Respondent

⟨   26   Anonymous   ∨   **325:17**   ⟩
                                                         Time to complete

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1. Country name *

| Mongolia |

Contact information

2. Your name *

| Gantogoo Zundui |

3. Title *

| Director of Strategic Policy and Planning Department |

4. Organization *

| Communications and Information Technology Authority, The Government of Mongolia |

5. Email *

gantogoo@cita.gov.mn

6. 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 am authorized but 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

7. 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.

   > Government e-services portal that has 527 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 2.45 million online services to the citizens.

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

   > Online service platform for the Capital City of Mongolia: eservice.ulaanbaatar.mn

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

(1) Citizens and Public Relations Center of the Government of Mongolia aims to listen to the citizens, to increase civil society participation, to establish a system to improve citizen feedback, to deliver public services in a transparent, efficient, accessible, and unbureaucratic manner, and to improve digital skills. www.11-11.mn, 11-11 hotline and 11-11 center. URL: https://www.11-11.mn/ (2) To develop laws in accordance with public comments and requests www.Lawforum.parliament.mn, www.lawmaker.parliament.mn in the electronic system for ordinary citizens, scholars and researchers, Project-related industry experts can be contacted directly to express their views. URL: https://lawforum.parliament.mn/ , https://lawmaker.parliament.mn/ (3) Parliament of Mongolia which has a history of 30 years is taking advantage of technological advancements, such as online sessions during the pandemic situations. URL: http://www.parliament.mn/en

10. Please provide link(s) for portal(s) providing following services/features:
 - Open government data

The Government of Mongolia implemented the integrated portal system to make public services more efficient, transparent and accessible through the effective use of information technology, to increase citizens' participation, to create economic opportunities, to support innovation and wealth creation. Open data portal link: www.opendata.gov.mn. It integrated with the national statistical organization's web (www.1212.mn).

11. Please provide link(s) for portal(s) providing following services/features:
 - Public procurement

Public procurement system of Mongolia provides reliable online procurement of goods, works and services with state and local funds (G2B) www.tender.gov.mn

12. Please provide link(s) for portal(s) providing following services/features:
 - Others (if any)

The system where citizens can get public services related to the VAT and other tax is called the Value Added Tax Promotion System: www.ebarimt.mn

13. Please provide 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) 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 (2) 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. URL: https://cabinet.gov.mn/?lang=en (3) The National Digital Development Committee under the Government provides information on the government's policy and ICT development, as well as projects, programs, plans, and the legal environment for e-government. The committee is working on the development of the e-government. URL: https://www.legalinfo.mn/law/details/14999 (4) Communications and Information Technology Authority, the regulatory agency of the Government of Mongolia, develop 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: https://www.cita.gov.mn/en/ (5) Digital tax system (G2B) URL: etax.mta.mn , (6) Value Added Tax Promotion System (G2C, G2B) URL: ebarimt.mn , (7) National Land Administration System (G2C, G2B, G2G) URL: egazar.gov.mn , (8) Digital platform for motor vehicles related services such as tax of the vehicles, roads, insurance, air pollution fee and inspection (G2C, G2B) URL: smartcar.mn, (9) Social Insurance Service (G2C) URL: mdaatgal.mn (10) Social Welfare Service (G2C) URL: ehalamj.mn (11) State Registration Service (G2C) URL: burtgel.mn (12) Electronic system of General agency for speicalized inspection (G2C, G2B) URL: igov.mn

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

○ Yes

○ No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Tengis Sukhee

16. Title *

Head, the Secretariat office

17. Organization *

> The National Digital Development committee of the Cabinet Secretariat of Government of Mongolia

18. Email *

> tengis@cita.gov.mn

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

( ) Yes

( ) No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

> The National Digital Development Committee under Government of Mongolia. URL: https://www.legalinfo.mn/law/details/14999

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

> National Development Agency URL: https://nda.gov.mn/

22. Education *

> Ministry of Education and Science URL: http://en.meds.gov.mn/

23. Health *

> Ministry of Health URL: www.moh.gov.mn

24. Social Welfare (social inclusion, social protection, etc.) *

> Ministry of Labour and Social Protection URL: www.mlsp.gov.mn

25. Employment and Labour *

> Ministry of Labour and Social Protection URL: www.mlsp.gov.mn

26. Environment *

> Ministry of Nature, Environment and Tourism URL: www.mne.mn

27. Justice *

> Ministry of Justice and Home Affairs URL: www.mojha.gov.mn

28. Economy/finance *

> Ministry of Finance URL: www.mof.gov.mn

29. Industry/trade *

> Ministry of Food, Agriculture and Light Industry URL: www.mofa.gov.mn

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

◉ Yes

◯ No

◯ [Other]

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

> (1) Statistics of the Covid-19 in Mongolia, URL: www.e-Mongolia.mn/covid-19, In accordance with the decision of the State Emergency Commission, the unified digital platform of public services named e-Mongolia provided all the information related to COVID-19, such as resolutions, flight schedules, vaccination plans, all statistics, warnings, quarantine and lockdown levels. (2) Covid-19 Situation in Mongolia URL: www.covidmongolia.mn, (3) Ministry of Health URL: https://covid19.mohs.mn/

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

○ Yes

○ No

33. Please provide link and detail.

(1) In order to prevent and control the spread of the coronavirus infection (COVID-19), to protect public health, to impose certain restrictions on human rights, to make relevant decisions promptly, to reduce the negative social and economic impact, and to address organizational issues by the Government, the Law on Prevention, Control, and Social and Economic Impact of the Coronavirus infection (COVID-19) was approved on April 2020. URL: https://www.legalinfo.mn/law/details/15312 (2) During the pandemic, it was required to develop an online system for providing PCR test results and making appointments for citizens. Because of the sharp increase in demand for COVID 19 PCR tests and the number of people who need test results, a digital system has been introduced to provide citizens with online appointment of the tests as well as receiving the test results. URL: https://eruul.gerege.mn (3) It was required to conduct an online learning system and data-free service for the target groups during the pandemic. As soon as the restricted lockdown started, educational institutions at all levels switched to online versions. At the same time, access to the Internet, e-learning skills, computer access, e-learning platforms, and e-learning content began to be challenged. In addition to the introduction of e-learning systems, arrangements have been taken to increase accessibility by making data free and cost-effective of the services. URL: https://econtent.edu.mn (4) It was required to implement the contact tracing methods during the pandemic. A couple of attempts have been implemented to identify community contacts during the pandemic. For example: a. We started to register citizens' locations based on QR codes using (https://qr.119.mn) the most common mobile application (URL: https://www.eBarimt.mn) in Mongolia. b. A GPS-based mobile phone application has also been introduced to track the movements of people moving from isolation to home surveillance. (URL: https://www.clix.mn) c. The Exposure Notification (ENX) system, developed jointly by Google and Apple, was successfully introduced in a very short time. By June 15 2021, 434 thousands of people are activating ENX on their smartphone. URL: https://covid19ersdel.e-mongolia.mn/ (5) It was required to implement the digital certificate of COVID19 vaccinations to open the travel between local cities as well as international travels. Following repeated lockdowns and the start of vaccinations across the country, E-Mongolia has also begun issuing digital certificates to citizens to ensure that they have been fully vaccinated. The link: E-Mongolia mobile app that includes: Digital certificate of Covid19 certificate. URL: https://www1.e-mongolia.mn/service/vaktsiny-gerchilgee (6) The Government of Mongolia plans to implement the e-Mongolia program as part of its efforts to revive the economy and improve governance in the aftermath of the pandemic. The main goal of this program is to create efficient public services, to provide integrated e-development policy, planning and management, to create conditions for prompt, responsible and accessible public services, and to save time and money for the citizen. The total budget planned is MNT 597 billion. For more information (URL): https://ai.nda.gov.mn/portal/apps/MapSeries/index.html?

appid=3f048073e9db4f4eaa46ffbcbed8e780 (7) Importance of providing information on the pandemic to citizens through one phone number. In this context, many separate telephone numbers were merged into 119 hotline.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

◉ Yes

◯ No

35. Please provide link and detail.

(1) The Government of Mongolia has decided to adopt a "10 trillion MNT Comprehensive Plan to Protect the Health and Recover the Economy" during the pandemic. The plan includes digital strategies to overcome the challenges of the pandemic. For more information (1.3, 1.4, 1.7, 1.11, 1.19, 1.21, 1.22, 1.23, 2.6, 2.33) : https://www.legalinfo.mn/annex/details/11611?lawid=16094 (2) The Government of Mongolia planned to implement 100 projects and programs to revive the economy after the COVID-19 pandemic. For more information on these projects and programs, please follow the link below. The investment required to implement 100 projects is MNT 58 trillion, which is expected to create 91,952 new jobs. Of these 100 projects, 25 are aimed at improving governance and reform that includes e-Governance and digital transformation, and 25 are at improving the quality of life that includes digital literacy and inclusion. The budget and location where projects will be implemented can be seen on the web: https://ai.nda.gov.mn/portal/apps/MapSeries/index.html? appid=3f048073e9db4f4eaa46ffbcbed8e780

C. Legal Framework

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

◉ Yes

◯ No

37. If yes, please provide link and detail.

> Law on Information Transparency and Right to access to the Information URL:
> https://www.legalinfo.mn/law/details/374

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

(●) Yes

(○) No

39. If yes, please provide link and detail.

> (1) Law on Privacy URL: https://www.legalinfo.mn/law/details/537, (2) Law on State and
> Official Secrets URL: https://www.legalinfo.mn/law/details/12408?lawid=12408

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

(●) Yes

(○) No

41. If yes, please provide link and detail.

> Legislation on Cybersecurity reflected in Chapter 3.6 of the Concept on National Security.
> URL: https://www.legalinfo.mn/annex/details/8070?lawid=6163

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

(●) Yes

(○) No

43. If yes, please provide link and detail.

> Law on Civil State Registration, Chapter 15 provides for the registration of civil biometrics or fingerprints. URL: https://www.legalinfo.mn/law/details/13540

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

◉ Yes

◯ No

45. If yes, please provide link and detail.

> Law on Digital Signature URL: https://www.legalinfo.mn/law/details/574

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

◉ Yes

◯ No

47. If yes, please provide link and detail.

> Law on Procurement of goods, works and services with state and local funds URL: https://www.legalinfo.mn/law/details/493

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

Note: This is related to SDG Indicator 16.6.1

◉ Yes

◯ No

49. If yes, please provide link and detail.

> Law on Glass (transparent) account: URL: https://www.legalinfo.mn/law/details/10497

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

◉ Yes

◯ No

51. If yes, please provide link and detail.

> The procedure for creating the database, using and exchanging data across the government agencies approved by Government Resolution 220, 2019. URL: https://www.legalinfo.mn/annex/details/9843?lawid=14451

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

◉ Yes

◯ No

53. If yes, please provide link and detail.

> (1) General law on state registration URL: https://www.legalinfo.mn/law/details/13537 , (2) Law on Information Transparency and Right to Information URL: https://www.legalinfo.mn/law/details/374 , (3) Law on Glass Account URL: https://www.legalinfo.mn/law/details/10497

54. 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

55. If yes, please provide link(s) and detail(s).

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://www.cita.gov.mn/wp-content/uploads/2021/01/%D0%9045-20200421-%D0%9C%D0%A3-%D0%B4-%D0%B4%D0%B0%D1%80%D0%B0%D0%B0-%D2%AF%D0%B5%D0%B8%D0%B9%D0%BD-%D1%85%D3%A9%D0%B4%D3%A9%D0%BB%D0%B3%D3%A9%D3%A9%D0%BD%D1%82-%D1%85%D0%BE%D0%BB%D0%B1%D0%BE%D0%BE%D0%BD%D1%8B-%D1%81%D0%B8%D1%81%D1%82%D0%B5%D0%BC%D0%B8%D0%B9%D0%B3-%D0%BD%D1%8D%D0%B2%D1%82%D1%80%D2%AF%D2%AF%D0%BB%D1%8D%D1%85%D1%8D%D09%D0%B1%D0%B0%D1%80%D0%B8%D0%BC%D1%82%D0%BB%D0%B0%D1%85-%D0%B1%D0%BE%D0%B4%D0%BB%D0%BE%D0%B3%D1%8B%D0%BD-%D1%87%D0%B8%D0%B3%D0%BB%D1%8D%D0%BB-%D0%B1%D0%B0%D1%82%D0%BB%D0%B0%D1%85-%D1%82%D1%83%D1%85%D0%B0%D0%B9.pdf

D. Strategy and Implementation

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

● Yes

○ No

Please provide information where relevant:

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

○ Two-year

○ Three-year

◉ Five-year

○ Ten-year

○ | Other |

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

○ Yes

◉ No

59. Please provide link and detail.

> (1) National e-Government Program URL: https://www.legalinfo.mn/annex/details/9503?lawid=14177, (2) "Vision-2050" Mongolia's long-term development policy of Mongolia, URL: https://www.legalinfo.mn/annex/details/11057?lawid=15406 (3) Action Plan of the Government of Mongolia for 2020-2024, URL: https://www.legalinfo.mn/annex/details/11219?lawid=15586 (4) According to the Digital Nation Inititiative, CITA is implementing the STRATEGY PLAN 2021-2024 in which it has defined 6 strategic goals to become a Digital Nation (URL: https://www.cita.gov.mn/%d1%81%d1%82%d1%80%d0%b0%d1%82%d0%b5%d0%b3%d0%b8%d0%b9%%d0%b7%d0%be%d1%80%d0%b8%d0%bb%d0%b3%d0%be): GOAL 1. Resilient digital infrastructure to meet the growing needs of ICT ; GOAL 2. E-GOVERNANCE for non-bureaucratic and transparent e-government in all sectors of society and economy; GOAL 3. CYBERSECURITY: Establishing a National security system to ensure the integrity, confidentiality and accessibility of information; GOAL 4. DIGITAL LITERACY AND INCLUSION: Improving skills of citizens and public service officials, closing digital divide and ensuring that leaving no one behind; GOAL 5. INNOVATION AND INDUSTRY: Support and Promote emerging technologies such as IT, big data, AI, blockchain-based platforms, and national digital contents as sources of export goods; Goal 6. NATIONAL DEVELOPMENT ACCELERATOR: Ensuring competitiveness, productivity, and efficiency.

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

◉ Yes

○ No

61. Please provide link and detail.

> The National e-Governance program is guided and aligned with the "The 2030 Agenda for Sustainable Development". The implementation criteria of the "National e-Government Program" approved by the Government Resolution No. 73 of 2019 are set in accordance with "The 2030 Agenda for Sustainable Development", adopted by all United Nations Member States in 2015 and the UN e-Government Development Index. URL: https://legalinfo.mn/annex/details/9503?lawid=14177 In addition, the long-term policy "Vision - 2050" approved by Parliament Resolution No. 52 of 2020 was developed in accordance with the document "The 2030 Agenda for Sustainable Development". URL: https://www.legalinfo.mn/annex/details/11057?lawid=15406

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

⦿ Yes

○ No

63. Please provide link and detail.

> There are 21 provinces in Mongolia. They have identified digital strategies in line with the National e-Government Program. In addition, the Government of Mongolia issued a number of resolutions/decisions to implement the National e-Government Program. Among these decisions, for example, Government Resolution No. 149 of 2019 obliges governors at all levels to organize e-government services at the local level. URL: https://legalinfo.mn/law/details/14398?lawid=14398

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

⦿ Yes

○ No

65. Please provide link and detail.

(1) The National e-Government Program states as follow: 5.6. The following measures will be implemented within the framework of developing e-participation, increasing citizen participation in the government decision-making process and ensuring transparency: 5.6.1. To integrate citizens' electronic participation, initiatives, petitions and complaints, create opportunities to reflect them in state policy and decision-making, and develop a business analysis system; 5.6.2. To provide conditions for citizens to freely express their opinions on the activities and services of government organizations in electronic form, and to develop an electronic discussion system; 5.6.3. Improve access to information on public services and activities for persons with disabilities, and develop and introduce a system to ensure their participation. URL: https://www.legalinfo.mn/annex/details/9503?lawid=14177 (2) To develop laws in accordance with public comments and requests www.Lawforum.parliament.mn, www.lawmaker.parliament.mn in the electronic system for ordinary citizens, scholars and researchers, Project-related industry experts can be contacted directly to express their views. URL: https://lawforum.parliament.mn/ , https://lawmaker.parliament.mn/ (3) 11-11 center (URL: https://www.11-11.mn/), which has been operating regularly since 2012, provides citizens' feedback, requests and complaints on issues related to government organizations and their officials 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. (4) The General Administrative Law aims to create basic legal regulations for actions by which administrative organizations interact with citizens and legal entities, including administrative acts and norms in regard to implementing executive powers and making administrative agreements. URL: https://legalinfo.mn/law/details/11259?lawid=11259 For example, Chapter 4 (37-51-th provisions), Chapter 5 (52-58-th provisions), 6 Chapter (59-72 provisions) of the General Administrative Law respectively regulate the issuance of "Administrative act", "Administrative contract", "Administrative normative act", ensuring the participation of citizens, the public and stakeholders, and using various channels including web and online forms.

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

⊙ Yes

◯ No

67. Please provide link and detail.

The national data governance framework is stated in Chapter 5.4 and Provision 4.1.4 of the National E-Governance Program as follows: 5.4. The following database actions shall be carried out to achieve to ensure safety, integrity and security of government databases and develop single-source information and open data policy; 4.1.4. ensure safety, integrity and

security of government databases and implement a policy for a single source of information and open data: URL: https://www.legalinfo.mn/annex/details/9503?lawid=14177

68. Does the national e-government strategy make specific reference to national digital identity? *

  ◉ Yes

  ◯ No

69. Please provide link and detail.

The following provisions of the National e-Governance program refer to national digital identity: 5.3.11. - Digital Identity with a mobile phone number(s), 5.3.12. - Using digital signature for the government services. URL: https://www.legalinfo.mn/annex/details/9503?lawid=14177

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

  ◉ Yes

  ◯ No

71. Please provide link and detail.

The National e-Governance program (URL: https://legalinfo.mn/annex/details/9503?lawid=14177) sets out the following strategic objectives in relation to creation of digital nation: 4.1.The Program will be achieved by the following objectives: 4.1.1. to enhance public awareness of digital literacy; 4.1.2. to create legal environment of e-governance; 4.1.3. to foster e-governance development structure and develop hard and soft infrastructure and e-services with integrated policy planning; 4.1.4. to ensure safety, integrity and security of government database and plan single source information and open data policy; 4.1.5. to promote engagement and operations of national producers and service providers to deliver government e-services to citizens; 4.1.6. to develop e-participation, increase public participation in decision making process of the government and ensure its transparency; 4.1.7. to establish information technology auditing system; 4.1.8. to ensure appropriate and ethical use of ICT by public organizations and officials at all levels; 4.1.9. to increase productivity and efficiency through adopting information technology advancements and

innovation into socio-economic sectors; To achieve the above objectives, CITA is impementing the STRATEGY PLAN 2021-2024 in which it has defined 6 strategic goals to become a Digital Nation (URL: https://www.cita.gov.mn/%d1%81%d1%82%d1%80%d0%b0%d1%82%d0%b5%d0%b3%d0%b8%d0%b9%d0%b7%d0%be%d1%80%d0%b8%d0%bb%d0%b3%d0%be): GOAL 1. Resilient digital infrastructure to meet the growing needs of ICT ; GOAL 2. E-GOVERNANCE for non-bureaucratic and transparent e-government in all sectors of society and economy; GOAL 3. CYBER SECURITY: Establishing a National security system to ensure the integrity, confidentiality and accessibility of information; GOAL 4. DIGITAL LITERACY AND INCLUSION: Improving skills of citizens and public service officials, closing digital divide and ensuring that leaving no one behind; GOAL 5. INNOVATION AND INDUSTRY: Support and Promote emerging technologies such as IT, big data, AI, blockchain-based platforms, and national digital contents as sources of export goods; Goal 6. NATIONAL DEVELOPMENT ACCELERATOR: Ensuring competitiveness, productivity, and efficiency.

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

◉ Yes

◯ No

73. Please provide link and detail.

(1) On "VISION-2050" IN THE FRAMEWORK OF MONGOLIA'S LONG-TERM DEVELOPMENT POLICY FOR 2021-2030, set the goal "Building e-government that supports human development, effective and efficient". Within the framework of this goal specified "Intensify the One Citizen-One Registration Program and transfer the government to a one-time information system". URL: https://www.legalinfo.mn/annex/details/11058?lawid=15406 (2) The Parliamentary Standing Committee on Innovation and e-Policy has a mandate on legal policy of innovation and digital transition. URL: http://www.parliament.mn/en (3) The Information Technology Department of the Cabinet Secretariat of Government of Mongolia is working to ensure the rapid, responsible and accessible delivery of e-government services. URL: https://cabinet.gov.mn/?lang=en (4) The National Digital Development Committee under the Government provides information on the government's policy and information on information, communication development, as well as projects, programs, plans, and the legal environment for e-government. Committee is working on the development of the e-government. URL: https://www.legalinfo.mn/law/details/14999 (5) Communications and Information Technology Authority, the regulatory agency of the Government 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: https://www.cita.gov.mn/en/ (6) Digital tax system (G2B) URL: etax.mta.mn , (7) Value Added Tax Promotion System (G2C, G2B) URL: ebarimt.mn , (8) National Land Administration System (G2C, G2B, G2G) URL: egazar.gov.mn , (9) Digital platform for motor vehices related services such as car tax, road tax, insurance, air pollution fee, inspection (G2C, G2B) URL:

smartcar.mn, (10) Social Insurance Service (G2C) URL: mdaatgal.mn (11) Social Welfare
Service (G2C) URL: ehalamj.mn (12) State Registration Service (G2C) URL: burtgel.mn

74. Does the national e-government strategy make specific reference to the use of
new/emerging technologies such as artificial Intelligence (AI), robotics,
blockchains, 5G and Internet of Things (IoT)? *

  ◉ Yes

  ◯ No

75. Artificial intelligence (AI) - please provide link and 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) According to the STRATEGIC
PLAN 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. (3) Article 6.1.3 of the Law on Telecommunications
states that "regulations, instructions, methodologies related to the introduction of new
technologies shall be approved and their implementation shall be organized."

76. Robotics - please provide link and 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) According to the STRATEGIC
PLAN 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. (3) Article 6.1.3 of the Law on Telecommunications
states that "regulations, instructions, methodologies related to the introduction of new
technologies shall be approved and their implementation shall be organized."

77. Blockchains - please provide link and detail:

(1) "VISION-2050" LONG-TERM DEVELOPMENT POLICY OF MONGOLIA, states blockchain technology, automation, cloud technology, and hard and soft infrastructure. URL: https://www.legalinfo.mn/annex/details/11057?lawid=15406 (2) According to the STRATEGIC PLAN 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. (3) Article 6.1.3 of the Law on Telecommunications states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized."

78. 5G - please provide link and detail:

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://www.cita.gov.mn/wp-content/uploads/2021/01/%D0%9045-20200421-%D0%9C%D0%A3-%D0%B4-%D0%B4%D0%B0%D1%80%D0%B0%D0%B0-%D2%AF%D0%B5%D0%B8%D0%B9%D0%BD-%D1%85%D3%A9%D0%B4%D3%A9%D0%BB%D0%B3%D3%A9%D3%A9%D0%BD%D1%82-%D1%85%D0%BE%D0%BB%D0%B1%D0%BE%D0%BE%D0%BD%D1%8B-%D1%81%D0%B8%D1%81%D1%82%D0%B5%D0%BC%D0%B8%D0%B9%D0%B3-%D0%BD%D1%8D%D0%B2%D1%82%D1%80%D2%AF%D2%AF%D0%BB%D1%8D%D1%85%D1%8D%D0%9 %D0%B1%D0%B0%D1%80%D0%B8%D0%BC%D1%82%D0%BB%D0%B0%D1%85-%D0%B1%D0%BE%D0%B4%D0%BB%D0%BE%D0%B3%D1%8B%D0%BD-%D1%87%D0%B8%D0%B3%D0%BB%D1%8D%D0%BB-%D0%B1%D0%B0%D1%82%D0%BB%D0%B0%D1%85-%D1%82%D1%83%D1%85%D0%B0%D0%B9.pdf

79. Internet of Things (IoT) - please provide link and 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) According to the STRATEGIC PLAN 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. (3) Article 6.1.3 of the Law on Telecommunications states that "regulations, instructions, methodologies related to the introduction of new technologies shall be approved and their implementation shall be organized."

80. Others - please provide link and detail:

[   ]

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

◉ Yes

◯ No

82. Please provide link and detail.

> The national e-Governance program is 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. In addition, the National e-Governance program is aligned with the "Strategic plan of the Asia-Pacific Telecommunity for 2018-2020". Namely, the program follows 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.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

◉ Yes

◯ No

84. Please provide link and detail.

> In the development of e-government and digital services, the Communications and Information Technology Authority (CITA) integrates them into the integrated system in accordance with the strategy outlined in the regulations at the following link. URL: (1) General: https://www.cita.gov.mn/%d0%b4%d2%af%d1%80%d1%8d%d0%bc-%d0%b6%d1%83%d1%80%d0%b0%d0%bc-2 (2) Specific: https://www.cita.gov.mn/wp-content/uploads/2021/06/Uilchilgee-zaawar-juram.pdf

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

- ● Yes

- ○ No

86. Please provide link and detail.

> (1) Purpose of the Sandbox regulatory environment regulations is to provide opportunities to test new technology-based products, services and business models in financial services for a limited period of time and environment, and regulate related relationships. URL: http://www.frc.mn/resource/frc/Document/2021/03/03/bs8kfc80q9jdcidz/sandbox%20juram_A-636432A27.pdf, (2) General procedures for developing the development policy documents shall regulate general relations related to the draft of the development policy documents and impact assessment, URL: https://www.legalinfo.mn/annex/details/7310?lawid=11962

E. Digital Inclusion and E-Participation

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

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

- ○ Yes

- ● No

88. If yes, please provide link and detail.

(1) Provisions 5.1.4, 5.1.9, 5.1.10 of the National e-governance program of Mongolia provide policy for 1). ensuring digital inclusion and leaving no one behind by increasing access to public services and reducing the digital literacy gap (5.1.4), and 2). creating equal opportunity for participation and inclusion of vulnerable groups, to provide education of use of information and communication technologies and e-contents (5.1.9 and 5.1.10), URL: https://www.legalinfo.mn/annex/details/9503?lawid=14177, (2) One of goals of The State Policy on Development Information Communications Technology is to increase the range, availability and quality of services based on advanced information and communication technologies. URL: https://www.legalinfo.mn/annex/details/7633?lawid=12496, (3) From June 10, 2021 to July 2, 2021, we are working in all remote districts of the capital city to reach and literate citizens (433,567 people) who cannot access government services online using e-Mongolia. URL: https://www.cita.gov.mn/60556.html

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

◉ Yes

◯ No

90. If yes, please provide link and detail.

The State Policy on the Development of Information and Communications Technology states that it will develop electronic participation, increase citizen participation in the decision-making process of government organizations, and ensure transparency. URL: https://www.legalinfo.mn/annex/details/7633?lawid=12496 The National e-Governance Program states that to develop a business analysis system for the e-participation to receive citizen's complaints and comments developing appropriate decision making and to develop an information system for the e-consultation, e-information and e-decision making. URL: https://www.legalinfo.mn/annex/details/9503?lawid=14177

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

◉ Yes

◯ No

92. If yes, please provide link and detail.

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 2019-2020, the following projects and programs were implemented by USOF to improve connectivity: (1) Mobile network: In 2019, a mobile communication network was installed in 20 soums of 10 aimags. In 2020, in 31 soum baghs of 12 aimags. The project reached a total of 35.9 thousand people, of which 11,000 people in 18 baghs more than 1,000 km away from the capital city, Ulaanbaatar. (2) Internet service: In 2019, the project provided wireless and broadband high-speed internet service at a speed of up to 8 Mbps to 88 soums of 18 aimags and in 2020 to the Governor's Offices, hospitals and people of 71 soums of 18 aimags. (3) Telecom infrastructure: In 2019, the project completed the construction of one-stop communication service centers in Renchinlkhumbe soum of Khuvsgul aimag, Batshireet soum of Khentii aimag and Dadal soum. In 2020, Murun soum / Ulziit village / of Khentii aimag and Saikhan soum / Nomgon village / of Selenge aimag were connected to the high speed fiber optic network. For more information: https://usof.gov.mn/wp-content/uploads/2021/05/2009-2020-project.pdf

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

◉ Yes

◯ No

94. If yes, please provide link and detail.

(1) E-sevices of the definition of child allowance, Maternity allowance, childcare allowance for children under 0-3 years old, Endowment service for elderly people over 65 years, allowance for single mothers and fathers who have three or more children, URL: https://www.e-mongolia.mn/, (2) URL: Integrated system for delivering population development support services and social welfare e-services https://ehalamj.mn/

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

◉ Yes

◯ No

96. If yes, please provide link and detail.

National Agency for the Development of Persons with Disabilities (Implementing Government policies and legislations on rights, social participation, development and protections for PWDs, and improving their life quality providing with equal rights and participation in the social relations and educating PWDs to be independently developed), Application and grievance system URL: http://www.gadpwd.gov.mn/index.php/urgudul

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

- ⦿ Yes

- ◯ No

98. If yes, please provide link and detail.

(1) The E-Mongolia public service platform has a feature dedicated to people with the visually impaired. 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 the of every paragraph of the service instruction. People can press on it to listen. For example: https://www.e-mongolia.mn/service/ryegistriin-dugaar-solij-shineer-olgoson-tukhai-lavlagaa . In the future, all government websites plan to introduce this technology as well as the international WCAG standards. (2) E-learning system for primary, secondary and high school children is eContent.edu.mn. That system has a sub-menu named "Special needs education" that is for people with disability and other vulnerable groups. In addition, this system has specific feature like increasing font size, changing the background colour for people with visually impaired people. All video content has a sign language translator. (3) To increase the number of jobs in the information and technology sector implemented by the Capital City Governor's Office and the Capital City Agency of the Science, Industry and Innovation, to train highly skilled human resources, to train teaching staff, to improve software training programs, and to make the world competitive "10,000 programmers" The training activities are implementing successfully in 2020. URL: http://www.ulaanbaatar.mn/Home/newsdetail?dataID=49220 (4) To empower girls living in rural areas of Mongolia and build female software engineers in Mongolia, the GIRLS CODE program initiated by the Chairwoman of the Communication Information Technology Authority of Mongolia. URL: https://girlscode.mn/

99. Does the Government use any social media platform(s)? *

- ⦿ Yes

- ◯ No

100. 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 organisations 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) E-Mongolia national e-Government: https://www.facebook.com/emongolia (3) The Ministry of Finance: https://www.facebook.com/MOFMongolia etc

101. Please include any guidelines for government officials/institutions on the use of social media.

> The Communications and Information Technology Authority developed guidelines for civil servants on the proper use of social media. Decisions are now being formalized at the government level. Also, the Code of Conduct for Public Administration and Service Employees https://www.legalinfo.mn/annex/details/9237?lawid=14044 / states that civil servants shall be entitled to "3.1.6.в. to express an only official position in the mass media on issues related to state policy; " is indicated.

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

   ○ Yes

   ◉ No

103. If yes, please provide link (URL) and detail.

>

F. Usage, User Satisfaction and Evaluation

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

○ Yes

○ No

105. If yes, please provide link and detail.

(1) The dashboard for statistical data on the activities of the communications and information technology sector in Mongolia URL: https://dashboard.cita.gov.mn/. It is open to the public. (2) There is the backend system and dashboard for monitoring, collecting usage statistics of e-Government services. Of course, it requires credentials. If required, we can provide it. URL: https://manage.e-mongolia.mn/dashboard

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

○ Yes

○ No

107. If yes, please provide link and detail.

The e-Mongolia portal has a satisfaction assessment section. URL: https://www.e-mongolia.mn According to the dashboard in the management section of E-Mongolia, 45.6% of customers are highly satisfied, 41% of them have satisfied, the rest of them about 15% are unsatisfied for the last 3 months by 1 June 2021. Citizens can write and vote on their customer experience and satisfaction at the right side of www.e-Mongolia.mn when they use the online public service through e-Mongolia digital platform.

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

○ Yes

○ No

109. If yes, please provide link (URL) and detail.

> We do not collect usage and/or user satisfaction data by gender.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

> International organizations with cooperation/membership/: - ITU - UPU - UN ESCAP - UNOOSA - APT - APPU - INTERSPUTNIK - APSCO - RCC - Unicode consortium Countries with bilateral cooperation: - Estonia - Korea - India - Israel - France - Russia - China

111. Please provide any other information related to e-government development in your country. *

> Political Leadership: Political Leadership: There is very strong leadership to develop e-Governance in Mongolia led by the Prime Minister of Mongolia. The advancement of IT and its innovation capabilities have embraced good recognition and awareness at the top political level of the country. Since 2016, the Parliament has been demanding the Government for digitizing its services and submission of necessary legal acts on government electronic services (Parliament decree #54, 2018 https://legalinfo.mn/law/details/13504?lawid=13504) aiming to achieve efficiency and productivity increase of government agencies along with public service innovation. In 2019, the Parliament has established the Standing Committee on Digital Development and Innovation defining its role as to promote IT initiatives and to encourage all government agencies to move to digital transformation. The Government of Mongolia, as an Executive Body of the governance, has been ordering its pursuant agencies to be a part of a whole-of-government approach for successful implementation of the National e-Governance Program. For this purpose, the government has ordered government agencies by a number of its decrees in relation to various aspects of e-government such as: PPP on e-government projects: Decree No-411 (2015) /https://legalinfo.mn/law/details/11390?lawid=11390/ Some measures for government online services: Decree No-259 (2018) /https://legalinfo.mn/law/details/13650?lawid=13650/ Citizen centred government services: Decree No-23 (2019) /https://legalinfo.mn/law/details/14043?lawid=14043/ Some measures for improving government services: Decree No-149 (2019) /https://legalinfo.mn/law/details/14398?lawid=14398/ Government data sharing and its use: Decree-220 (2019)

/https://legalinfo.mn/law/details/14451?lawid=14451/; Mandatory use of electronic systems of government services: Decree No-90 (2020) /https://legalinfo.mn/law/details/15599?lawid=15599/. Enabling technologies: CITA as a lead ICT Policy agency of the Government, for years, has been working on e-government development of the country. Significant achievements of its duties can be marked by the establishment of the National Data Center (https://www.datacenter.gov.mn) whose role and responsibilities include hosting and maintaining government databases and information systems necessary for functionalities of online services. A significant step in the development of e-government in Mongolia, specifically, for the development of online services (e.g. www.e-mongolia.mn) has made due to the introduction of the two important systems, the XYP system and the DAN system. The XYP is an ESB-based data sharing system to connect existing information systems of government agencies and to allow the seamless exchange of their data for the purposes of serving citizens. The XYP system is been used not only by government agencies but also by private businesses for the purposes of citizen service. The DAN system functions as a Single-Sing-On system for digital identification and authentication of the citizens to access their data held by the government or to access the government online services. Network factor: Another dimension of the successful development of e-government in Mongolia are customer experiences and their expectations. Since 2002, Mongolian customers have experience using online banking services. The customers have benefited from digital technologies provided by the internet and smartphones services due to the significant development of nationwide high-speed fibre optic backbone networks and 3G, 4G mobile services throughout the country. Such facts have imposed the government to follow digital transformation as a mainstream of the world trend.

Consent to publish this Questionnaire

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

○ Yes

○ No

THANK YOU

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

Please complete this OPTIONAL Respondent Satisfaction Survey:
https://forms.office.com/r/yTrKyZCjdT (https://forms.office.com/r/yTrKyZCjdT)