

Smart Government Project Grievance Redress Mechanism

Summary Report July 1, 2019- Dec 31, 2019

This report is half-yearly Summary Report of the Smart Government Project Grievance Redress Mechanism (GRM). This report provides details of all complaints and feedbacks received between July 1 and December 31, 2019.

The Smart Government Project GRM aims to identify and record concerns of communities and stakeholders potentially affected by Smart Government Project-related activities, implement a timely and responsive approach to resolving grievances, and demonstrate transparent monitoring and reporting of issues of concern. The Smart Government Project PIU registers all issues of concern reported to it and decides whether they are related to Smart Government Project activities and warrant further investigation or whether to refer them as unrelated complaints for independent action. If an investigation is warranted the Smart Government Project or PIU facilitates assessment and consultations with the complainant with the aim of achieving agreed mitigating actions. A complainant may refer an issue at any time to the World Bank Grievance Redress Service (WB GRS) or escalate an issue to the World Bank Inspection Panel (WB IP).

This half-yearly report aims to monitor and disclose complaints received by the Smart Government Project GRM and is drafted according to the following guidelines:

- The report summarizes the number and type of complaints received;
- Identifies current status as:
 - Unrelated: complaint or feedback is not linked to the Smart Government Project or the responsibility of the Smart Government PIU to address;
 - Resolving: complaint or feedback has been registered and is under review or actions are being taken to address it;
 - Resolved: actions have been taken and provided to the complainant;
- Identifies the number of working days from registration until resolving the complaint;
- Identifies the ratio of grievances received to grievances addressed;
- Maintains the confidentiality of complainants' identities.

In total, since the launch of the Smart Government Project in 2015, the Project has received 18 feedbacks through 4 channels (written, email, feedback section of Project's website and Project's Facebook page). 7 feedbacks out of 18 were addressed and all of them were resolved.

During the period of this report, 2 feedbacks were received and addressed. All feedbacks were resolved.

The ratio of total feedbacks received, to those with resolved 7:7 (100% resolved).

Summary feedbacks/grievances Received

Period	Total	Status	Number, channel, type
New Period (2019.07.01-12.31)	4 of those addressed: 2	Unrelated	2 Channel: Facebook page-1, project's website -1
		Resolving	0
		Resolved	2 Channel: written-2 Type: request-2
Previous Period (2016.09.15-2018.12.31)	14 of those addressed: 5	Unrelated	9 Channel: Facebook page-4, email-2, project's website -3
		Resolving	0
		Resolved	5 Channel: Facebook page-1, project's website-1, written-3 Type: comment-1, clarification-1, complaint-3
Total (2016.09.15-2019.06.30)	18 of those addressed: 7	Unrelated	11 Channel: Facebook page-5, project's website-4, email-2
		Resolving	0
		Resolved	7 Channel: Facebook page-1, project's website-1, written-5 Type: comment-1, clarification-1, request-2, complaint-3

Summary of feedbacks addressed

No.	Date received	Registered No.	Type	Channel	Summary of issue	Summary of actions taken	Status, Resolved date, period, /working days/, way
1	August 19, 2019	2019-8793	Request	Written	Requested Smart Government Project information/details to fill out according to the questionnaire form.	Provided the information.	Resolved. <u>Date:</u> Sept 9, 2019 <u>Period:</u> 15 working days <u>Way:</u> Written
2	October 2, 2019	2019-39	Request	Written	Invited Smart Government Project to participate in exhibition as exhibitor.	Invitation was received only 2 days before the date of the event. It was kindly informed the requester that there was not enough time to prepare for the event.	Resolved. <u>Date:</u> October 3, 2019 <u>Period:</u> 1 working day <u>Way:</u> by phone
Other:							
Smart Government Project exhibited at ICT Expo 2019, which was held from September 27 to September 29, 2019 in Ulaanbaatar.							
The Project team including Cabinet Secretariat, PIU, GASR, NSO, and contractors presented and informed about Project deliverables, outcomes, activity plan, procurement plan, contract information and procurement to more than 900 citizens.							

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