

Smart Government Project Grievance Redress Mechanism

Summary Report January 1, 2021 – June 30, 2021

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 January 1, 2021 and June 30, 2021.

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 September 2015, the Project has received 40 feedbacks through 6 channels (written, email, feedback section of Project's website, Project's Facebook page, face to face meeting, clubhouse). 22 feedbacks out of 40 were addressed and all of them were resolved.

During the period of this report, 11 feedbacks were received. 8 were addressed and resolved, and 3 were unrelated.

The ratio of total feedbacks addressed to those with resolved is 22:22 (100% resolved).

Summary feedbacks/grievances Received

Period	Total	Status	Number, channel, type
New Period (Jan 1- June 30, 2021)	11 of those addressed: 8	Unrelated	3 Channel: Facebook page-1, project's website-1, email-1
		Resolving	0
		Resolved	8 Channel: Facebook page-3, project's website-3, clubhouse-2 Type: request-5, clarification-3
Previous Period (Sept, 2015- Dec 31, 2020)	29 of those addressed: 14	Unrelated	15 Channel: Facebook page-7, project's website -5, email-3
		Resolving	0
		Resolved	14 Channel: Facebook page-5, project's website-2, written-6, face to face meeting-1 Type: comment-1, request-6, clarification-4, complaint-3
Total (Sept, 2015- June 30, 2021)	40 of those addressed: 22	Unrelated	18 Channel: Facebook page-8, project's website-6, email-4
		Resolving	0
		Resolved	22 Channel: Facebook page-8, project's website-5, written-6, face to face meeting-1, club house-2 Type: comment-1, request-11, clarification-7, complaint-3

Summary of feedbacks addressed

No.	Date received	Registered No.	Type	Channel	Summary of issue	Summary of actions taken	Status, Resolved date, duration, /working days/, way
1	2021.03.11	f-2021/01	request	email	Invitation to participate clubhouse talk on Open data.	The Consultant of the Project who had conducted survey and development Open Data Readiness Assessment Report Mongolia.	Resolved. Date: March 22, 2021 Duration: 6 w/day

2	2021.03.22	f-2021/02	request	clubhouse	Requested Draft law on Open data	Draft law was sent through email.	Resolved Date: March 23, 2021 Duration: 1 w/day Way: email
3	2021.03.22	f-2021/03	request	clubhouse	Requested Draft law on Open data	Draft law was sent through email.	Resolved Date: March 23, 2021 Duration: 1 w/day Way: email
4	2021.03.23	f-2021/04	request	email	Requested Draft law on Open data	Draft law was sent through email.	Resolved Date: March 23, 2021 Duration: 1 w/day Way: email
5	2021.04.06	f-2021/05	request	email	Invitation to participate clubhouse talk on upgrade of Statistical Data Production System	Head of IT Department of National Statistical Office participated the clubhouse talk,	Resolved Date: April 12, 2021 Duration: 6 w/day
6	2021.04.11	f-2021/06	clarification	facebook	How register to Innovaton	informed to visit and register via www.innovathon.mn	Resolved Date: April 11, 2021 Duration: 1 w/day Way: facebook
7	2021.04.29	f-2021/07	clarification	facebook	to get information on shortlisted projects	informed to visit and watch one minute video of Projects on www.innovathon.mn	Resolved Date: April 29, 2021 Duration: 1 w/day Way: facebook
8	2021.04.29	f-2021/08	clarification	facebook	How to vote for innovations projects	Informed to visit and vote via www.innovathon.mn	Resolved Date: April 29, 2021 Duration: 1w/day Way: facebook
Other							
Under the Innovation support program, talks and discussions about the program, innovation and start up business were organized between April 6 and April 15, 2021 every day at 8.30pm among public and proposed candidates. The talks were done via clubhouse platform 10 times. About 800 participants /duplicated number/ were joined the talks.							

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