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

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DoIT, CITA

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BANGKOK, THAILAND
• Background information
• Legal and Policy Framework
• E-Government National Program
• Implementation of e-Government
• A next plan
• SWOT analysis
• Conclusion
| **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%), 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., |
BACKGROUND INFORMATION: ICT/Telecommunications

ICT/Telecom revenue share

Internet users

<table>
<thead>
<tr>
<th>Year</th>
<th>Dial-Up</th>
<th>xDSL</th>
<th>Fiber Optic</th>
<th>Cellular</th>
<th>GPRS/EDGE</th>
<th>Wi-Fi</th>
<th>Wi-MAX</th>
<th>VSAT</th>
<th>VPN</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>33</td>
<td>36,695</td>
<td>65,250</td>
<td>9</td>
<td>520,012</td>
<td>5,261</td>
<td>24,587</td>
<td>174</td>
<td>1,062</td>
<td>654,009</td>
</tr>
<tr>
<td>2013</td>
<td>271</td>
<td>40,684</td>
<td>103,986</td>
<td>165</td>
<td>655,187</td>
<td>10,444</td>
<td>24,322</td>
<td>110</td>
<td>2,164</td>
<td>841,143</td>
</tr>
<tr>
<td>2014</td>
<td>29,244</td>
<td>198,003</td>
<td>1,734,414</td>
<td>11,700</td>
<td>16,784</td>
<td>82</td>
<td>231,22</td>
<td>1,962,149</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: CRC 2015 statistics
Number of mobile subscribers

Source: CRC 2015 statistics
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
- Draft of ICT Policy - 2025
E-SOCIETY DEVELOPMENT

INFORMATION SOCIETY (SDG)

::: e-Gov ::: e-Education
::: e-Business ::: e-Health ::: e-Agroculture :::
e – Tax ::: e-Procurement ::: e-Media :::
::: e-Shop ::: e – Bank ::: e- Travel :::

Safety & Security (PKI)
e-Doc Exchange Platform
Data Exchange Platform
e-Service Channels
IT Regulation

Education ::: e-Laws ::: ICT Policy ::: Digitalization
Infrastructure & Access ::: IT literacy
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| National e-government program 2012-2016 | Government Resolution #101 2012.04.04 | Overall goal:  
✓ 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 |
<table>
<thead>
<tr>
<th>Strategy</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>National e-</td>
<td>To provide legal and policy environment to develop e-government (15 activities)</td>
</tr>
<tr>
<td>government program</td>
<td>2 To develop information technology infrastructure (7 activities)</td>
</tr>
<tr>
<td></td>
<td>3 To make government activities and services online, transparent, open and accessible (99 activities)</td>
</tr>
<tr>
<td></td>
<td>4 To improve information technology skills of the public servants and to improve citizens knowledge to use online public services (8 activities)</td>
</tr>
</tbody>
</table>

4 objectives and total of 129 activities planned to implement.
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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

<table>
<thead>
<tr>
<th><strong>Civil Registration Authority</strong></th>
<th><strong>Taxation authority, Real state registration authority and Legal entity registration authority</strong></th>
<th><strong>Other</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Enquiries on Birth certification</td>
<td>1. Taxation inquiries</td>
<td>1. Subscriptions for newspapers and publications</td>
</tr>
<tr>
<td>2. Enquiries on National identification card</td>
<td>2. Enquiries on Real state registration</td>
<td>2. Utility payments</td>
</tr>
<tr>
<td>4. Enquiries on Marital status including registration of marriage, divorce and unmarried references</td>
<td>4. Enquiries on Legal entity non-registration</td>
<td></td>
</tr>
<tr>
<td>5. Subscription for National identification cards</td>
<td>5. Customs authorities owe reference</td>
<td></td>
</tr>
</tbody>
</table>
IMPLEMENTATION OF E-GOVERNMENT cont.

G2C Services: Online service portal

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

www.ezasag.mn

- 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)
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: Online service portal
Opinions, comments and complains on government’s services and qualities
Other e-applications

- e-Procurement
- e-Immigration
- e-Visa
- e-Tax
- vehicle-traffic surveillance system
## Investment to the projects

<table>
<thead>
<tr>
<th>No</th>
<th>Projects</th>
<th>Budget</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E-kiosks</td>
<td>2.400.000,0 State budget</td>
<td>1.454</td>
</tr>
<tr>
<td>2</td>
<td>Web portal</td>
<td>1.000.000,0 State budget</td>
<td>0.6</td>
</tr>
<tr>
<td>3</td>
<td>PKI</td>
<td>1.000.000,0 State budget</td>
<td>0.6</td>
</tr>
<tr>
<td>4</td>
<td>National data center</td>
<td>43.000.000,0 State budget</td>
<td>26.06</td>
</tr>
<tr>
<td>5</td>
<td>Government network</td>
<td>23.040.000,0 State budget</td>
<td>13.96</td>
</tr>
</tbody>
</table>

**Total Investment: 42,674 million USD**
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](http://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

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Threats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness of power of ICT technologies among top decision makers</td>
<td>Financial constraint</td>
</tr>
<tr>
<td>Top decision maker’s leadership &amp; incentives for e-government</td>
<td>A lack of power of CITA</td>
</tr>
<tr>
<td></td>
<td>A lack of cooperation between government organizations including CITA</td>
</tr>
</tbody>
</table>
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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!