

## **SMART GOVERNMENT II PROJECT GRIEVANCE REDRESS MECHANISM SEMI-ANNUAL SUMMARY REPORT**

Jan 15, 2024 - June 30, 2024

The Smart Government II Project Implementation Unit (PIU) has been receiving and solving feedbacks from citizens, firms, companies and other entities since it was established on January 10, 2024. The Smart Government II Project re-activated the Feedback section of the Project's website on January 15, 2024. This is the first Semi-Annual Summary Report of the Smart Government II Project Grievance Redress Mechanism (GRM). This report provides details of all complaints received between January 15, 2024– June 30, 2024.

The Smart Government II Project GRM aims to identify and record concerns of communities and stakeholders potentially affected by Smart Government II Project-related activities, implement a timely and responsive approach to resolving grievances, and demonstrate transparent monitoring and reporting of concerning issues. The Smart Government II Project PIU registers all issues of concern reported to it and decides whether they are related to Smart Government II Project activities and warrant further investigation, or whether to treat them as unrelated complaints that don't need follow-up actions. If an investigation is warranted, the Smart Government II Project PIU facilitates an assessment and consultations with the complainant with the aim of achieving agreed mitigating actions. A complainant may lodge 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 six-monthly report aims to monitor and disclose complaints received by the Smart Government II Project GRM and is drafted according to the following guidelines:

- The report summarizes the number and type of complaints received;
- Identifies the current status as:
  - Unrelated: complaint or issue is not linked to the Smart Government II Project or is the responsibility of the Smart Government II Project PIU to address;
  - Resolving: complaint 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 days from registration until the resolution of the complaint;
- Identifies the ratio of grievances received to grievances addressed;
- Maintains the confidentiality of complainants' identities.

In total, since the establishment of the Smart Government II Project PIU in 2024, the Project has received 16 feedbacks through 4 channels (by email, phone calls, in-person, and through the Project's Facebook page). 7 out of 16 grievances were unrelated to the project and the remaining 9 grievances were addressed and resolved. Questions, clarifications, and complaints (9) that were not related to the Smart Government II project and/or the responsibilities of the project's PIU have been provided with information and guidance on where and whom to contact regarding the relevant issues.

The ratio of total grievances received, to those with resolved was 9:9 (100% resolved).

***Summary of feedbacks/grievances Received***

Period	Status	Number
The first half year Period (2024.01.15-2024.06.30)	Unrelated	Total: 7 (Source: Project's e-mail - 7)
	Resolving	0
	Resolved	Total: 9 (Source: In person - 2, email - 3, phone - 3, Facebook comment - 1) of which: questions - 5, complaints - 2, requests - 2)
Previous Period	Unrelated	
	Resolving	
	Resolved	
Total (2024.01.15-2024.06.30)	Unrelated	Total: 7 (Source: Project's e-mail – 7)
	Resolving	0
	Resolved	Total: 9 (Source: In person – 2, email- 3, phone – 3, Facebook comment – 1) of which: questions – 5, complaints – 2, requests – 2)

### *Summary of grievances addressed*

No.	Date received	Registered No.	Type	Summary of issue	Summary of actions taken	Status, Date resolved, period of resolving process /working days/
1	March 5, 2024	7/2024	Question	An employee of the Mining and Mineral Oil Department approached for advice on whether it is possible to integrate the one-stop foreign asset information service on the website and whether it is possible to cooperate.	As it is necessary to clarify, it is recommended to send cooperation proposals to the MDDC. PIU also requested to send the source of the information that is in doubt to the official email address <a href="mailto:info@smart.gov.mn">info@smart.gov.mn</a> .	Date resolved: March 5, 2024 Within the same day
2	March 26, 2024	8/2024	Request	The requestor wanted to deliver their method of learning English, which reflects the Mongolian mindset, 100% online or using a mobile phone application. They want to spread this advantage to more children. Requesting for cooperation.	First, feedback was sent to the World Bank by e-mail, and Amaraa consultant has transferred to the PIU. We provided detailed information about the project by phone and sent information by e-mail. Suggested to receive information from active-bid section of our website.	Date resolved: March 26, 2024 Within the same day
3	April 5, 2024	9/2024	Question	The candidate came to office to get information about the active bids advertised on the website. The candidate was interested in 3.1.2.4 consulting services and received detailed information.	A detailed explanation of the announced tender was given, and if the materials were to be submitted for the announced tender, it was told through which channels it would be possible to submit.	Date resolved: April 5, 2024 Within the same day
4	April 8, 2024	10/2024	Question	The requestor inquired whether it is possible to submit the same request for 2 individual consultant tenders 3.1.2.4-1,2,3 of Smart Government-2 project announced on the MDDC website	Firstly confirmed whether it is possible with our Senior procurement specialist, then informed that it was possible.	Date resolved: April 8, 2024 Within the same day
5	April 18, 2024	11/2024	Question	The candidate saw the 3.1.2.4-1 and 3.1.2.4-2 individual consultant tender announcements on the MDDC website and contacted for detailed information.	The two tender announcements expired on April 8, so we informed them that they can submit their requests on time by getting further information from the project's website's active-bid section.	Date resolved: April 18, 2024 Within the same day
6	May 2, 2024	12/2024	Request	The requestor requested whether there is possibility of cooperation such as e-commerce solution can be in alignment with the Smart Government II Project's	From time to time, announcements about news and active bid notices will be posted on the project website. An email has been sent to inform participants that they can	Date resolved: May 3, 2024 In 1 working day

				component in supporting SME's adopt digital solutions.	submit their entries in the relevant section corresponding to their category. They can find active bid notices promptly on our social channels and the MDDC website.	
7	May 24, 2024	14/2024	Question	In the comments under the poster of the project components, the commenter inquired about the results from the previous project.	A short video was sent about what kind of work was implemented in the Smart Government 1 project and how it benefited both sectors, and brief information about the project was given in the comment section.	Date resolved: May 24, 2024 Within the same day
8	June 6, 2024	15/2024	Complaint	The Moncement LLC has complained to the 11-11 center that it is difficult to pay the salaries of employees whose accounts have been closed due to an investigation by the IAAC, but sometimes 11-11 do not answer the phone and do not accept complaints related to the IAAC.	Explain the general process of how the 11-11 center receives complaints, and since the Moncement LLC is under full inspection by the IAAC, the IAAC has its own complaint hotline and the citizens should contact them directly. If it is not possible, we suggested that they should seek legal advice and inquire about the possibility of submitting their request in letter.	Date resolved: June 6, 2024 Within the same day
9	June 13, 2024	16/2024	Complaint	MED suggested soon after the selection of consultants was completed that the planned work to be done before the Naadam vacation was too rushed. Furthermore, the evaluation committee meeting that was scheduled for June 13 was postponed due to lack of attendance. He questioned whether time could have been saved by arranging the meeting online, as it has slowed down their process. Additionally, he inquired about the date of the steering committee meeting.	Complaints received about the meeting of the evaluation committee were conveyed to senior procurement specialist, and agreed to give the updated information to the MED personally by phone. Asked senior project specialist Bolormaa about the date of the steering committee meeting and sent an email to inform MED that the steering committee meeting date will be sent separately from MDDC once it is confirmed.	Date resolved: June 14, 2024 In 1 working day