



COMMUNICATIONS AND INFORMATION TECHNOLOGY AUTHORITY

e-Government Development in Mongolia: current status and a future plan

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DoIT, CITA

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BANGKOK, THAILAND



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• **Background information**

2

• Legal and Policy Framework

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• E-Government National Program

4

• Implementation of e-Government

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• A next plan

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• SWOT analysis

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• Conclusion



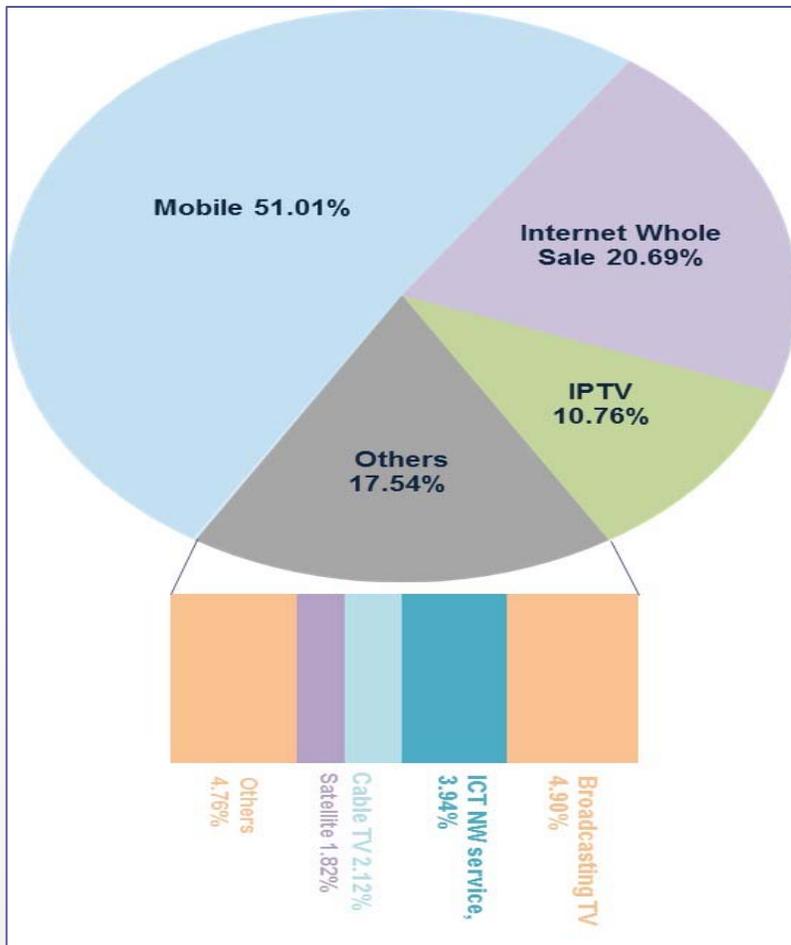
BACKGROUND INFORMATION: Country Data



- **Area:** 1.5 mln.km²
- **Population:** 3 mln. (2015), **2 people per 1 km²**
Capital city – 1.1 mln.
60% - under 35 years old
- **Location:** between Russia and China; mountains, forest, steppe, desert.
- **Political system:** **Parliament** (76 seats)
- **Administration:** Capital city – Ulaanbaatar,
21 provinces, more **350 soums (districts), 1700+ bags**
(municipalities)
- **Literacy rate:** 96.7%
- **Main economic sector:** mining and quarrying (17.6%), agriculture (14%),
whole and manufacturing(10.6%), transportation and storage (5%),
retail trade (16.4%),
ICT (**2.4%**) by 2014.
- **GDP per capita:** 4512 USD (by 2014 WB Atlas)
- **Currency:** tugrik, MNT (1 USD = 1950 MNT)
- **Membership:** UN, WTO, WHO, ILO, ITU, UPU, APT, APPU,
ESCAP, UNCTAD, etc.,



ICT/Telecom revenue share



Internet users

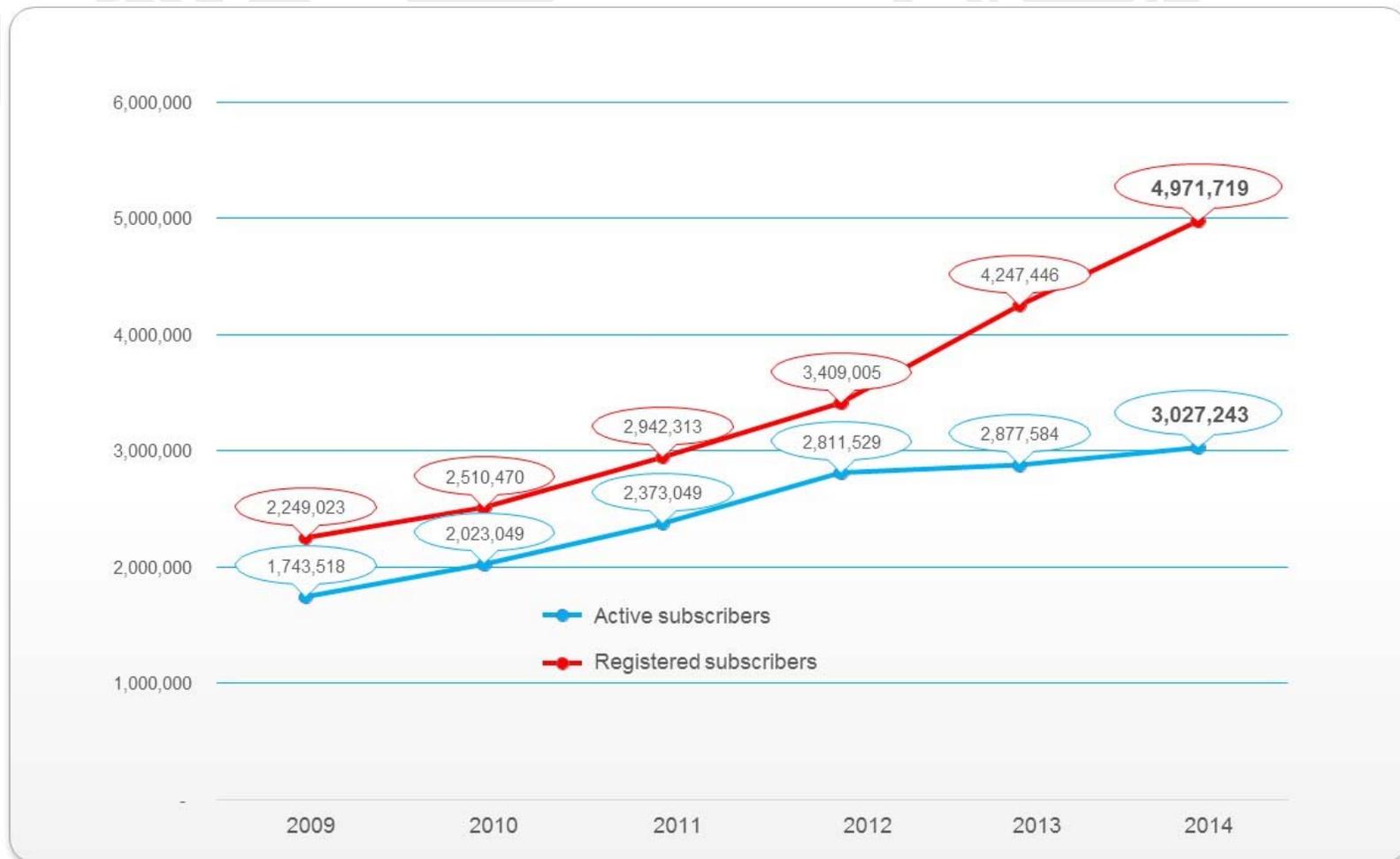


Year	Dial-Up	xDSL	Fiber Optic	Coaxial Cabel	GPRS, EDG E, 3G, EVDO	Wi-Fi	Wi-MAX	VSAT	VPN	Total
2012	33	36,695	65,256	9	520,012	5,281	24,587	174	1,962	654,009
2013	271	40,684	107,886	165	655,107	10,444	24,322	110	2,154	841,143
2014		29,244	168,003		1,734,414	11,700	16,394	82	2312	1,962,149

Source: CRC 2015 statistics



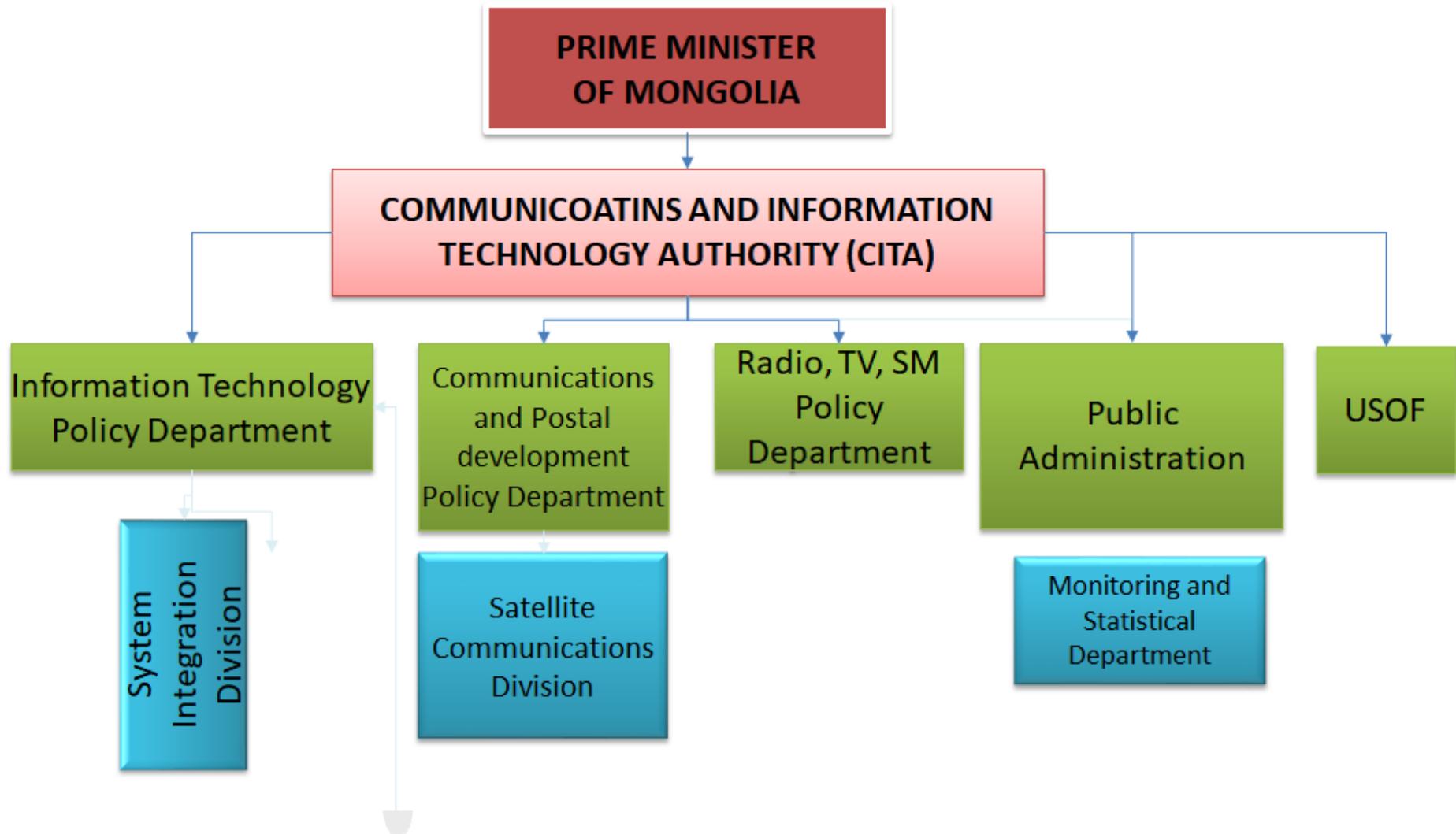
Number of mobile subscribers



Source: CRC 2015 statistics



BACKGROUND INFORMATION: CITA STRUCTURE





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Legal Framework

- **Communications Law (1995)**
- **Law on Radio waves**
- **Postal Law (2003)**
- **Law on USOF (2006)**
- **Broadcasting Law (2017)**
- **e-Signature Law, (2011)**
- **Financial transparency law, (2014)**
- **National payment system law, (2017)**
 - **Government Resolution 159, 2017**
About the government electronic databases and data exchange
 - **Government Resolution 23, 2015**
About the e-Kiosk (ATM)
 - **Government Resolution 254, 2015**
About government online services & PPP promotion



Draft of laws:

- **e-Government Law**
- **Information Security Law**
- **Data Protection Law**

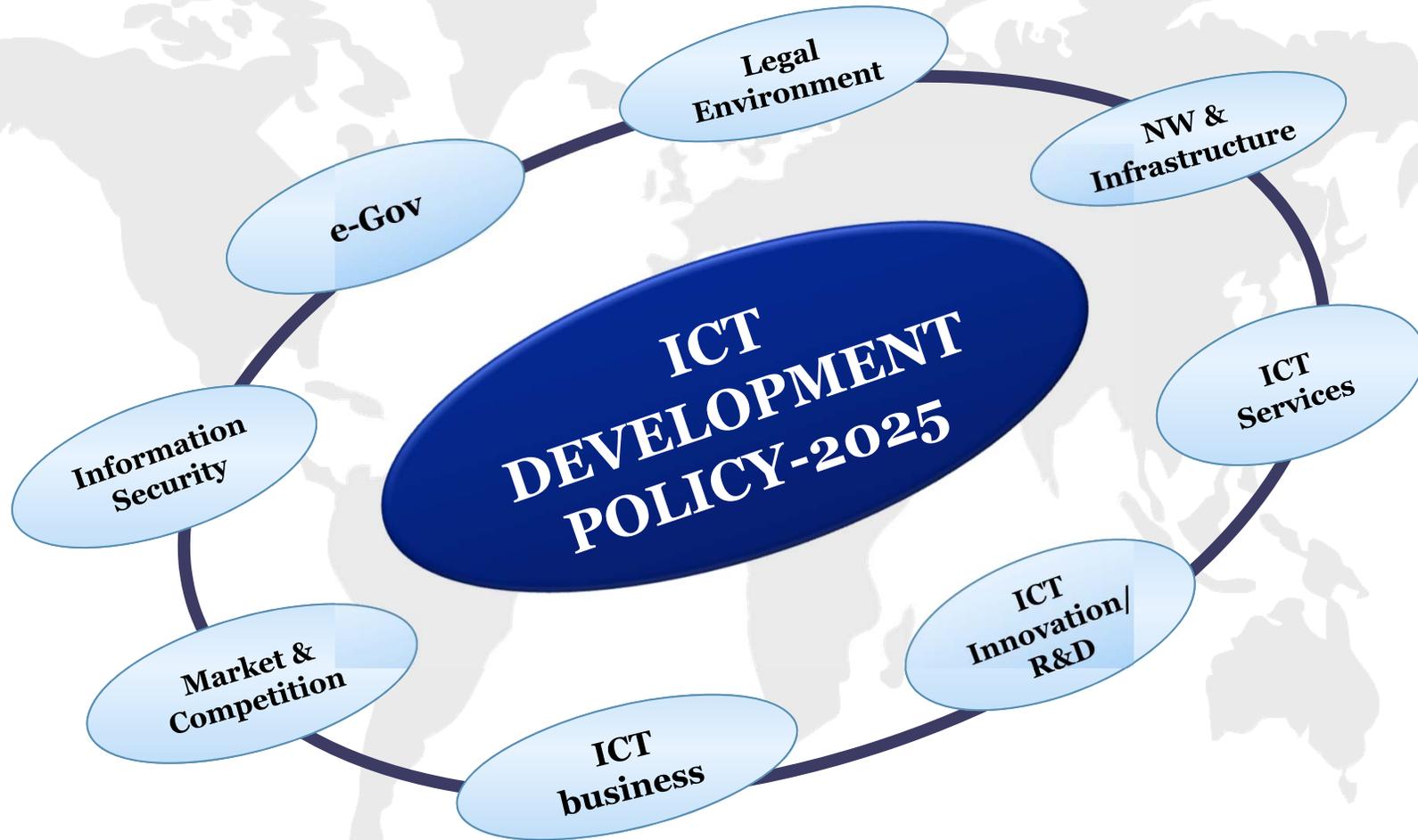


Policy Framework

- **National program on unified registration system, 2008-2012**
- **National broadband program 2011-2015**
- **National e-Government program, 2012-2016**
- **Government Action Program, 2012-2016**
- **Draft of ICT Policy - 2025**

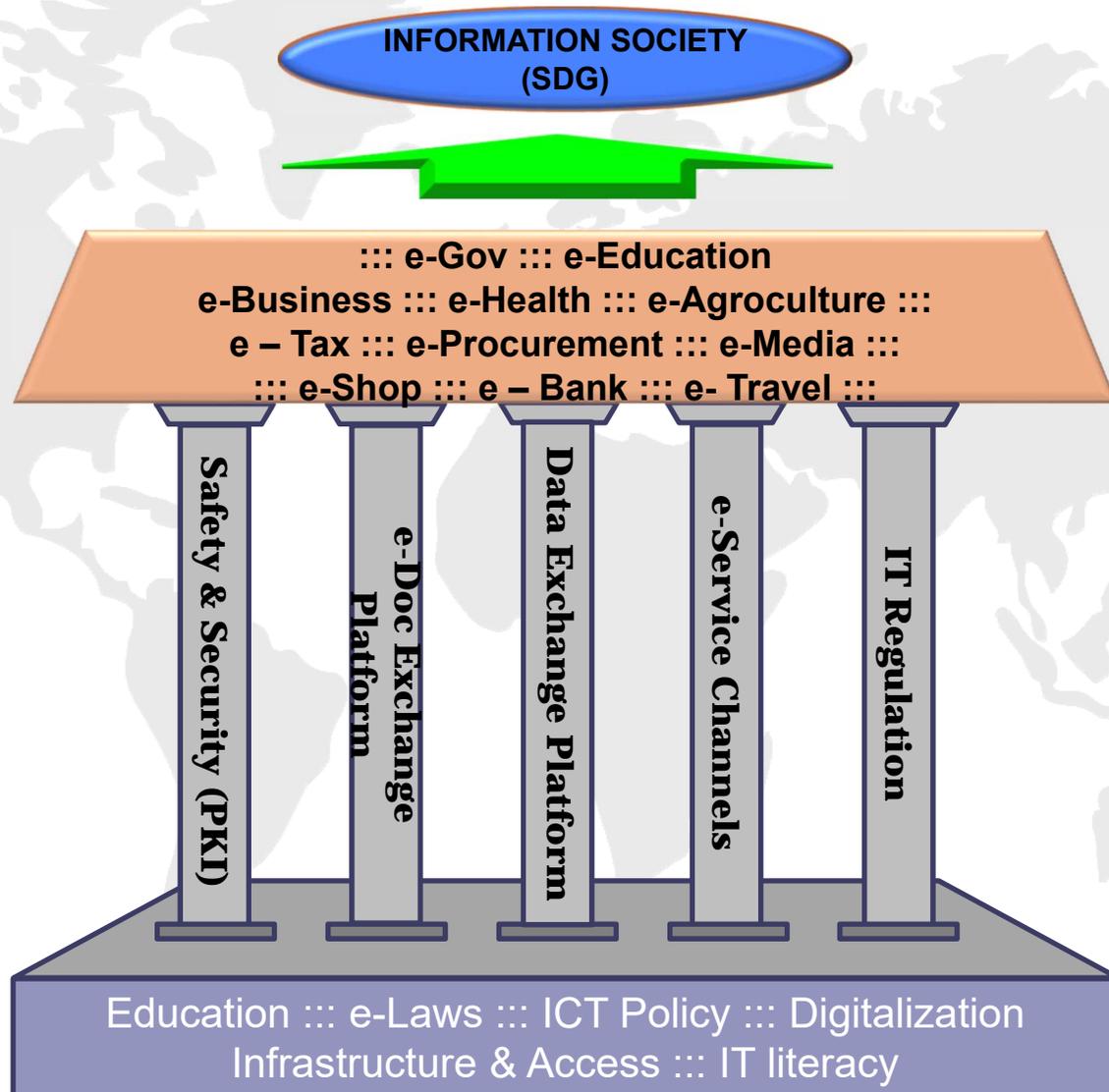


LEGAL AND POLICY FRAMEWORK





E-SOCIETY DEVELOPMENT





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E-GOVERNMENT NATIONAL PROGRAM

National e-government program 2012-2016	Government Resolution #101 2012.04.04	Overall goal: <ul style="list-style-type: none">✓ Open and transparent government✓ Facilitate citizens' participation in public policy development✓ Easy access to the public services without any delay✓ Support and promote efficient new technologies
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E-GOVERNMENT NATIONAL PROGRAM cont.

Strategy	Objectives	
National e-government program	1	To provide legal and policy environment to develop e-government (15 activities)
	2	To develop information technology infrastructure (7 activities)
	3	To make government activities and services online , transparent, open and accessible (99 activities)
	4	To improve information technology skills of the public servants and to improve citizens knowledge to use online public services (8 activities)

4 objectives and total of 129 activities planned to implement.



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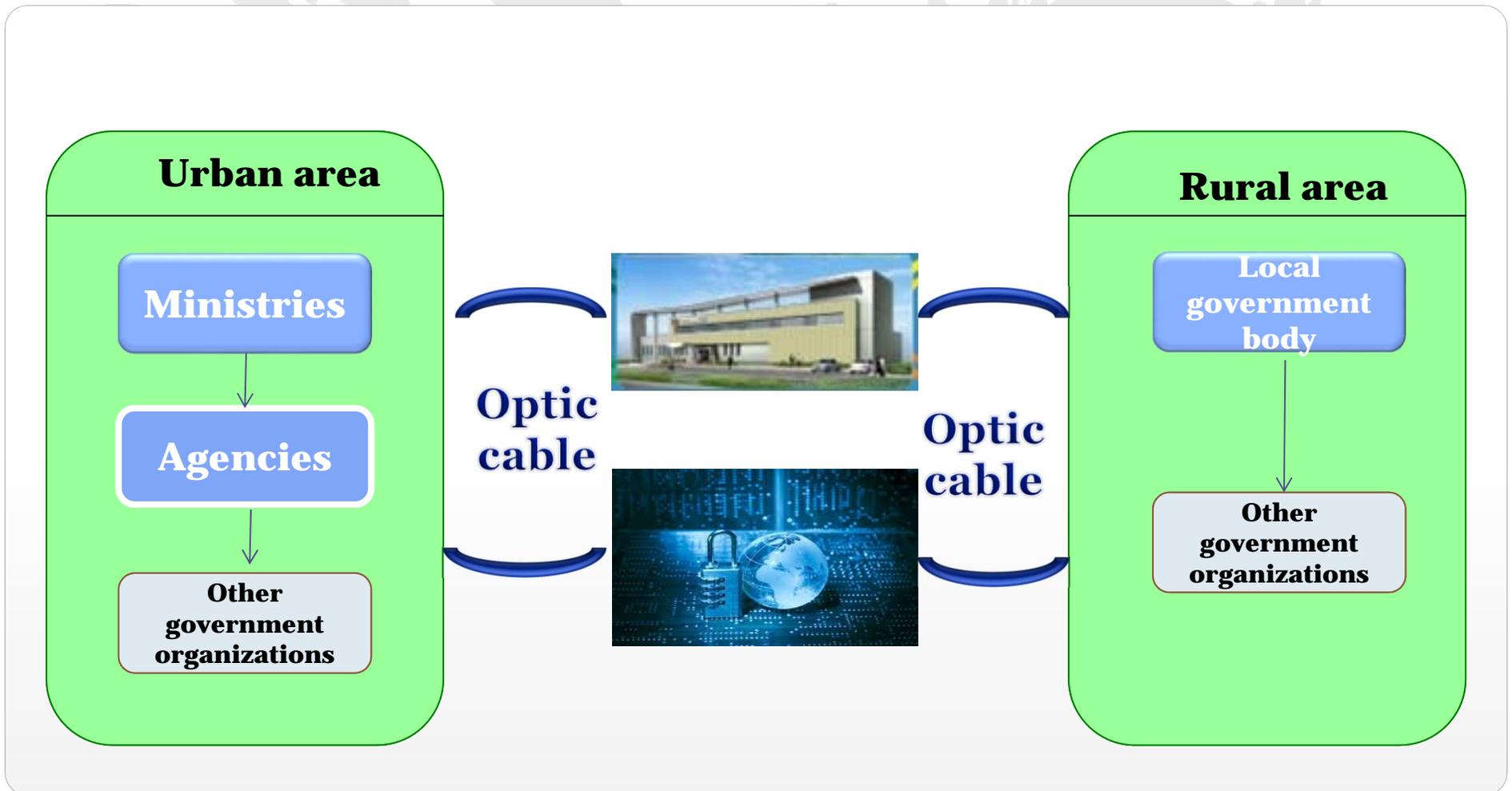
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G2G Services: National data Center





G2G Services: National data Center



Private sector services

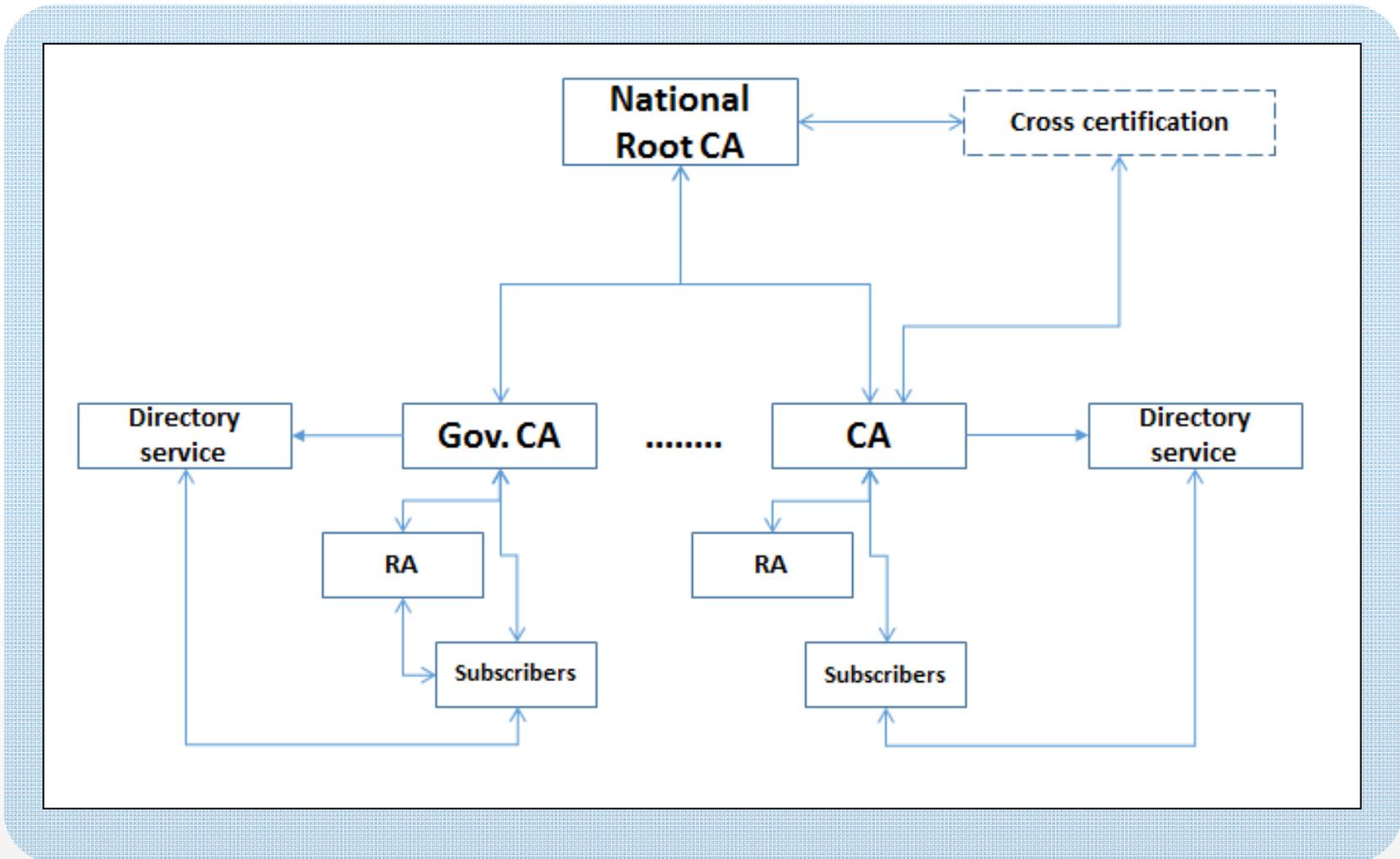
- Security
- Co-location Rack
- Server hosting
- Web hosting
- Backup service

Government agency services

- Security and Backup service
- Co Location Rack
- Server Hosting
- Mail Hosting
- Server Management service
- Managing Root CA



Public Key Infrastructure (PKI)





G2C Services: e-Kiosk



- Launched in 2012
- Total of 108 e-kiosks placed in Ulaanbaatar and province centers;
- Currently 13 types of services from 3 government organizations;
- In 2014 there are total of 687,941 people accessed to the services



G2G Services: e-Kiosk

Civil Registration Authority	Taxation authority, Real state registration authority and Legal entity registration authority	Other
<ol style="list-style-type: none">1. Enquiries on Birth certification2. Enquiries on National identification card3. Statement of proof on residential addresses4. Enquiries on Marital status including registration of marriage, divorce and unmarried references5. Subscription for National identification cards	<ol style="list-style-type: none">1. Taxation inquiries2. Enquiries on Real state registration3. Enquiries on Legal entity registration4. Enquiries on Legal entity non-registration5. Customs authorities owe reference	<ol style="list-style-type: none">1. Subscriptions for newspapers and publications2. Utility payments3. Log-in account for www.ezasag.mn



G2C Services: Online service portal

- ❑ Launched in April 2015;
- ❑ Initial 25 services of 4 organizations

The screenshot shows the homepage of the Mongolian State Information System (www.ezasag.mn). The page features a navigation bar with the site name and logo, and a main content area with several service tiles. The tiles include:

- Цагдаагийн ерөнхий газрын Лицензийн төв (6)
- Нийгмийн халамж үйлчилгээний ерөнхий газар (6) - ТУН УДАХГУЙ
- Нийгмийн даатгалын ерөнхий газар (7) - ТУН УДАХГУЙ
- Зам тээврийн яам (6) - ТУН УДАХГУЙ

Below the tiles is a large illustration with the text "Оууо бүр халбар" and "Иргэнд ойр ухаалаг төрийн үйлчилгээ". To the right, there is a "МЭДЭЭ МЭДЭЭЛЭЛ" section with three news items, each with a date and time. At the bottom right, there is a "СИСТЕМД ХАНДСАН ХЭРЭГЛЭГЧДИЙН ТОО" table:

Энэ сар:	516
Энэ жил:	516
Нийт:	1260

- Driving license (Police Department)
- Social welfare services (General authority of Social welfare services)
- Insurance services (General authority of Social insurance)
- Vehicle registration (Ministry of Road and Transportation)



G2C Services: Online service portal

General Authority for Social Insurance

1. Set up voluntary insurance plans and issuance of social insurance books
2. Registration of health insurance and issuance of health insurance books
3. Set the basic state pension
4. Issuance of pregnancy and birth delivery benefit grants
5. Enquire health insurance benefits and review calculations of benefits and promotions
6. Review reports of social insurance payments
7. Receive and affirm monthly reports on social insurance payments by employers

General authority for Social Welfare Services

1. Define a sum of pension for retirement
2. Define labor disability pensions
3. Define pension for widows and orphans
4. Claim for refunding of 50 percent of charges paid to sanatorium and transportation
5. Define maternity benefits
6. Reimbursement of prosthesis and orthopedic implants purchased and made in Mongolia



G2C Services: www.11-11.mn

Opinions, comments and complains on government's services and qualities

Шинэчлэлийн Засгийн Газрын **1111** төв нь иргэн санал хүсэлтийг шуурхай хүлээн авч халбогдох байгууллагуудаар дамжуулан боломжит хэрнүг өгөхийг бодлого шийдвэртээ тусгахын төлөө ажиллаж байна.

- 1111** Дугаарт залгаж ярих
- 141111** Дугаарт мессеж илгээх
- 1111** төв
- 1111** tuv
- zasag**1111** tuv
- Мобайл
- www.11-11.mn
- 1111@gov.mn**
- Санал бичих машин ашиглах
- 11 11** төвд биечлэн ирэх зэрэг халбэрээр санал хүсэлтээ ирүүлээрэй.

Та манай дээрхи сувгуудаар болон **"11 11 төв"** -ийн байранд биечлэн ирж санал өгч болно.





Other e-applications

- e-Procurement
- e-Immigration
- e-Visa
- e-Tax
- vehicle-traffic surveillance system





IMPLEMENTATION OF E-GOVERNMENT cont.

Investment to the projects

No	Projects	Budget		Year	
		(million tugrik)	Million USD		
1	E-kiosks	2 400,0	State budget	1.454	2012-2014
	11-11.mn				
2	Web portal	1 000,0	State budget	0.6	2013-2015
3	PKI	1 000,0	State budget	0.6	2013
4	National data center	43 000,0	State budget	26.06	2013-2015
5	Government network	23 040,0	State budget	13.96	2012-2016

42.674



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- **Public private partnership (PPP)**
 - ❖ Implementation of the Resolution #254
 - ❖ Extension government electronic services
 - e-kiosks
 - Government online services (www-ezasag.mn)
 - **deliver 167 public services (Res #254, 2015)**
 - ❖ Digitalization of government data and records
 - ❖ Development of government IS and DB
- Promote the draft of the laws



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SWOT ANALYSIS

STRENGTHS

- ICT policy institution
- e-Government national program
- Long term strategic policy (ICT 2025)
- PPP initial start: Outsourcing of maintenance of e-Kiosks
- PPP policy (Resolution #254):
 - ✓ for extension of government online services (www.ezasag.mn)
 - ✓ building technology readiness of e-government and Back office systems

WEAKNESS

- Skills and experience of ICT policy makers
- Instability of ICT work force at CITA
- Weak cooperation between CITA and a ICT private sector



SWOT ANALYSIS

OPPORTUNITIES

- Awareness of power of ICT technologies among top decision makers
- Top decision maker's leadership & incentives for e-government

THREATS

- Financial constraint
- A lack of power of CITA
- A lack of cooperation between government organizations including CITA



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- **Promote draft of e-laws**
 - improving cooperation between government organizations
 - centralized management of the government data and services
 - safety and security of data and services
 - enhancing institutional power and capacity of CITA
- **Strengthening PPP**
 - Trust ICT private sector
- **Stable work force policy**
 - ICT HR skills and capacity



THANK YOU FOR YOUR ATTENTION!

