



GOVERNMENT OF
MONGOLIA

MINISTRY OF DIGITAL
DEVELOPMENT AND COMMUNICATIONS

BUILDING DIGITAL NATION THROUGH OPTIMIZATION OF PUBLIC SERVICES IN MONGOLIA

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COUNTRY PROFILE

TOTAL POPULATION

3,457,548

AREA, sq km

1,564,116

Currency

MNT



Capital

Ulaanbaatar

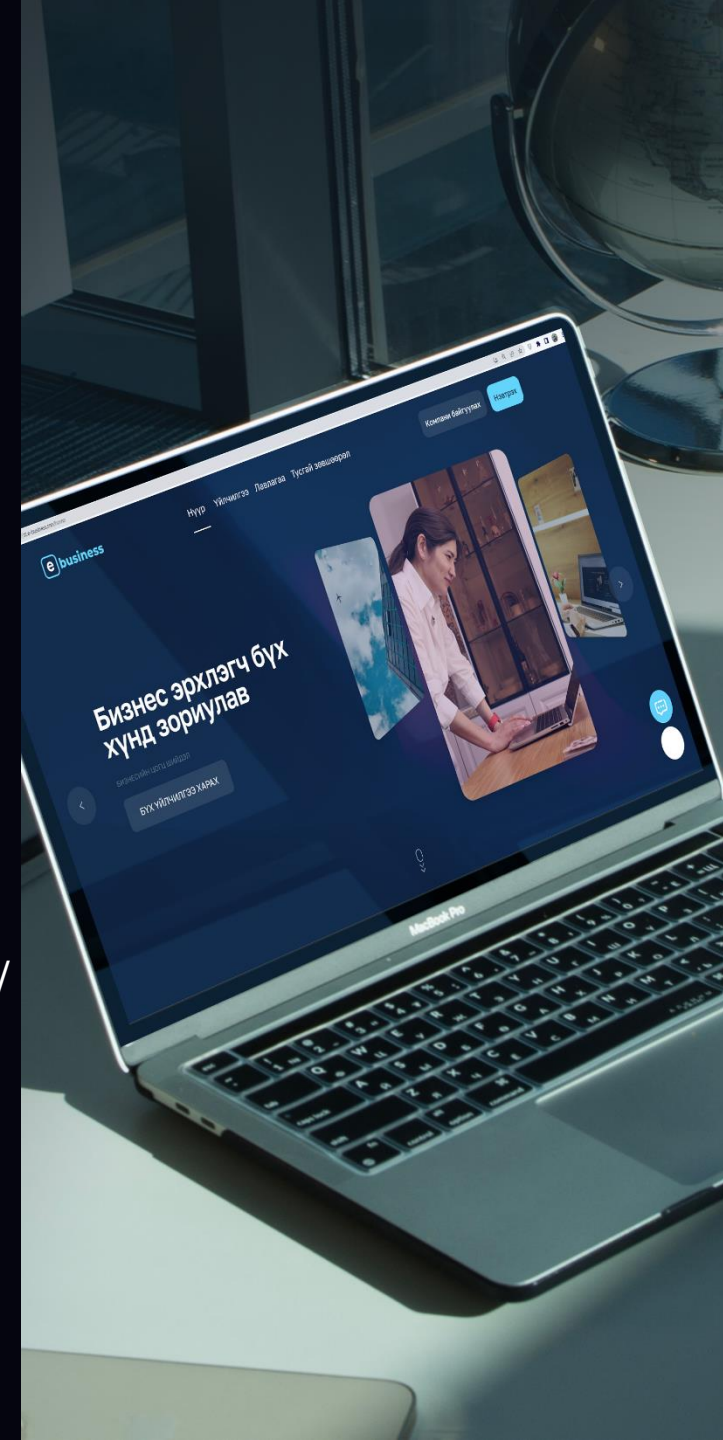
Number of provinces

21

Source: National Statistics office of Mongolia, 2022

LEGISLATION

- ❖ Law of Mongolia on Radio Wave /1999, 2005/
- ❖ Law of Mongolia on Post /2004, 2007/
- ❖ Law of Mongolia on Electronic Signature/2011, 2021/
- ❖ Law of Mongolia on Broadcasting /2019/
- ❖ Law of Mongolia on Protection of Personal Data /2021/
- ❖ Law of Mongolia on Cybersecurity /2021/
- ❖ Law of Mongolia on Information Transparency and Right To Information /2021/



VISION

2050

Long-term development
policy of Mongolia

GOVERNANCE

Vision
SMART GOVERNANCE

Objective 5.1.
Make allocation, control
and equality of the power
accurate, and provide
with stability of the
governance.

Vision
SMART MANAGEMENT

Objective 5.2
Make allocation of
the function and
power clear by
determining
organizational chart
of government
organizations
accurate.



Digital Nation Strategy

Strengthen capacity of governance/ state, develop competent and creative citizens and digital economy and improve life quality of Mongolians by using Information Technology.



Digital Infrastructure

Ensuring the availability of basic infrastructure to meet the growing



E-Governance

Developing non-bureaucratic, faster and transparent governance.



Cyber Security

Ensuring the integrity, confidentiality and accessibility of information.



Digital Literacy

Creative citizens with the potential to innovate



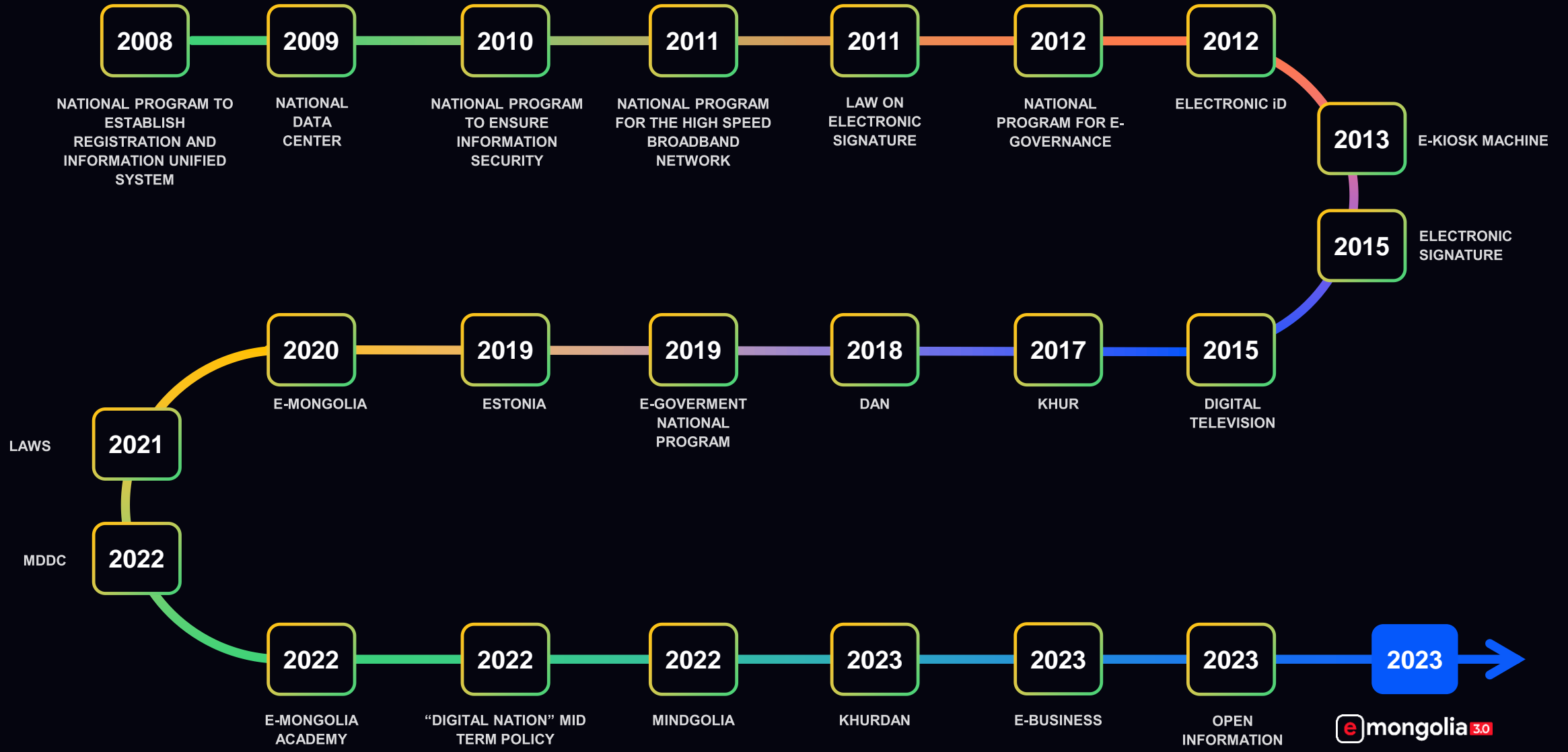
Innovation and Production

Develop the digital economy and increase competitiveness.



National Development Accelerator

Improve competitiveness, productivity and efficiency.



CURRENT SITUATION

E-GOVERNMENT DEVELOPMENT INDEX (EGDI)

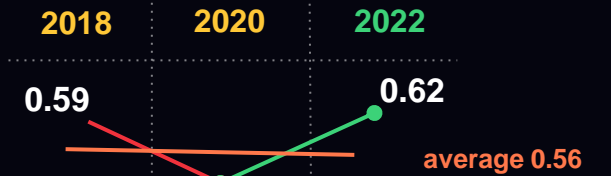
(193 countries)

74
ranked

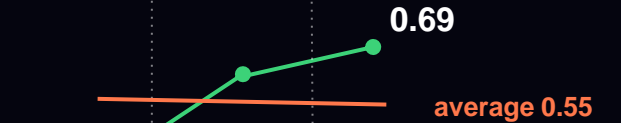


“TECHNOLOGY LEADERSHIP 2022” 79.3% of all the organizations which have participated in the survey included e-transition as a main goal in their business vision and strategic planning, while 20.7% have not included yet.

Public digital service index (evaluation 0-1)



Tele-communications infrastructure index (evaluation 0-1)



Human resource capacity index (evaluation 0-1)



120 law drafts have been submitted to the Parliament of Mongolia.



2003

4G

All civilized centers

Mobile - 4,835,520
4G - 3,093,666



2023

emongolia **3.0**



STATISTICS OF E-MONGOLIA



1.64 million customers



83 organizations



994 public services



31.7 million services /frequency/

Total cost savings - 269 billion MNT

Total costs for transportation of the citizen when the they receives public services

98 billion MNT

Costs arising from the time that citizens spend on receiving the public services

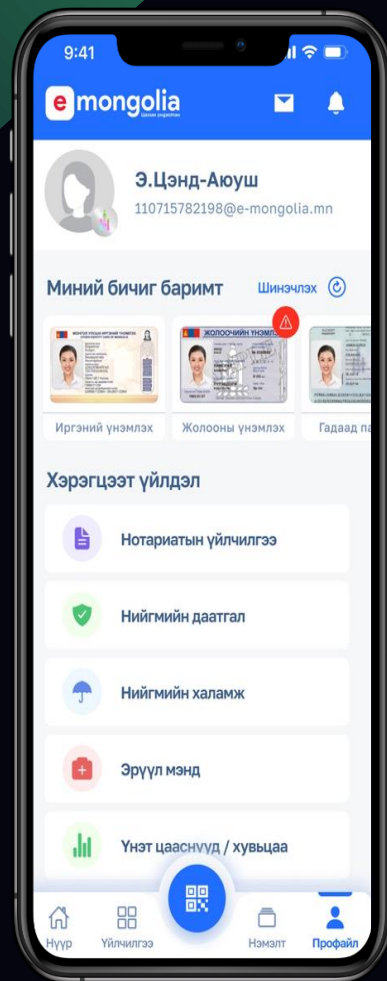
169 billion MNT

The cost of preparing documents required for obtaining public services

1,05 billion MNT

E-Mongolia has broadened its services by 6 main directions

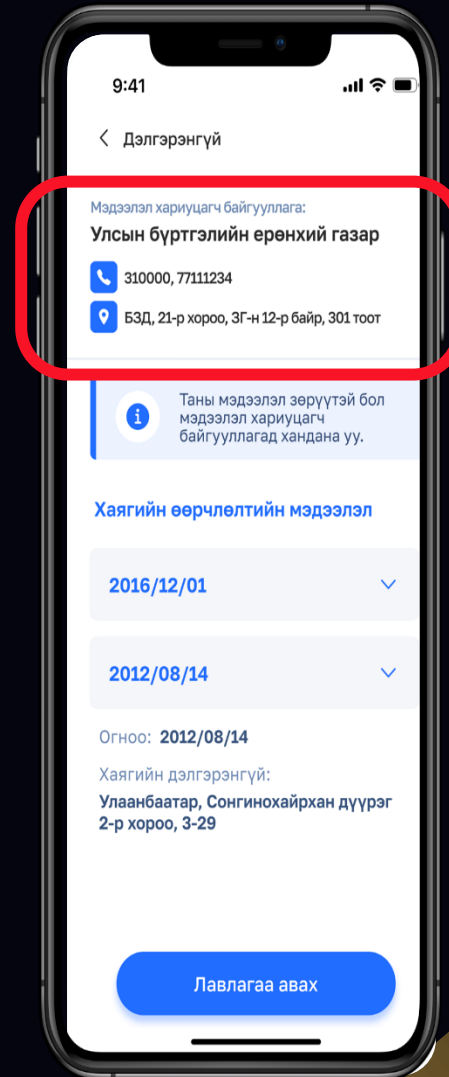
1	e-mongolia.mn (citizens)
2	e-business.mn (legal entities)
3	lavlagaan.e-mongolia.mn (service providers)
4	operator.e-mongolia.mn (khurdan public service center)
5	kiosk.e-mongolia.mn (khurdan public service machine)
6	Mobile apps



E-DOCUMENTS AND ID OF CITIZENS



AVAILABLE TO MONITOR THE INFORMATION RECEIVED BY THE STATE



COOPERATION AMONG THE STATE, CITIZENS AND LEGAL ENTITIES



In 2013

**“11-11” HOTLINE
Government of Mongolia**



In 2023

NOTIFICATION SYSTEM

Current status

14'407'635



National e-mail

8'908'164



Push Notification

215'549



Private e-mail



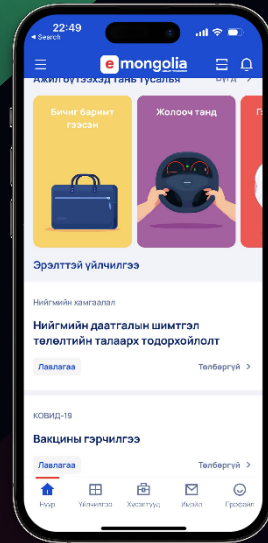
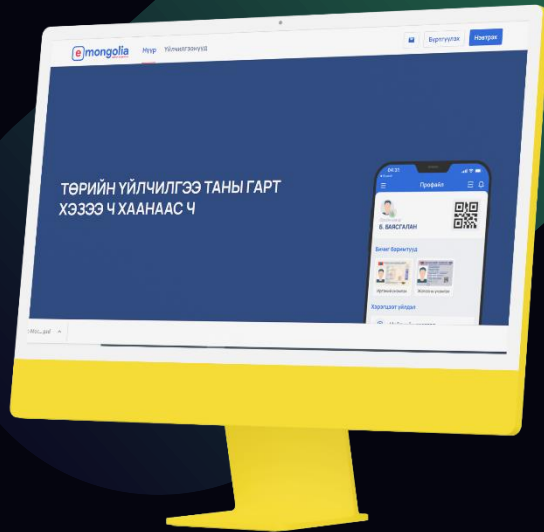
**EQUAL
ACCESSIBILITY**

As of 2022,

Persons with
visual disability
11.2%

115,115

Disabled persons in
Mongolia



MULTI-OPTIONS “KHURDAN” PUBLIC SERVICE CENTER

CAPITAL CITY – 44

REMOTE AREAS - 62

ABROAD - 8

BORDER LINE - 1

A TOTAL OF **115 CENTERS**



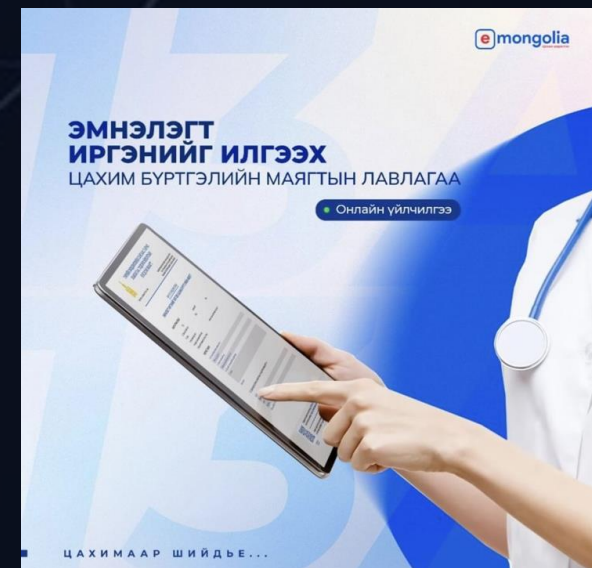
PRIVATE SECTOR SERVICES

A total of 670 public services provided
with enterprises 24,999 times



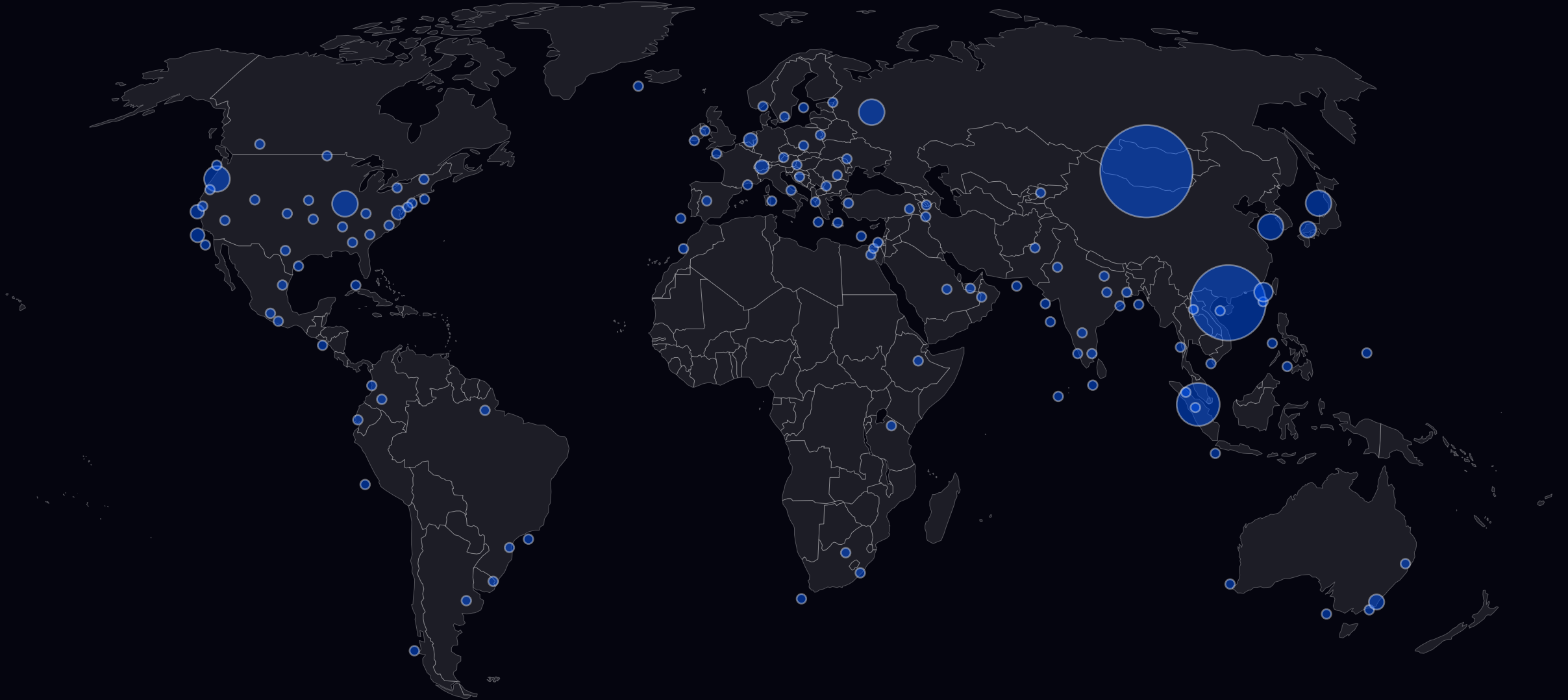
2023 | HIGHLIGHTED SERVICES

- Services for legal entities
- Social insurance and health insurance verification services
- Newborn registration reference
- Child money allowance service
- Service to grant a certificate of studying in universities and colleges
- Patient transferring service between the hospitals
- Appointment booking service at the hospital Intercity toll payment service
- Student military primary registration service
- Credit Information Service
- Driver's license services



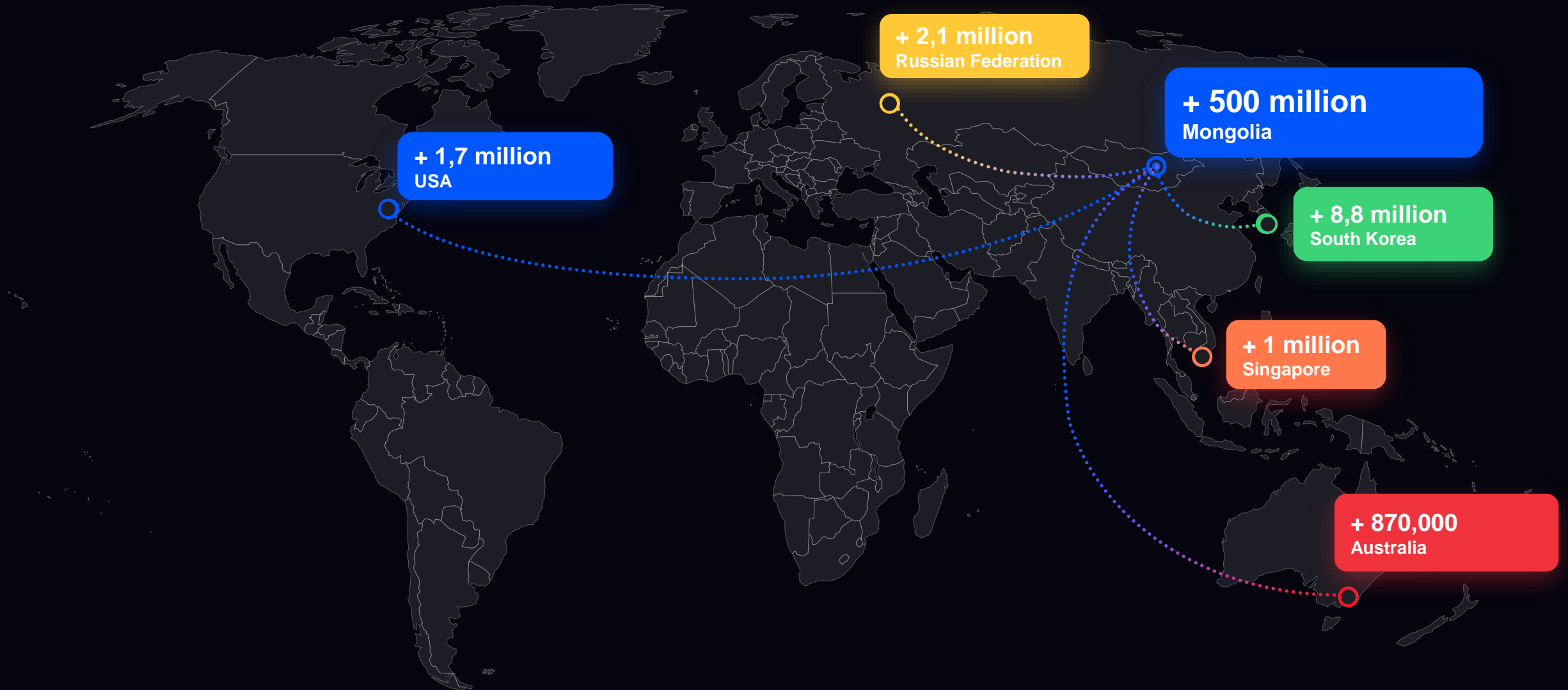
Access to E-Mongolia Platform

Users access to platform through Global map



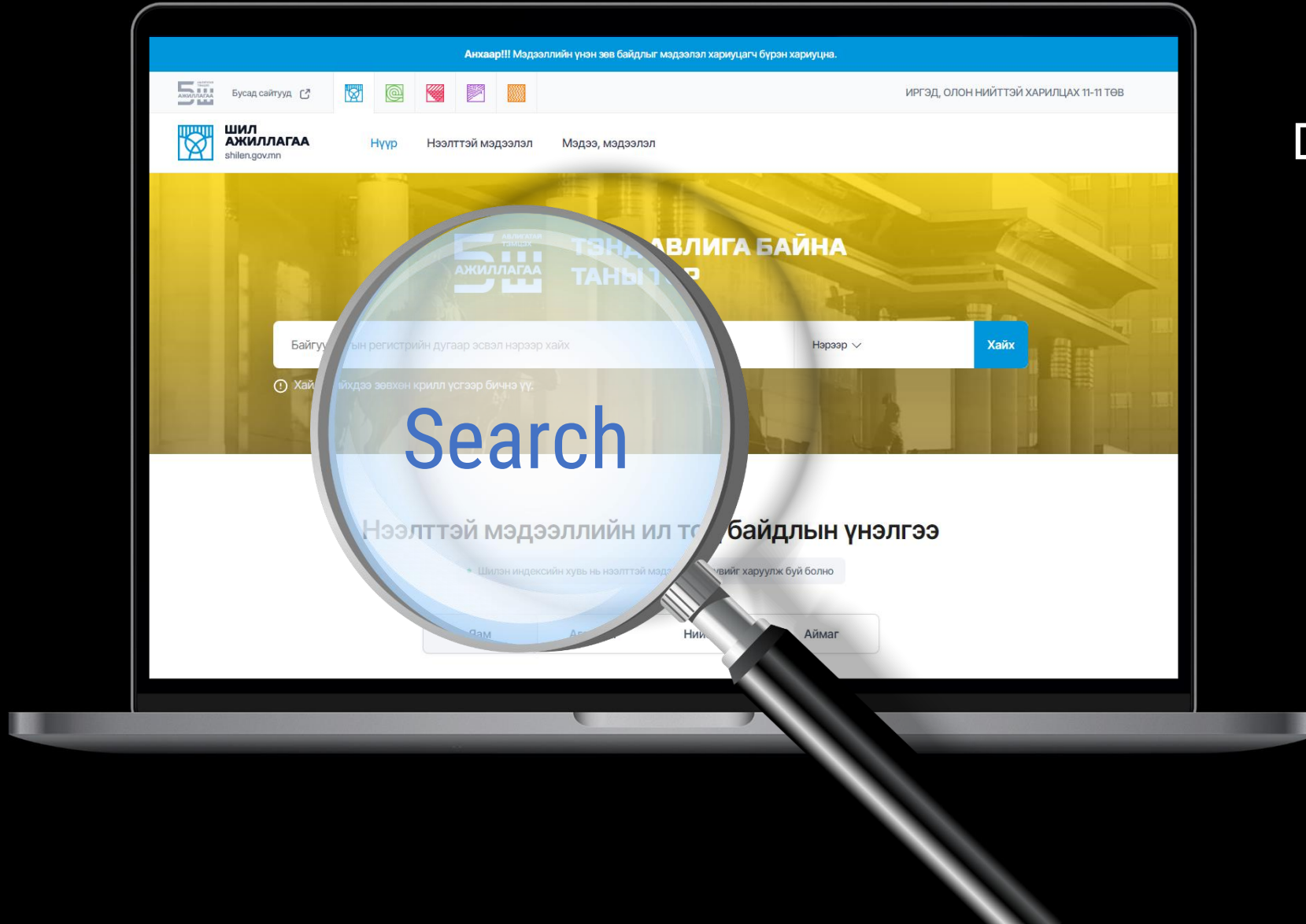
Access to E-Mongolia Platform

The average number of platform accesses per month is more than 520 million





OPEN AND TRANSPARENT PUBLIC ORGANIZATIONS



DATA

738,372

ACCESS

2,624,454



“GLASS” INDEX

shilen.gov.mn



AVERAGE INDICATORS AMONG 16 MINISTRIES **96%**

81% AVERAGE INDICATORS AMONG 37 AGENCIES

GOVERNOR’S OFFICES OF 21 PROVINCES

70%



CAPITAL CITY GOVERNORS OFFICE **91%**

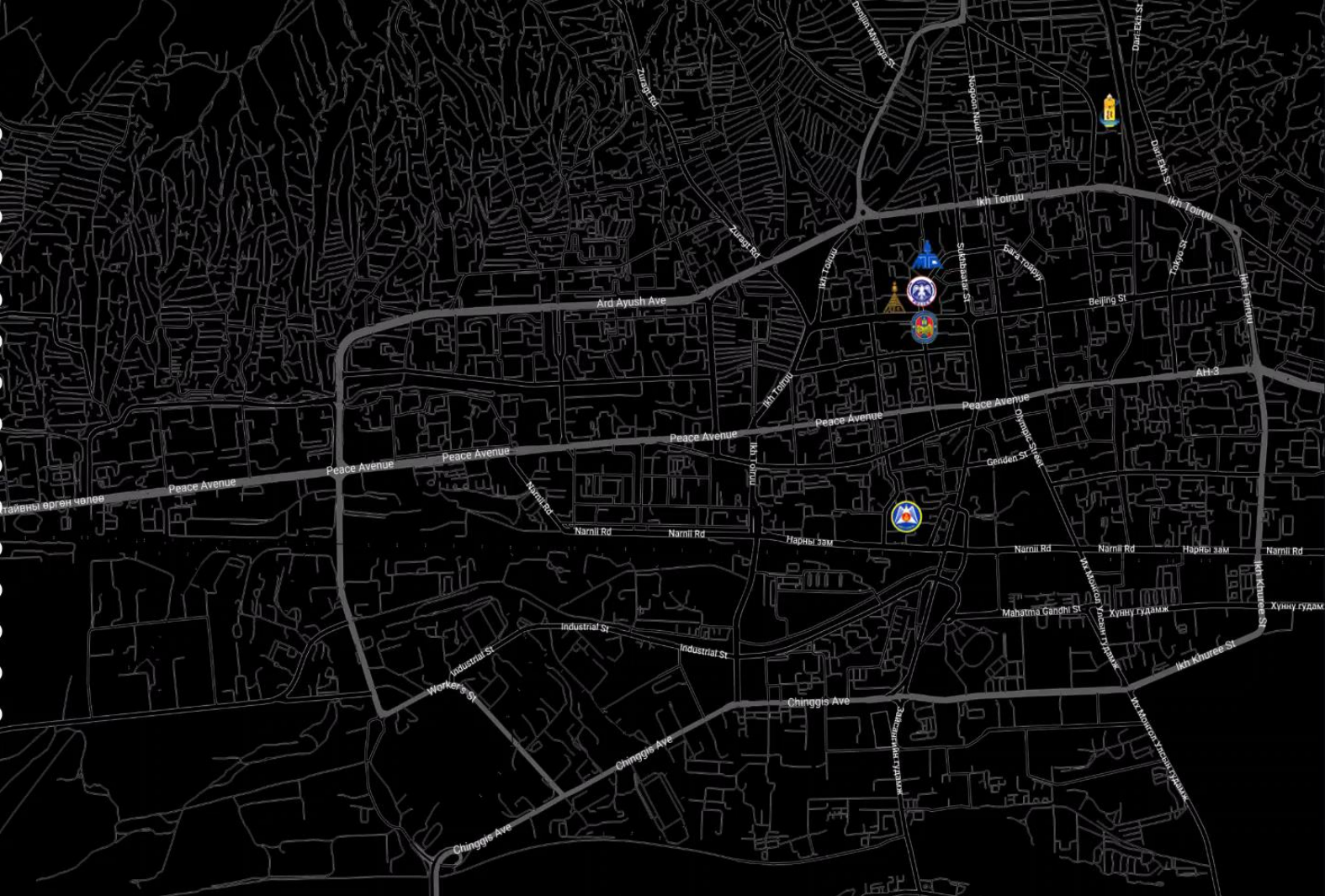
87% AVERAGE AMONG THE 9 DISTRICTS

PARTNERSHIP AND INCLUSIVENESS

- ✓ Citizens
- ✓ Software companies
- ✓ NGOs
- ✓ Entrepreneurs
- ✓ Tele-communications operators
- ✓ E-Mongolia academy
- ✓ National Data Center
- ✓ Governmental organization
- ✓ Ministry of Digital Development and Communications (MDDC)



ТӨРИЙН БАЙГУУЛЛАГА	ХУВИЙН БАЙГУУЛЛАГА
Эрүүл мэндийн даатгалын ерөнхий газар	Хандалт 61
Авто тээврийн үндэсний төв	Хандалт 57
Хөдөлмөр халамж, үйлчилгээний ерөнхий	Хандалт 31
Татварын ерөнхий газар	Хандалт 30
Замын хөдөлгөөний удирдлагын төв НӨҮГ	Хандалт 9
Хил хамгаалах ерөнхий газар	Хандалт 6
Төрийн банк	Хандалт 3
Шүүхийн Шийдвэр Гүйцэтгэх Ерөнхий Газар	Хандалт 3
Сангийн яам	Хандалт 1
Нийгмийн даатгалын ерөнхий газар	Хандалт 1
Үндэсний статистикийн хороо	Хандалт 1
Төрийн өмчийн бодлого зохицуулалтын г	Хандалт 0
Төрийн албаны зөвлөл	Хандалт 0
Зам, тээврийн хөгжлийн яам	Хандалт 0
Эрүүл мэндийн хөгжлийн төв	Хандалт 0



126 public organizations and 320 private sector organizations use the government information exchange system and share their information. As of July 2023, 54 million information have been successfully exchanged.

Live Хандалт

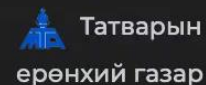
EHealth эмнэлгийн зөвшөөрөгдсөн...



амжилттай

2023-5-29 09:50:22

Үл хөдлөх хөрөнгийн мэдээл...



амжилттай

2023-5-29 09:50:22

undefined



Мэдээлэл олдсонгүй

2023-5-29 09:50:22

Мэргэшсэн жолоочийн...



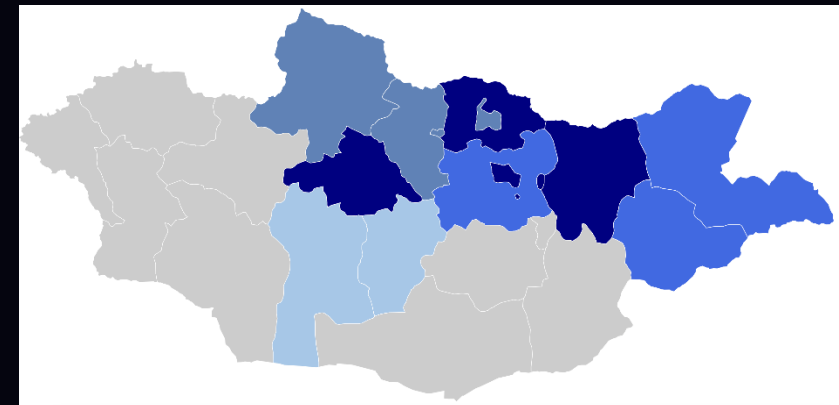
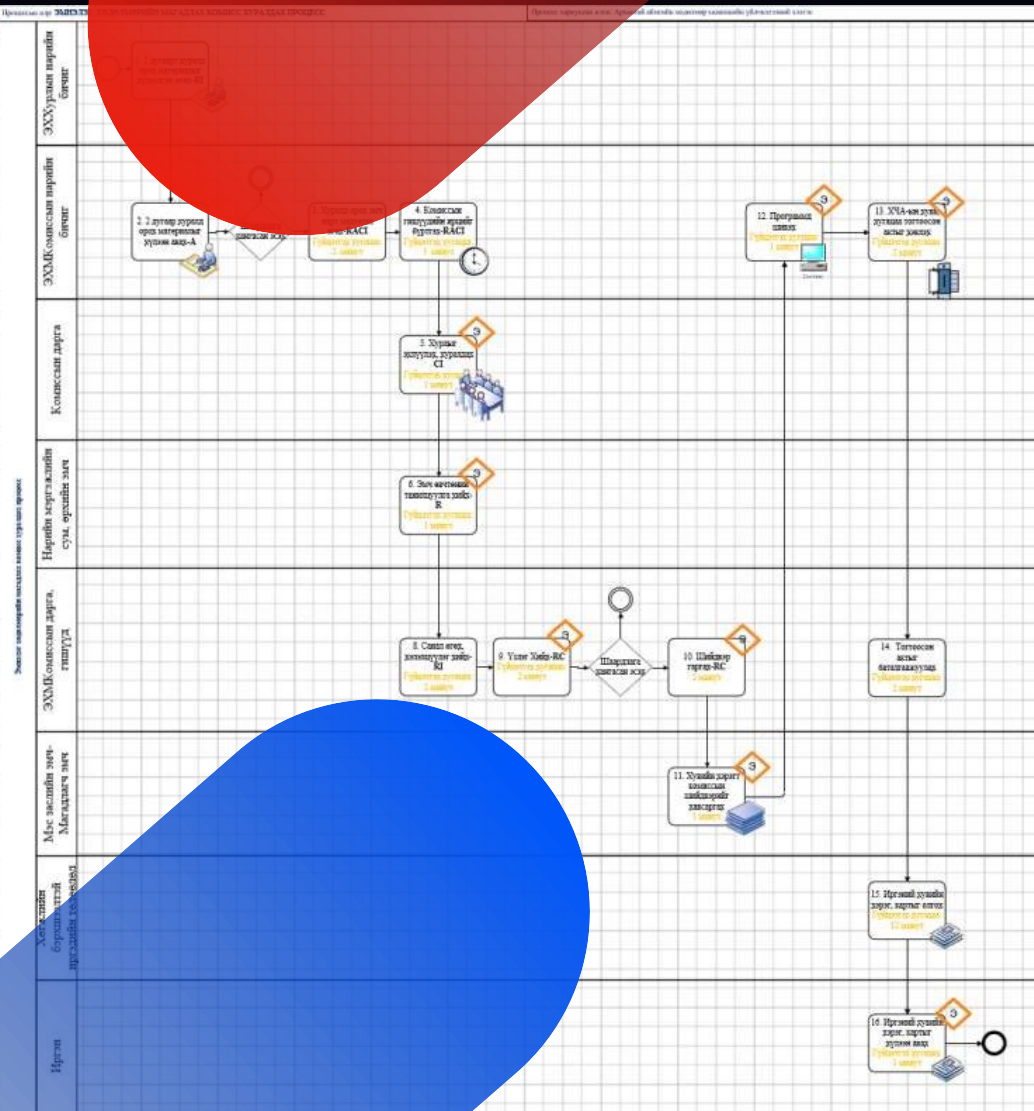
амжилттай

In the near future...

RE-ENGINEERING OF PUBLIC SERVICES

The purpose of process re-engineering of public organizations is to improve the qualities of public services, organizational capabilities and productivity; to increase the satisfaction of citizens and civil servants, and to strengthen process-based, rational and effective governance.

IMPROVING THE QUALITY, ACCESSIBILITY AND PRODUCTIVITY OF PUBLIC SERVICES



Central region
Khangai region
Eastern region



INITIATION

NO BUREAUCRACY

Public service will be delivered to citizens

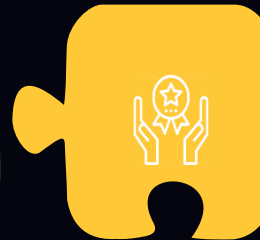


LEADERSHIP

Initiative of citizen centered management will be introduced

ACCESSIBILITY

Access to education, health and public services will be increased



EFFICIENCY

Efficient management of resources such as budget, finance, land and infrastructure

HIGH STANDARDS

Standards that addressing urban planning with green space, parking, and infrastructure adequacy will be improved



**PUBLIC
SERVICES
WITH
ADVANCED
TECHNOLOGY**



SATISFACTION



**MINISTRY OF DIGITAL
DEVELOPMENT AND COMMUNICATIONS**

THANK YOU FOR YOUR ATTENTION

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