. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.4. Productivity and efficiency will be improved by introducing advancements and innovations in information and communication technologies to government services. URL: <https://legalinfo.mn/mn/detail?lawId=211219&showType=1>
4. According to the DIGITAL NATION POLICY 2021-2024, the Government of Mongolia has defined 6 strategic goals to become a Digital Nation. The Fifth goal named Innovation and Industry of the Strategic Plan focused on the development of emerging technologies such as big data, AI, robotics, blockchain-based platforms to support new sectors.
5. Article 6.1.3 of the LAW ON COMMUNICATIONS states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized." URL: <https://legalinfo.mn/mn/detail?lawId=523>
6. LAW ON INNOVATION The law aims to encourage products and services that are superior in competitiveness, technical and economic performance compared to products, technologies and services newly produced in Mongolia or similar products, technologies and services on the market.; URL: <https://legalinfo.mn/mn/detail/8668>

✓ Blockchains; link/detail:

1. "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, states that to strengthen e-based financial technology, e-banking, e-money, artificial intelligence, blockchain technology, automation, cloud technology, and hard and soft infrastructure. 3.1.11. The database of social welfare beneficiaries will be refined based on blockchain technology and social protection activities will be improved., URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 3.6. Introduce science-based high technology, blockchain, and artificial intelligence, and develop

industrialization in line with the trends of the digital economy. 3.6.1. Formation of human resources for the development of scientific fields based on the development of technologies such as innovation, the IV Industrial Revolution, artificial intelligence, blockchain. URL:

<https://legalinfo.mn/mn/detail?lawid=207409&showType=1>

3. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.4. Productivity and efficiency will be improved by introducing advancements and innovations in information and communication technologies to government services. URL: <https://legalinfo.mn/mn/detail?lawid=211219&showType=1>
4. According to the DIGITAL NATION POLICY 2021-2024, the Government of Mongolia has defined 6 strategic goals to become a Digital Nation. The Fifth goal named Innovation and Industry of the Strategic Plan focused on the development of emerging technologies such as big data, AI, robotics, blockchain-based platforms to support new sectors.
5. Article 6.1.3 of the LAW ON COMMUNICATIONS states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized." URL: <https://legalinfo.mn/mn/detail?lawid=523>
6. LAW ON INNOVATION The law aims to encourage products and services that are superior in competitiveness, technical and economic performance compared to products, technologies and services newly produced in Mongolia or similar products, technologies and services on the market.; URL: <https://legalinfo.mn/mn/detail/8668>

✓ 5G; link/detail:

1. "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, states that to strengthen e-based financial technology, e-banking, e-money, artificial intelligence, blockchain technology, automation, cloud technology, and hard and soft infrastructure. URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 3.6. Introduce science-based high technology, blockchain, and artificial intelligence, and develop industrialization in line with the trends of the digital economy. 3.6.1. Formation of human resources for the development of scientific fields based on the development of technologies such as innovation, the IV Industrial Revolution, artificial intelligence, blockchain. URL: <https://legalinfo.mn/mn/detail?lawid=207409&showType=1>
3. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.4. Productivity and efficiency will be improved by introducing advancements and innovations in information and communication technologies to government services. URL: <https://legalinfo.mn/mn/detail?lawid=211219&showType=1>
4. According to the DIGITAL NATION POLICY 2021-2024, the Government of Mongolia has defined 6 strategic goals to become a Digital Nation. The Fifth goal named Innovation and Industry of the Strategic Plan focused on the development of emerging technologies such as big data, AI, robotics, blockchain-based platforms to support new sectors.
5. Article 6.1.3 of the LAW ON COMMUNICATIONS states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized." URL: <https://legalinfo.mn/mn/detail?lawid=523>
6. LAW ON INNOVATION The law aims to encourage products and services that are superior in competitiveness, technical and economic performance compared to products, technologies and

services newly produced in Mongolia or similar products, technologies and services on the market.; URL: <https://legalinfo.mn/mn/detail/8668>

7. Ministry of Digital Development and Communications, 5G Policy. URL: [https://mddc.gov.mn/wp-content/uploads/2023/11/5G-policy-doc\\_20200421\\_A\\_45.pdf](https://mddc.gov.mn/wp-content/uploads/2023/11/5G-policy-doc_20200421_A_45.pdf)

Internet of Things (IoT); link/detail:

1. "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, states that to strengthen e-based financial technology, e-banking, e-money, artificial intelligence, blockchain technology, automation, cloud technology, and hard and soft infrastructure. URL: <https://www.legalinfo.mn/annex/details/11057?lawid=15406>
2. NEW RECOVERY POLICY, Resolution No. 106 of 2021 of the Great Khural of Mongolia, Objective 3.6. Introduce science-based high technology, blockchain, and artificial intelligence, and develop industrialization in line with the trends of the digital economy. 3.6.1. Formation of human resources for the development of scientific fields based on the development of technologies such as innovation, the IV Industrial Revolution, artificial intelligence, blockchain. URL: <https://legalinfo.mn/mn/detail?lawid=207409&showType=1>
3. 2020-2024 ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, Resolution No. 24 of 2020 of the Great Khural of Mongolia, 4.1.4. Productivity and efficiency will be improved by introducing advancements and innovations in information and communication technologies to government services. URL: <https://legalinfo.mn/mn/detail?lawid=211219&showType=1>
4. According to the DIGITAL NATION POLICY 2021-2024, the Government of Mongolia has defined 6 strategic goals to become a Digital Nation. The Fifth goal named Innovation and Industry of the Strategic Plan focused on the development of emerging technologies such as big data, AI, robotics, blockchain-based platforms to support new sectors.
5. Article 6.1.3 of the LAW ON COMMUNICATIONS states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized." URL: <https://legalinfo.mn/mn/detail?lawid=523>
6. LAW ON INNOVATION The law aims to encourage products and services that are superior in competitiveness, technical and economic performance compared to products, technologies and services newly produced in Mongolia or similar products, technologies and services on the market.; URL: <https://legalinfo.mn/mn/detail/8668>

Invisible/anticipatory/proactive/seamless services<sup>3</sup> [NEW]: YES, e-mongolia platform proactively provides government services to citizens (disabilities) and legal entities. Government e-services portal that has 1081 online public services. In terms of subscribers, there are 1.7 million active customers registered in the E-Mongolia System. e-Mongolia system has provided 35.5 million online services to our citizens. 1.7 million users, which is 80% of adults, are actively using this platform. URL: <https://e-mongolia.mn/start>

Others; link/detail:

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes  No

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<sup>3</sup> To explain

In 2016, based on the Global Sustainable Development Goals 2030 document, the Parliament approved the long-term policy document "Sustainable Development Concept of Mongolia-2030". The VISION-2050, NEW RECOVERY POLICY, ACTION PLAN OF THE GOVERNMENT OF MONGOLIA, DIGITAL NATION POLICIES are aligned with "ITU's Strategic plan for the Union for 2020- 2023", specifically the program meets the

Goal 1 – Growth: Enable and foster access to and increased use of telecommunications/ICT in support of the digital economy and society and

Goal 4 – Innovation: Enable innovation in telecommunications/ICT in support of the digital transformation of society. As mentioned above, all the policy documents are also aligned with the "Strategic plan of the Asia-Pacific Telecommunity for 2018-2020".

Namely, the documents follow the "Objective b.2: to promote conducive environments for innovation and value creation in ICT" from which the most relevant objectives are "b.2.1-Support members in developing national policy and regulatory frameworks that support upscale ICT centric innovative technologies and services"; b.2.4-Promote the availability and use of open data, encourage big data application development and promote the benefits of free flow of knowledge and information in developing ICT applications.

All the policy documents are aligned with OECD-Digital government 12 principles.

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes  No

1. "STATE ENTERPRISE ARCHITECTURE AND INTEGRATED SYSTEM OF DATA EXCHANGE" Funded by World Bank, in 2021. URL: <http://ea.gov.mn/result/>
2. LAW ON TRANSPARENCY OF PUBLIC INFORMATION, Article 28. General planning of public information infrastructure. 28.1. The Government approves the general planning of public information infrastructure. 28.2. The information provider draws up and implements the organization's public information infrastructure planning in accordance with the general planning specified in Article 28.1 of this law. 28.3. The Government approves the general procedure for planning on public information infrastructure. URL: <https://legalinfo.mn/mn/detail?lawId=16390263044601>

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes  No

1. LAW ON THE LEGAL STATUS OF FINANCIAL REGULATORY COMMISSION, 6.1.12.co-approve, implement and monitor rules for the Regulatory Sandbox which regulate relations connected to creating regulatory sandbox environment for testing and introducing technology-based new financial products, services, and business models in a limited scope, and establishing related organizational units and councils in cooperation with the member of the Government in charge of financial and budgetary matters and the President of the Mongolbank. URL: <https://legalinfo.mn/mn/detail?lawId=446>
2. SANDBOX REGULATORY ENVIRONMENT PROCEDURES, Joint order approved by the Governor of the Bank of Mongolia, the Chairman of the Financial Regulatory Commission, the Minister

of Finance, and the Executive Director of the Deposit Insurance Corporation in March, 2021.  
URL: [sandbox juram A-636432A27.pdf \(frc.mn\)](#)

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes  No

1. The Ministry of Digital Development Communications uses the tool of measurement for how much water and wood we have saved by giving services online, its effect for reduction of CO2. Calculate by counting how many services are provided online.
  - The Ministry of Digital Development and Communications has a Department of Monitoring, Evaluation and Internal Audit. URL: <https://mddc.gov.mn/eng>
  - The Ministry of Digital Development and Communications has a Department of Sector Monitoring. URL: <https://mddc.gov.mn/eng/>

## E. Digital Inclusion and E-Participation

*Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others*

39. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?\*

Yes  No

If yes, please provide link and detail.

Yes, the Government of Mongolia has implemented various policies and strategies to promote digital inclusion and ensure that no one is left behind in the digital transformation process. Some key initiatives include:

1. Vision 2050: Mongolia's long-term development vision, "Vision 2050," also addresses the importance of digital inclusion. It emphasizes the development of efficient and effective e-governance to support human development. This includes measures to improve information exchange, transparency, and citizen participation in decision-making processes.

[https://cabinet.gov.mn/wp-content/uploads/2050\\_VISION\\_LONG-TERM-DEVELOPMENT-POLICY.pdf](https://cabinet.gov.mn/wp-content/uploads/2050_VISION_LONG-TERM-DEVELOPMENT-POLICY.pdf)

Within the Vision 2050, the "Digital Mongolia" policy is a part of the broader national development strategies. It aims to digitize various sectors, improve public information infrastructure, reduce paper-based activities, and enhance digital services. The goal is to create a "Digital Nation" where citizens and entities can access government services easily and efficiently. [https://cabinet.gov.mn/wp-content/uploads/2050\\_VISION\\_LONG-TERM-DEVELOPMENT-POLICY.pdf](https://cabinet.gov.mn/wp-content/uploads/2050_VISION_LONG-TERM-DEVELOPMENT-POLICY.pdf)

2. New Recovery Policy: The New Recovery Policy includes objectives related to digitizing government services, reducing bureaucracy, and becoming a "Digital Nation." The policy aims to improve public information infrastructure, switch to digital communications, and increase

the availability of government services in digital formats. <https://www.nrpa.gov.mn/en/new-recovery-policy>

3. Action Program of the Government of Mongolia: (2020-2024): The action program outlines specific measures to digitize sectors such as labor and social security. It emphasizes transparency, promptness, and accessibility in delivering services to citizens.

<https://legalinfo.mn/mn/detail?lawId=211219&showType=1>

These policies and strategies demonstrate Mongolia's commitment to leveraging digital technologies for inclusive development.

40. Is there a national e-participation policy/strategy or similar? \*

Yes  No

If yes, please provide link and detail.

The Government of Mongolia has taken numerous steps to ensure e-participation initiatives within broader digital governance, e-governance, or ICT strategies. In Mongolia, elements of e-participation are embedded in the national policies and initiatives related to digital transformation and citizen engagement.

1. Legal Framework and Policies: The legal framework of Mongolia, including documents like the [VISION 2050](#) and the [New Recovery Policy](#), emphasizes the importance of e-governance and digitalization. These policies lay the groundwork for initiatives promoting citizen engagement through electronic means.

The Integrated Budget Law (IBL) of Mongolia, effective since January 2013, is the inaugural legislation explicitly mandating public consultations and contributions to governmental budget decisions. This law has also instituted the Local Development Fund (LDF), offering direct financial aid to local governments, both rural and in Ulaanbaatar, for initiatives enhancing the quality of life for local residents. Since its inception, we are witnessing tangible outcomes in the realm of local development. <https://www.oecd.org/regional/regional-policy/profile-Mongolia.pdf>

2. Parliament has a portal where bills submitted to the parliament are published for public feedback and comments for at least 14 days. <https://d.parliament.mn/>
3. Training Initiatives: Mongolia has undertaken training initiatives to enhance e-skills and increase e-participation. Training sessions have been organized for various groups, including civil servants, seniors, students, teachers, and people with disabilities, aiming to improve their digital literacy and encourage their active involvement in online platforms.
4. Digital Platforms:
  - a. The government has been utilizing digital platforms to facilitate e-participation. The "[E-Mongolia](#)" system, mentioned in the New Recovery Policy, is a unified system of state services that plays a role in increasing the availability of government services



digitally. The system aims to provide citizens with access to various public services in an electronic format.

- b. [Local Development Fund](#) mobile application allows citizens to prioritize public spending in their community through an online platform.

41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? \*

Yes  No

If yes, please provide link and detail.

[The Universal Service Obligation Fund](#) (USOF), established in 2006 by the Government of Mongolia, plays a pivotal role in enhancing internet connectivity in remote, sparsely populated areas, and among vulnerable groups. In the fiscal year 2021-2022, USOF executed several projects and programs to bolster connectivity, including:

1. **Mobile Network Expansion (2022):** The project successfully delivered wireless and broadband high-speed internet services, reaching speeds of up to 8 Mbps, to 16 remote rural areas.
2. **Residential Internet Services (2022):** In 2022, the initiative focused on providing high-speed internet services to residential (ger) areas, contributing to improved connectivity.
3. **Telecom Infrastructure Enhancement (2022):** The USOF facilitated the deployment of mobile communication services to 26 remote rural areas lacking essential infrastructure.
4. **Postal Service Enhancement (2022):** Efforts in 2022 aimed at increasing the frequency and accessibility of postal delivery services, benefiting remote regions.

<https://crc.gov.mn/pages/show/2022-ony-bn-s-ijn-sanh-zhilt eer-herezh-lsen-t-s-l-arga-hemzhee>

In the evolution of E-Mongolia to version [3.0](#), adherence to the international WCAG standard was introduced to facilitate electronic public service access for individuals with visual impairments. Collaborating with the private sector, the initiative transformed text into speech for service instructions, enabling vulnerable groups to listen to service details instead of reading them. Each paragraph within the service instructions is equipped with a button, allowing users to press and listen. More information can be found.

The e-Skills Department of E-Mongolia Academy conducted 15 training sessions to enhance the digital skills of citizens with disabilities. The training covered information security, problem-solving skills, and smartphone usage, benefiting 86 visually impaired, 25 speech and hearing impaired, 77 elderly and disabled citizens, and 115 visually impaired and remote students.

1. The Universal Service Obligation Fund (USOF) was established in 2006 by the Government of Mongolia to improve internet connectivity in remote areas, sparsely populated areas and vulnerable groups. In 2021-2022, the following projects and programs were implemented by USOF to improve connectivity: (1) Mobile network: In 2022, the project provided wireless and broadband high-speed internet service at a speed of up to 8 Mbps to remote rural areas /16 points/. (2) Internet service: In 2022, high-speed Internet services in residential (ger) areas. (3) Telecom infrastructure: In 2022, Delivery of mobile communication services to remote rural areas /26 points without infrastructure/ (4) Postal service: In 2022, increasing the frequency and availability of postal delivery. For more information URL: <https://crc.gov.mn/pages/shw/2022-ony-bn-s-ijn-sanh-zhilteer-heregzh-lsen-t-s-l-arga-hemzhee>
2. E-Mongolia 3.0 was updated and the international WCAG standard was introduced into the system in order to create conditions for people with visual impairments to receive public services quickly electronically. It has been implemented in collaboration with the private sector to convert text into speech on service instructions for each public service. As a result, vulnerable groups were able to listen to service descriptions instead of reading the text. There is a button located at every paragraph of the service instruction. People can press on it to listen. URL: <https://e-mongolia.mn/start>
3. The e-Skills Department of E-Mongolia Academy organized a total of 15 training sessions to improve the e-skills of citizens with disabilities in the fields of information security, problem-solving skills, and the use of smartphones. 86 visually impaired, 25 speech, speech and hearing impaired, 77 elderly and disabled citizens, 115 visually impaired and remote students were included in the training.
4. As a Government, the Ministry of Digital development and Communications is considering connecting remote areas to the network, by connecting low orbit satellite internet. This activity aims to reduce digital divide and ensure meaningful connection to access government services.

42. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups?

Yes  No

If yes, please provide link and detail.

Yes, various e-services are available to the public, including the child allowance, maternity allowance, childcare allowance for children under 0-3 years old, and endowment services for elderly individuals over 65 years. Additionally, there is an allowance service for single mothers and fathers with three or more children, accessible through this link. Another e-service facilitates the registration of new students for kindergartens and first grade, accessible at <https://www.e-mongolia.mn/>.

Furthermore, an integrated system has been established to deliver population development support services and social welfare e-services, providing a comprehensive platform for citizens, accessible via <https://ehalamj.mn/>. Additionally, there is an application and grievance system, offering a channel for submitting applications and addressing concerns, which can be accessed at <http://www.gadpwd.gov.mn/index.php>.

For initiatives focused on empowering girls in rural areas and fostering female software engineers in Mongolia, the GIRLSCODE program, spearheaded by the Chairwoman of the Communication Information Technology Authority of Mongolia, is actively contributing to this cause. More information about the GIRLSCODE program is available [here](#).

43. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? \*

Yes  No

If yes, please provide link and detail.

Yes, the National Agency for the Development of Persons with Disabilities is dedicated to implementing government policies and legislations aimed at ensuring the rights, social participation, development, and protections for persons with disabilities (PWDs). The agency focuses on enhancing the life quality of PWDs by providing equal rights and facilitating their participation in social relations. Additionally, efforts are made to educate PWDs for independent development. More information can be found on their website: <http://www.gadpwd.gov.mn/index.php>.

E-Mongolia 3.0 has been updated to incorporate the international Web Content Accessibility Guidelines (WCAG) standard, enabling individuals with visual impairments to efficiently access public services electronically. Collaborating with the private sector, the system has implemented a feature to convert text into speech for service instructions, allowing vulnerable groups to listen to service descriptions. A button is conveniently placed at every paragraph of the service instruction for users to press and listen. Explore the updated system at <https://e-mongolia.mn/start>.

The e-Skills Department of E-Mongolia Academy conducted 15 training sessions aimed at enhancing the e-skills of citizens with disabilities. The training covered areas such as information security, problem-solving skills, and smartphone usage. A diverse group of participants, including visually impaired individuals, those with speech and hearing impairments, elderly citizens, and disabled individuals, were included in these sessions. Since 2012, the 11-11 Center has been consistently operating as a platform for citizens to provide feedback, submit requests, and file complaints regarding government organizations and officials. The center employs the OMNI Channel, offering 12 types of communication channels (phone, fax, email, social networking services, SMS, kiosk, app, and web) for citizens to engage with the government. Learn more at <https://www.11-11.mn/>.

The government's authenticated e-participation platform facilitates citizens in proposing legislative motions. When citizens use the platform for voting, they utilize the reliable government authentication system, which contains data such as gender, age, and social status. Explore the e-participation platform at <https://petition.parliament.mn/>.

44. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? \*

Yes  No

If yes, please provide link and detail.

The e-Mongolia public service platform prioritizes accessibility for individuals with visual impairments, featuring a collaborative implementation with the private sector to convert text into speech for service instructions. This inclusive approach enables vulnerable groups to listen to service descriptions instead of reading text. A dedicated button in each paragraph facilitates this feature, adhering to the Web Content Accessibility Guidelines (WCAG) standard.

An example of this functionality can be explored at <https://www.e-mongolia.mn/service/ryegistriin-dugaar-solij-shineer-olgoson-tukhai-lavlagaa>.

For primary, secondary, and high school students, the e-learning system <https://econtent.edu.mn/> incorporates a sub-menu named "Special needs education" tailored for individuals with disabilities and other vulnerable groups. The system further provides features such as font size adjustment and background color modification for users with visual impairments. Additionally, all video content includes a sign language translator.

The e-Skills Department of E-Mongolia Academy conducted 15 training sessions aimed at enhancing the e-skills of citizens with disabilities. These sessions covered areas like information security, problem-solving skills, and smartphone usage. A diverse group of participants, including 86 visually impaired individuals, 25 with speech or hearing impairments, 77 elderly and disabled citizens, and 115 visually impaired and remote students, were included in the training.

The GIRLSCODE program, initiated by the Chairwoman of the Communication Information Technology Authority of Mongolia, seeks to empower girls in rural areas and cultivate female software engineers in Mongolia. More details about the program can be found at <https://girlscore.mn/>.

45. Does the Government use social media platform(s)? \*

Yes  No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

All of the government organizations use social media platforms to engage with citizens. The most common social media platform is Facebook. The main Facebook pages are:

1. The Government of Mongolia: <https://www.facebook.com/mongolulsiinzasgiingazar>
2. The Ministry of Finance URL: <https://www.facebook.com/MOFMongolia>
3. Ministry of Economy and Development URL: <https://www.facebook.com/medgovMN>
4. Ministry of Culture URL: <https://www.facebook.com/Moc.gov.mn>
5. Ministry of Energy URL: <https://www.facebook.com/www.energy.gov.mn>

6. Ministry of Food, Agriculture and Light Industry URL: <https://www.facebook.com/mofagovmn>
7. Ministry of Environment and Tourism URL: <https://www.facebook.com/met.gov.mn>
8. Ministry of Foreign Affairs URL: <https://www.facebook.com/MFAMongoliaMN>
9. Ministry of Education and Science URL: <https://www.facebook.com/MinistryofEdu>
10. Ministry of Road and Transport Development URL: <https://www.facebook.com/Mrtd.Gov.Mn>
11. Ministry of Mining and Heavy Industry URL: <https://www.facebook.com/Ministryofmining>
12. Ministry of Construction and Urban Development URL: <https://www.facebook.com/Barilgiinyam>
13. Ministry of Health URL: <https://www.facebook.com/www.moh.gov.mn>
14. Ministry of Labour and Social Protection URL: <https://www.facebook.com/mlsp.gov.mn>
15. Ministry of Defence URL: <https://www.facebook.com/ministryofdefencemongolia>
16. Ministry of Justice and Home Affairs URL: <https://www.facebook.com/mojha.gov.mn>
17. Ministry of Digital Development and Communications URL: <https://www.facebook.com/MDDCMongolia>
18. E-Mongolia national e-Government: <https://www.facebook.com/emongolia>
19. Regulatory Agency for Government Digital Services URL: <https://www.facebook.com/khurdan.ragds>
20. The social media for (ii) e-consultation; and/or (iii) e-decision-making; D-Parliament URL: <https://www.facebook.com/D.Parliament0> , <https://petition.parliament.mn/> , Citizens and Public Relations Center URL: <https://www.facebook.com/1111tov>
21. National Emergency Management agency URL: <https://www.facebook.com/profile.php?id=100064357072177>

If yes, please include any guidelines for government officials/institutions on the use of social media.

1. LAW ON THE CIVIL SERVICE, 39.1.Civil servants shall not carry out the following activities, addition to the provisions stated in laws; 39.1.13.express unofficial opinions and political viewpoints in regard to state policies through mass and print media, websites or social media, and distribute positive or negative news and information about political parties, coalitions or candidates; URL: <https://www.legalinfo.mn/mn/detail/13025>
2. The Code of Conduct for Public Administration and Service Employees <https://legalinfo.mn/mn/detail?lawId=209237&showType=1> states that civil servants shall be

entitled to “3.1.6.b. to express an only official position in the mass media on issues related to state policy;” is indicated.

3. ON RESOLVING PETITIONS AND COMPLAINTS FROM CITIZENS TO STATE AUTHORITIES AND PUBLIC OFFICIALS, Article 9. Form of filing a petition or a complaint, 1. A petition or a complaint shall be made in written or verbal form in the official language of the state. A petition or a complaint may be submitted by an online network. Every organization shall have an e-mail address. URL:  
<https://legalinfo.mn/mn/detail?lawId=294&sword=%D1%86%D0%B0%D1%85%D0%B8%D0%BC%20%D1%81%D2%AF%D0%BB%D0%B6%D1%8D%D1%8D>
4. LAW ON LEGISLATION, Article 38. Organizing discussion of draft legislation, 38.6.4. conducting discussions on public electronic networks; URL:  
<https://legalinfo.mn/mn/detail?lawId=11119&sword=%D1%86%D0%B0%D1%85%D0%B8%D0%BC%20%D1%81%D2%AF%D0%BB%D0%B6%D1%8D%D1%8D>
5. LAW ON LABOR, Article 68. Employment contract for remote work, 68.1. An employer may conclude a remote work contract and authorize the employee to work always or sometimes remotely using an electronic network. URL:  
<https://legalinfo.mn/mn/detail?lawId=16230709635751&sword=%D1%86%D0%B0%D1%85%D0%B8%D0%BC%20%D1%81%D2%AF%D0%BB%D0%B6%D1%8D%D1%8D>
6. ABOUT SOME MEASURES RELATED TO RESOLVING CITIZEN PETITIONS AND COMPLAINTS, a/ The procedures for accepting and resolving petitions and complaints submitted orally, in writing, and online by citizens to the Office of the Governor of the Ministry, Oblast, Capital City, and other public administration organizations should be revised in accordance with the law and approved and implemented within the first half of 2005;  
<https://legalinfo.mn/mn/detail?lawId=3022&sword=%D1%86%D0%B0%D1%85%D0%B8%D0%BC%20%D1%81%D2%AF%D0%BB%D0%B6%D1%8D%D1%8D>

46. Does the Government publish information on how people's voices, including those among women and/or vulnerable groups, are included in policy decision-making? \*

Yes  No

If yes, please provide link and detail.

1. When Citizens use the website for votation, they use their authentication system, which is reliable data that the Government has. It has, gender, age, and social status etc.,  
URL: <https://petition.parliament.mn/>
2. 11-11 center, which has been operating regularly since 2012, provides citizens' feedback, requests and complaints on issues related to government organizations and their officials activities, also decisions through the OMNI Channel - 12 types of channels (phone, fax, email,

Social networking services, SMS, kiosk, app, and web) as a channel for citizens to communicate with the government.

URL: <https://www.11-11.mn/>

## F. Usage, User Satisfaction and Evaluation

47. Does the Government monitor/collect usage statistics of e-government services? \*

Yes  No

If yes, please provide link and detail.

The Government of Mongolia has made significant strides forward to monitor and collect statistics of e-government services through the following main channels:

1. There is the backend system and dashboard for monitoring, collecting usage statistics of e-Government services real-time. The dashboard helps the government to prioritize to improve the most critical and used e-government services.

URL: <https://dashboard.mddc.gov.mn/>

2. Since 2012, the 11-11 call center has been facilitating the reception of citizens' feedback, requests, and complaints regarding government organizations and services, including e-government services. This engagement is conducted through the OMNI Channel, encompassing 12 distinct communication channels such as phone, fax, email, social networking services, SMS, kiosk, app, and web platforms. URL: <https://www.11-11.mn/>

As a result, we are able to improve our e-government services and address pain points based on the citizens' survey results.

48. Does the Government measure usage data with dis-aggregation by gender? \*

Yes  No

There is a total of 1.7 million users registered on the E-Mongolia platform. Among the users on the E-Mongolia platform, 52% of the them are female and 48% of the users are male.

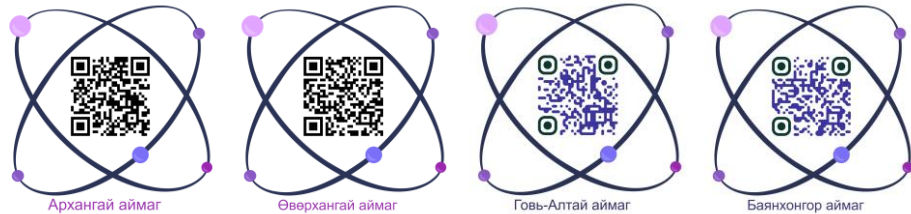
49. Does the Government measure user satisfaction of e-government services? \*

Yes  No

If yes, please provide link and detail.

1. The Government started to commission independent research institutes such as MMCG and IRIM annually since 2022 to measure the user satisfaction of government digital services with a sample size of at least 10,000 representative units across the country (nine districts in UB and 21 provinces). The result of 2023 shows that 77% of the survey participants indicate they are satisfied with the e-government services. Notably, 81% of the survey participants expressed that the e-government services are easy to use.

2. The Government provides QR codes for public service delivery agencies and units to collect user satisfaction of e-government services during and after public service delivery process via digital channel. Citizens can use this QR code to evaluate local/provincial e-government services. Complaints filed within this satisfaction survey are taken serious and enforces the central authority to address them.



3. In 2023, the 11-11 call center underwent a restructuring of its organizational framework. As part of this revamp, a new protocol is introduced wherein issues garnering a substantial number of complaints concerning specific matters, government agencies, or any aspect related to government activities are escalated to the weekly Cabinet meeting chaired by the Prime Minister. The decision made from the Cabinet meeting will be assigned to the pertaining government agency. Then, an agent from the 11-11 center will follow up to the citizen to make sure their complaint is addressed and conduct a satisfaction survey. These include satisfaction and complaints in regards with digital service delivery.

Does the Government collect user satisfaction data with dis-aggregation by gender?\*

Yes  No

The Government started commissioning MMCG and IRIM, independent research institutes to conduct a nation-wide survey for the first time in 2023 to measure the government digital service satisfaction among 10,111 citizens from nine districts in UB and 21 provinces for two months. Out of all the survey participants, 49.9% equivalent to 4,941 participants were female.

## G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]

1. ITU - Member States cooperate with the Radio Bureau in coordinating radio frequency policies. The Government of Mongolia approved a policy to introduce 5G networks in 2020. In 2021, Mongolia successfully tested 5G technology. The International Telecommunication Union (ITU) has been working since November 2021 to determine the market readiness for



the introduction of 5G technology in Mongolia, and in February 2022 it submitted the final report on "Market readiness for future IMT, 5G, and networks." In order to introduce 5G technology to Mongolia, the Ministry of Digital Development and Communications and the International Telecommunication Union have agreed to set up a working group to intensify the work on policy regulation, infrastructure, and ecosystems and to promote the importance of 5G in all sectors.

2. UNICEF - Cooperate in the field of child protection in the electronic environment.
3. CAREC - Cooperate in the field to improve people's access to social services has been a priority in ADB's operations in the country.
4. Research report on "Quality Assessment of Electronic Access and Capacity of Vulnerable Groups in Mongolia" carried out by the organization. URL:  
<https://www.undp.org/mongolia/publications/qualitative-assessment-digital-access-and-skills-vulnerable-groups>
5. The United Nations Development Program (UNDP) in Mongolia focuses on finding integrated solutions to achieve the following results at the national level through digitization, innovation and development financing. It includes:
  - Diversified, inclusive and green economy;
  - Sustainable management of natural ecosystems, capable of adapting to climate change, predicting risks;
  - Progress towards women's empowerment, inclusive and accountable governance and the SDGs.

The document of the 2023-2027 program of UNDP in Mongolia URL:

[https://www.undp.org/sites/g/files/zskgke326/files/2022-09/mongolia\\_cpd\\_2023-2027\\_final.pdf](https://www.undp.org/sites/g/files/zskgke326/files/2022-09/mongolia_cpd_2023-2027_final.pdf)

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

1. Mongolia is a member of international and regional organizations working in the field of ICT, such as Asia-Pacific Telecommunity (APT), Asian Pacific Postal Union (APPU), INTERSPUTNIK and the Asia-Pacific Space Cooperation Organization (APSCO) and has been implementing a number of projects regarding digital and e-government development, not only with the above-mentioned organizations but also with the Asian Development Bank (e-Government and Digital Transformation Project) and the World Bank (Smart Government I, II Project). Furthermore, Mongolia has close bilateral cooperation with Estonia, the Republic of Korea, India, Israel, France, Russia, and China on digital development.
2. It is planned to study the activities of Finland's ICT Finnish Platform, open a channel for Mongolian software companies to receive outsourcing from Finland, propose to start cooperation in these areas, and hold an online meeting.
3. The Ministry of Digital Development and Communications organized an online training and discussion among private sector organizations with the participation of a professor from the University of Tokyo in the framework of the theme "Current Status and Development of Artificial Intelligence Research in Japan".
4. EBRD - A memorandum was signed with the goal of transitioning Mongolia to a digital economy, improving the country's electronic competitiveness, and building a new IT park.

5. SINGAPORE - A memorandum was signed in the areas of cyber security, strengthening the capacity of government organizations, increasing government productivity, improving digital literacy, and creating a start-up ecosystem.
6. USA - Child protection in the digital environment, MITER /USA/, SEI /USA/, CISA /USA/

## THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

1. The Government of Mongolia is initiating the draft law ON SUPPORTING INFORMATION TECHNOLOGY INDUSTRY AND SERVICES and preparing for discussion at the 2023 autumn session of Great Hural. The objective of this draft law is to determine the direction and principles to be followed by the government in supporting the IT industry and to provide tax and non-tax support to a person, legal entities engaged in the production of information technology, also to improve the legal framework related to the improvement of investment by creating information technology special zone, to increase the efficiency of information technology production in the economy.
2. Mongolian parliament is discussing at the moment, to adopt amendments to 120 laws for enabling e-service for every sector. These laws force public service, citizens and businesses to use paper form extensively. <https://d.parliament.mn/tusul/871d31be-6ea1-45c5-afb2-90a70add946f>
3. The ministry of digital development and communications is working on to approve the national digital literacy and competence framework for adapting in the formal education, life long learning .
4. The ministry of digital development and communications is working to approve the ICT sector's human resource strategy.

### Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes  No

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Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.