The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.

Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA\(^1\) assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

☒ I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official e-government\(^2\) portal at the national level? If more than one, please list all.

   | Government e-services portal: https://www.ezasag.mn |
   | Ulaanbaatar City e-services portal: https://eservice.ulaanbaatar.mn |

2. Please also provide URLs for below specific portals, if exists:

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\(^1\) This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

\(^2\) E-government or digital government will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)
a. **E-services**

4. Electricity payment service: [www.my.tog.mn](http://www.my.tog.mn)
5. Provide technical conditions to connect to heat supply: [www.dulaan.mn](http://www.dulaan.mn)
6. Provide technical condition to connect to electricity: [www.new.tog.mn](http://www.new.tog.mn)
7. Energy license service: [www.license.energy.gov.mn/user/login](http://www.license.energy.gov.mn/user/login)
8. Tax on motor vehicles and self-moving vehicles, air pollution payments and road use fees: [www.smartcar.mn](http://www.smartcar.mn)
11. Get detailed references for driving licenses: [license.center@police.gov.mn](mailto:license.center@police.gov.mn)
15. License on security service: [www.sas.police.gov.mn](http://www.sas.police.gov.mn)
18. Result on election: [www.gec.gov.mn](http://www.gec.gov.mn)
19. All registration services: [https://burtgel.mn](https://burtgel.mn)

b. **E-participation**


c. **Open government data**

[www.1212.mn](http://www.1212.mn); [www.burtgel.mn](http://www.burtgel.mn); [www.service.police.mn](http://www.service.police.mn); [www.shilends.gov.mn](http://www.shilends.gov.mn); [www.shuukh.mn](http://www.shuukh.mn)

d. **Public procurement**

[www.tender.gov.mn](http://www.tender.gov.mn)

1. All legal acts: [www.legalinfo.mn](http://www.legalinfo.mn)
2. Unified system of transparency accounts: [shilends.gov.mn](http://shilends.gov.mn)
3. Electronic payment system: [ebarimt.mn](http://ebarimt.mn)

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3 A specific portal where you can see the list of all online services available for the public

4 **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).
3. Please provide name(s) and URL(s) of the government agency/department/ministry at the national level in charge of e-government.

Name: Communications and Information Technology Authority, Government of Mongolia
Url: www.cita.gov.mn

4. Does your country have a Chief Information Officer (CIO)\(^5\) to manage national cross-agency e-government programs/strategies?

Name: Chinbat Baatarjav
Title: Chairman
Organization: Communications and Information Technology Authority
E-mail: foreignrelation@cita.gov.mn
Phone: +976-11-329236

5. Please provide names and URLs of the government agencies/ministries/departments at the national level in charge of the following:
   a. Planning and Development

Name: National Development Agency; Url: www.nda.gov.mn

   b. Education

Name: Ministry of Education, Culture, Science and Sports; Url: www.mecss.gov.mn
Name: Authority for Family, Child and Youth Development; Url: www.fcy.gov.mn

   a. Health

Name: Ministry of Health; Url: www.mohs.mn
Name: General Insurance Department; Url: www.daatgal.mn
Name: Veterinary and Breeding Grounds Authority; Url: dvab.gov.mn

   b. Social Protection and Welfare

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\(^5\) CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)
II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?
7. **Is there a national e-government strategy/digital readiness strategy** or equivalent?

   - National e-Governance Program 2022

8. **Please check whichever applies.**
   - National e-government strategy or equivalent:
     - ☒ has an implementation plan.
     - ☒ is aligned with the national development strategy
     - ☒ is aligned with the Sustainable Development Goals (SDGs).
     - ☒ is aligned with sub-national/local digital development strategy.
     - ☐ has an emphasis on digital-first principle
     - ☒ has an emphasis on digital by default; digital by design; mobile-first principle
     - ☒ has an emphasis on once-only (data) principle
     - ☒ has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure e-government is accessible by the most vulnerable groups.
     - ☒ makes specific reference to e-participation, digital inclusion and/or engagement.
     - ☒ makes specific reference to the use of social media in the government.

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6 Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people
makes specific reference to the use of new technologies\(^7\) such as artificial intelligence, blockchain, big data.

The E-government program of Mongolia has been approved by the Government Resolution No.73 in 2019 to be implemented for 4 years. The action plan for this program has been approved by the Cabinet Secretariat of the Government of Mongolia. The program was developed based on documents such as National Security Concept of Mongolia, Concepts of Sustainable Development of Mongolia-2030 and State policy on ICT development up to 2025 and has 5 principles, 9 objectives, 57 activities and 63 implementation measures.

Implementing Principles of the National e-Governance Program:

- respecting human rights and protecting personal data;
- strengthening transparent, citizen centric, accountable and efficient governance;
- ensuring the government information security;
- supporting the green technology;
- basing on effective public and private partnership and interrelated and integrated information system.

Through the program, in order to deliver public e-services to rural areas and promote digital transformation into national level, the Government aims at opening more e-service centers at soum level, developing back and front office systems, delivering public services using cellular networks, as well as promoting e-participation, digital inclusion, and information sharing. The program also includes some activities related with the use of the advanced information technology ensuring equal participation of people with disabilities or target social groups and introduction of new emerging technologies into public services.

### III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure\(^8\)
- data interoperability

\(^7\) Also referring to emerging technologies

\(^8\) Related to SDG Indicator 16.6.1
☐ digital government as a right

1. Information Transparency Law
2. Individual Privacy Law
3. Electron Signature Law
4. Law on Procurement of Goods and Services with State and Local Property
5. Regulation on Creation of the Government Electronic Database and Data Sharing Procedure
6. National Registration Law (citizen, legal entity and property registrations are included)

Usage of online services

10. Do you collect usage statistics of e-government services?
   ☒ Yes    ☐ No

11. If yes, do you publish results online and share those with the public institutions concerned?

   The data and statistics on the public e-services are used within the scope of activities of certain administrations. CITA delivers ICT sector data to the public through its website, as well as by publishing its annual reports as a “White Paper” which includes all information concerning the ICT related development and implementation, including e-government, e-services and e-participation.

User satisfaction

12. Do you measure satisfaction of citizens on e-government services?
   ☒ Yes    ☐ No

13. If yes, do you publish results online and share those with the public institutions concerned?

   Through the Government services www.11-11.mn and www.eservice ulaanbaatar.mn, it responds to complaints and feedback from citizens in order to take immediate actions and improve government service. All tracking information of ongoing processes concerning the complaints and feedback are at the website and open to the public. Currently, Government is working to update those systems to enable reporting system for citizens and rate provision, quality and transparency of such services.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.
Government organizations such as the General Police Department, the National Emergency Management Agency, the General Taxation Department, the Communications and Information Technology Authority and the Communications Regulatory Commission leads Facebook pages to introduce their policy and activities to the public, to communicate and listen their ideas. Communications and Information Technology Authority have been produced the “Recommendations on proper use of social media for governments organizations”.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

☒ Artificial Intelligence (AI)  ☒ Blockchain  ☒ Big data  ☒ Smart cities
☐ Robotics  ☒ Internet of Things (IOT)  ☐ Quantum computing  ☐ Virtual reality
☐ Augmented reality  ☐ Other:

One of the goals of National E-Governance Program is to implement pilot projects promoting the usage of emerging technologies, such as Block chain, AI and IoT, as well as green technology for operations of the public organizations.

Government is also seeking to develop smart cities and commenced two projects “Smart Ulaanbaatar” and “Smart Darkhan city” which is second largest city of Mongolia.

16. Does your government have any government body\(^9\) at the national level working specifically related to the new technologies?

CITA is the Government agency under the direct auspices of Prime Minister, responsible for developing and implementing policies in the field of e-government, information technology, communications, posts, radio frequency and broadcasting.

Under CITA guidance, National IT Park Who has scope of activities to support IT business and innovation, promote IT incubator and start-up companies, conduct high technology researches, and provide human resource trainings and consulting services.

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\(^9\) This can be an agency, cabinet, commission, committee, initiative etc.
VIII. Indicators

17. What is the percentage of the population\(^{10}\) satisfied with their last experience of online public services?

26% (Through public service electronic machine we have delivered more than 7 million services electronically since 2014, and through Integrated Public Service Center 1.9 million people had an online services in 2018.)

18. What percentage of your GDP is allocated for ICT investment in the public sector?

3.2%

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

100%. All employees in central government organizations using personal computer or laptop, other office facilities and internet connectivity. Also, there is document exchange system among government organizations.

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

100% (not only central, all level government organizations are connected to the internet)

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

A nationwide survey uses the questionnaire method to define national literacy rates.

IX. International and Regional Cooperation\(^{11}\)

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

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\(^{10}\) Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

Mongolia is fully pledged member of international and regional organizations working in the field of ICT and e-government, such as United Nations, International Telecommunication Union, Asia-Pacific Telecommunity and has been implementing number of projects regarding e-government development not only with above mentioned organizations, but Asian Development Bank, World Bank and Millennium Challenge Account.

We also do have close bilateral cooperation with Korea and Estonia on e-government.

22. Is your government offering (or planning to offer) support to other countries in the area of e-government?

Not yet, but we are planning to develop advisory services to the other countries, who seeks to exchange practice and theory of e-government.

23. Are there any ongoing public-private partnerships and multi-stakeholder partnerships, focusing on e-government?

In 2018, Government Resolution on transferring the government services (totally 489 services) into electronic manner was approved. In this connection, we are going to cooperate with the private organizations to promote and increase number of e-services. Currently in the Ulaanbaatar city, we have totally 4 government service center which operate both online and traditional paper-based form. Now, we aim to increase the number of centers into soum level with assistance of public-private partnership.

X. Contact and Additional Information

Name: Anuujin Sanjaajamts
Title: Expert of e-government development policy
Email: anuujin@cita.gov.mn
Organization: Communications and Information Technology Authority

1. Please select whichever applies:
   ☒ A group of government agencies responded to the questionnaire collectively.
   ☒ I am authorized and fully knowledgeable to respond to this questionnaire.
☐ I did not have the full information to respond to this questionnaire

☐ I mostly provided my own opinion/assessment rather than official information.

☐ Other:

CITA is responsible for the ICT development of Mongolia, therefore we collect all information regarding e-government through the implementation and report of the government resolutions.

2. How did you hear about this questionnaire?

☒ Directly from UN DESA

☐ From the Mission of my country to the United Nations

☐ United Nations E-Government Survey website

☐ LinkedIn

☐ Facebook

☐ Other:

Director General of IT Policy Planning Department B.Bilegdemberel received e-mail about Member States Questionnaire for the 2020 UN-E-Government Survey with attachment “2020 MSW” world document file from Lydia Debbie Gatan (gatan@un.org) on March 21st, 2019.

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.

We appreciate your participation.