

Smart Government Project Grievance Redress Mechanism

Summary Report June 25, 2020 – December 31, 2020

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 June 25, 2020 and December 31, 2020.

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 29 feedbacks through 5 channels (written, email, feedback section of Project's website and Project's Facebook page, face to face meeting). 14 feedbacks out of 29 were addressed and all of them were resolved.

During the period of this report, 9 feedbacks were received. 6 were addressed and resolved, and 3 were unrelated.

The ratio of total feedbacks addressed to those with resolved is 14:14 (100% resolved).

Summary feedbacks/grievances Received

Period	Total	Status	Number, channel, type
New Period (2020.06.25-2020.12.31)	9 of those addressed: 6	Unrelated	3 Channel: Facebook-1, project's website-1, email-1
		Resolving	0
		Resolved	6 Channel: Facebook-4, project's website-1, face to face meeting-1 Type: request -3, clarification-3
Previous Period (2015.09.15-2020.06.25)	20 of those addressed: 8	Unrelated	12 Channel: Facebook page-6, project's website -4, email-2
		Resolving	0
		Resolved	8 Channel: Facebook page-1, project's website-1, written-6 Type: comment-1, request-3, clarification-1, complaint-3
Total (2015.09.15-2020.12.31)	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

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	July 31, 2020	f-2020/03	Request	Facebook page	Request a draft law on Open data	Sent a draft law and introduction of Open data, which were presented on draft law discussion on July 28, 2020.	Resolved <u>Date:</u> July 31, 2020 <u>Period:</u> 1 working day <u>Way:</u> email
2	August 2, 2020	f-2020/04	Request	Facebook page	Request a draft law on Open data	Sent a draft law and introduction of Open data,	Resolved <u>Date:</u> August 3, 2020

						which were presented on draft law discussion on July 28, 2020.	<u>Period:</u> 1 working day <u>Way:</u> email
3	August 14, 2020	f-2020/05	Clarification	Facebook page	Availability to use open data published on the open data portal (www.opendata.gov.mn)	Informed that open data on the portal was free of charge and free to use license.	Resolved <u>Date:</u> August 14, 2020 <u>Period:</u> 1 working day <u>Way:</u> Facebook page chat
4	September 24, 2020	f-2020/06	Request	Facebook page	Request that 11-11 center should use AI based chat on its Facebook page.	The request is informed to the Client. This function had not been included in the initial technical specification of the system. It needs additional financing.	Resolved <u>Date:</u> September 27, 2020 <u>Period:</u> 2 working days <u>Way:</u> meeting
5	October 10, 2020	f-2020/07	Clarification	face to face meeting	Cannot get account on Dan Single Sign On system with the old mobile number. In other to use the system, it needs to request to re-store the old mobile number from Mobile operators.	As clarified from a CITA official, it was informed that an additional function to link personal information to new numbers would be added with a week.	Resolved <u>Date:</u> October 12, 2020 <u>Period:</u> 1 working day <u>Way:</u> Phone call
6	November 25, 2020	f-2020/10	Clarification	Project' website feedback section	Request information on open data policy document and format requirements	Sent a draft law, introduction of Open data, which were presented on draft law discussion on July 28, 2020, and policy guideline on Open data, which was approved by CITA chairman. As well as informed that contact with CS in other to publish open data on the portal.	Resolved <u>Date:</u> December 10, 2020 <u>Period:</u> 11 working days <u>Way:</u> email
Other:							
Smart Government Project exhibited at ICT Expo 2020, which was held from October 8 to 11, 2020 in Ulaanbaatar.							
The Project team including Cabinet Secretariat, PIU, contractors and consultants of ISP, 11-11 center upgrade and BA, and volunteer, presented and informed about Project deliverables, outcomes, activity plan, procurement plan, contract information and procurement to 1800 citizens.							