

## Smart Government Project Grievance Redress Mechanism

### Summary Report Jan 1, 2019- June 30, 2019

The Smart Government Project Implementation Unit (PIU) has been receiving and solving feedbacks from citizens, firms, companies and other entities since it was established on September 15, 2015. The Smart Government Project re-activated Feedback section of the Project's website on December 27, 2018.

This is the first six-monthly Summary Report of the Smart Government Project Grievance Redress Mechanism (GRM). This report provides details of all complaints received between September 15, 2015– June 30, 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 six-monthly 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 issue is not linked to the Smart Government Project or the responsibility of the Smart Government 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 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 14 feedbacks through 4 channels (paper based/letter by post, by email, by feedback section of the Project's website and by the Project's Facebook page). 5 grievances out of 14 feedbacks were addressed and all of them were resolved. During this reporting period, 4 grievances were received and all were resolved.

The ratio of total grievances received, to those with resolved 5:5 (100% resolved).

### ***Summary feedbacks/grievances Received***

Period	Status	Number
New Period (2019.01.01-06-30)	Unrelated	3 (Facebook page-2, Project's website -1)
	Resolving	0
	Resolved	4 (Project's website -1, paper based letter- 3) of which: comment 1, complaint 3)
Previous Period (2016.09.15-2018.12.31)	Unrelated	6 (Facebook page 4, email 2)
	Resolving	0
	Resolved	1 (Facebook page -1) of which clarification 1.
Total (2016.09.15-2019.06.30)	Unrelated	9
	Resolving	0
	Resolved	5 of which: comment 1, clarification 1, complaint 3

### ***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 16, 2019.	10/2019/	Comment	Publish all open data which is existing and is going to be released on a website.	The Smart Government Project PIU provided detailed information on activities of implementing open data portal, which will publish all	Date Resolved: March 22, 2019 5 working days.

					open data in Mongolia, improving Open Data policy and legal framework.	
2	April 2, 2019	12/2019/	Complaint	A bidder made complaint to bid evaluation that the bidder did not approve NOT having similar work of experience.	The bid evaluation was reviewed. The complainant was provided explanations to prove bid evaluation.	Date Resolved: May 7, 2019 22 working days
3	April 2, 2019	13/2019/	Complaint	A bidder made complaint to bid evaluation that the bidder did not approve NOT having similar work of experience.	The bid evaluation was reviewed. The complainant was provided explanations to prove bid evaluation.	Date Resolved: May 7, 2019 22 working days
4	May 28, 2019	23/2019/	Complaint	A bidder made complaint to bid evaluation that a contract awarded company was not qualified with the bid requirements.	The bid evaluation was reviewed. The complainant was provided explanations to prove bid evaluation.	Date Resolved: June 24, 2019 19 working days

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