E-Mongolia:
INTRODUCTION

Ulaanbaatar, Mongolia
September 2023

THE ESTABLISHMENT OF E-MONGOLIA ACADEMY

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E-Mongolia Academy – A state owned enterprise was established under the Ministry of Digital development and communications in according to the Resolution #283 of the Government of Mongolia in September 2022

2018.05.11

Launched the **"XYP"** information exchange system

2019.09.27

Launched the **"DAN"** digital recognition system

2020.10.01

"E-Mongolia" unified digital platform launched to access in 181 government services

2021.03.31

1 million users accessed to "E-Mongolia"

2021.05.09

Opened "E-Mongolia" **Citizen service center**

2021.10.01

Introduced **"E-Mongolia 2"**

2022.05.01

The number of **app users** reached to 1 million

2022.07.19

Digitalized the government services of **21 aimags**

E-MONGOLIA ACADEMY

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OUR MISSION

In order to become "E-Nation", to implement comprehensive measures for supporting the e-transition of the government and digitalizing the government services and activities by introducing advanced technologies and international best practices.

OUR ACTIVITIES

1. **Develop an information systems and software** in accordance with government policies and request of public organizations;
2. **Develop public-private information exchange system** (KHUR) and support subsystems;
3. **Conduct a research** and analysis on the possibility of optimizing and digitalizing the government activities, and to develop policy tasks;
4. Ensure the proper operation such as adaption, development, and usage of the information system, and cooperate with other public organizations;
5. Develop **training content and organize training courses** in terms of improving digital skills.

INITIAL STEPS FOR THE DIGITAL DEVELOPMENT

September 26, 2019

Official visit to Estonia

December 04, 2019

**"Digital Mongolia"
National discussion**

October 01, 2020

Launch of E-Mongolia

December 17, 2021

**Package law of Digital
development**

THE CORE AND SUPPORTING SYSTEMS

ХУР
Information exchange system

ДАН
Digital recognition system

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Government services

Notification system

erp.e-mongolia.mn

Lavlagaa.e-mongolia.mn
Reference exchange system

DOCX.GOV.MN
Official letter exchange system

Digital signature

E-GOVERNMENT SERVICE AT A GLANCE

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83 organizations

994 services

21 aimags

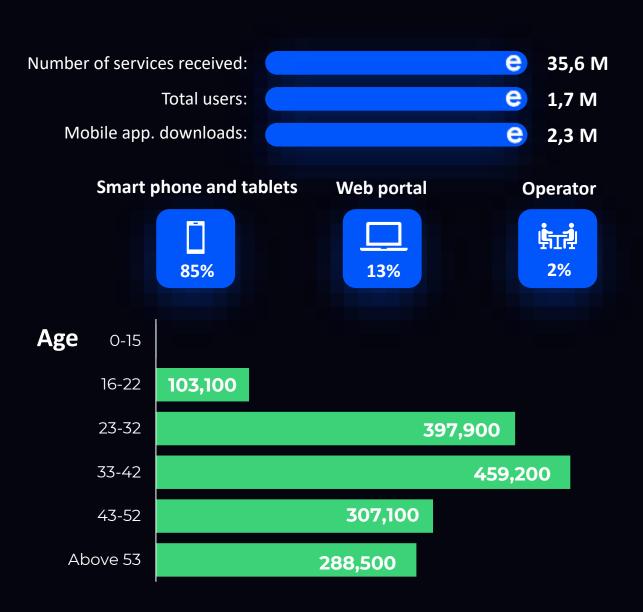### 1,659 services

Service portals

E-Mongolia Platform

№	E-Mongolia Platform Channels (sub systems)	System launched date	Implemented public service count	Number of service successful attempted	Number of services received By percentage
1	e-mongolia.mn (citizen)	2020.10.01	994	4,372,256	12,51%
2	e-business.mn (company)	2023.04.06	730	36,880	0,11%
3	lavlagaa.e-Mongolia.mn	2022.11.25	81	326,626	0,93%
4	operator.e-Mongolia.mn	2020.10.01	440	796,432	2,28%
5	kiosk.e-Mongolia.mn	2023.03.14	65	6,210	0,02%
6	Mobile app	2020.10.01	151	29,401,888	84,15%

E-GOVERNMENT SERVICE AT A GLANCE

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Number of services received: **35,6 M**

Total users: **1,7 M**

Mobile app. downloads: **2,3 M**

Smart phone and tablets
85%

Web portal
13%

Operator
2%

THE MOST RECEIVED SERVICES

1 **7'964'278** **23,5%**
Reference on Payment of Social Insurance

2 **2'994'157** **11.7%**
Vaccination certificate

3 **2'345'787** **6.8%**
Reference on Identity card

4 **2'301'310** **6.4%**
Reference on address registration of citizen

Age

0-15	
16-22	**103,100**
23-32	**397,900**
33-42	**459,200**
43-52	**307,100**
Above 53	**288,500**

Gender

720 thousand **48%**   765 thousand **52%**

Users

Ulaanbaatar
781 thousand 52%

Provinces
774 thousand 48%

As of September 13, 2023

DIRECT AND INDIRECT EFFECTS ON THE ECONOMY

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FOR CITIZENS

STRESS REDUCTION

DIGITAL SKILLS

COST REDUCTION

SATISFACTION

TIME SAVING

INCLUSION

Number of services received	**35.6 million**
The cost of commuting	**106.4 billion** tugrugs
The cost of documentation required to obtain the service	**1.05 billion** tugrugs
The cost of time spent on services	**183.4 billion** tugrugs
In total	**290.8 billion tugrugs** were saved.

As of September 13, 2023

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THANK YOU FOR YOUR ATTENTION

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