Contents

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PURPOSE

To drive e-government transformation, integrate and advance high technologies into public services and operations, while adopting comprehensive measures to establish an e-nation, guided by international best practices

E-MONGOLIA SYSTEM HAS REACHED 1 MILLION USERS.

MARCH

E-MONGOLIA 11-11 CENTERS HAVE BEEN ESTABLISHED TO SERVE THE CITIZENS.

MAY

E-MONGOLIA 2.0 VERSION HAS BEEN LAUNCHED.

OCTOBER

2020

THE "E-BUSINESS" PLATFORM HAS BEEN LAUNCHED TO FOSTER A POSITIVE BUSINESS ENVIRONMENT.

APRIL

E-MONGOLIA 3.0 VERSION HAS BEEN LAUNCHED.

MAY

"E-KIDS" CHILD PROTECTION SERVICE HAS BEEN LAUNCHED.

OCTOBER

2022

2024

OCTOBER

THE E-MONGOLIA SYSTEM WAS LAUNCHED.

181 government digital services became available to citizens.

2021

MAY

E-MONGOLIA MOBILE APPLICATION HAS REACHED 1 MILLION USERS.

JULY

21 PROVINCES OF MONGOLIA HAS BEEN DIGITALIZED.

SEPTEMBER

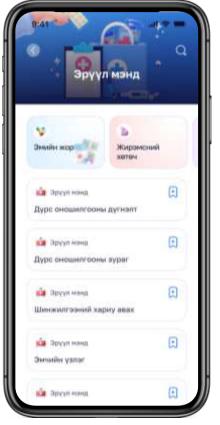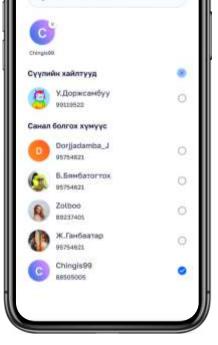74 REFERENCES AND CERTIFICATES ARE NO LONGER REQUIRED TO BE NOTARIZED.

2023

MAY

E-MONGOLIA 4.0 VERSION HAS BEEN LAUNCHED.

e mongolia 4.0

New features

- **AI**
- **Chat**
- **Health**
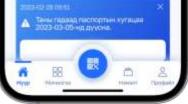- **Easy-to-use**
- **Smart notification**

Web Content
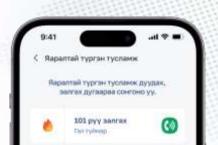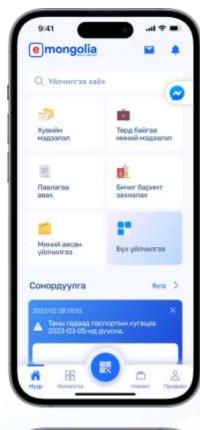Accessibility Guidelines

WCAG
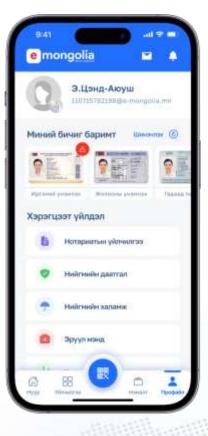
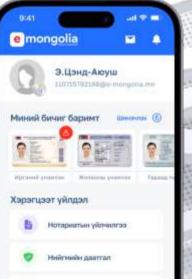More accessible to all individuals

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Users under 16 can register and log in with KIDS ACCESS through the E-Mongolia platform to ensure their safety and to inform their parents and guardians about their location.

ekids

📍 **Send location to your parents**

💬❓ **Instructions and guidelines**

💬 **Chatting**

📖 **Online textbook**

👮 **Report to the police**

🆘 **Call for help /sos/**

e business

- **Online formation of a legal entity**
- **Manage the data for your company.**
- **Unified source of licenses**
- **Integrated search system /legal entity, intellectual property/**
- **Services for legal entities**

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Registered users age statistic

18-24 84.9

35-44 93.7%

55+ 75.5%

25-34 92.1%

45-54 89.9%
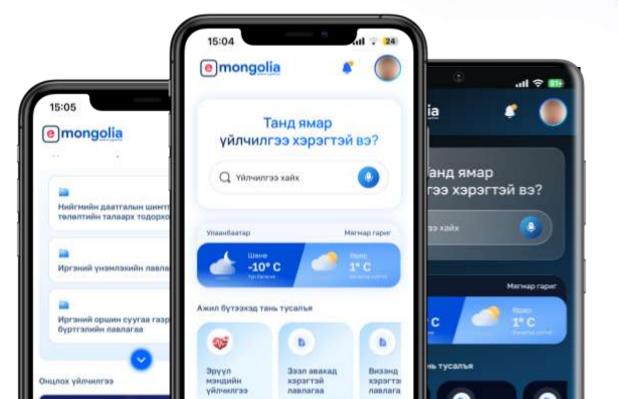
2,035,933
Registered users

680,000+
Active users per month

88%
Adult population

2,800,000
Service requests per month

The cost of commuting

28.5 million $
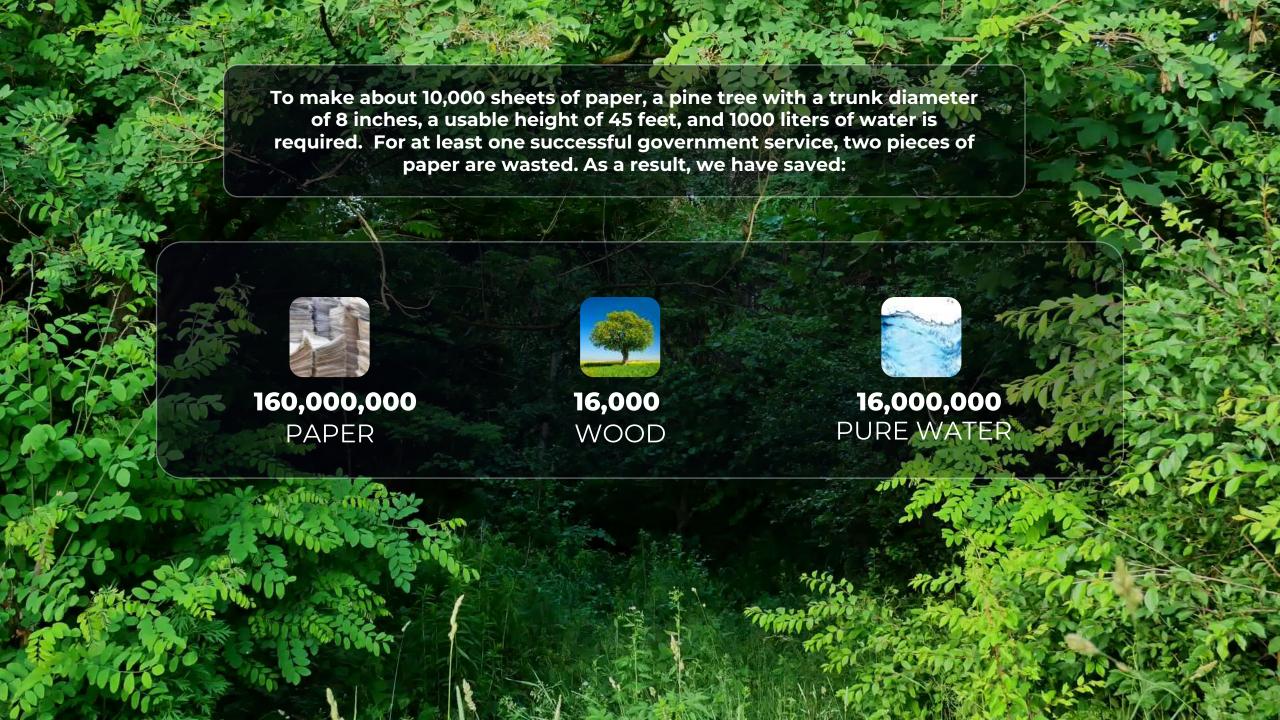
The cost of documentation required to obtain the service

2 million $

The cost of time spent on services

429.7 million $

TOTAL

460 million $

SAVED BY CITIZENS

To make about 10,000 sheets of paper, a pine tree with a trunk diameter of 8 inches, a usable height of 45 feet, and 1000 liters of water is required. For at least one successful government service, two pieces of paper are wasted. As a result, we have saved:

160,000,000
PAPER

16,000
WOOD

16,000,000
PURE WATER

Mongolian Digitalization Development Status of 2024

46
UN E-Government Development Index
Asia Ranking: Positioned 13th place out of 47 countries

74
Significant improvement from 74th place in just 2 years

Key Driver:
E-Mongolia Platform: A vital platform offering

1263
government services online

Subsidiaries and Partners:
E-Mongolia Academy, National Data Center, and Communications Regulatory Commission

E-Mongolia Academy, the State-owned Entity
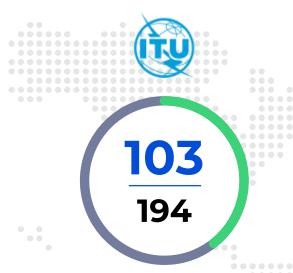
Workforce Size:
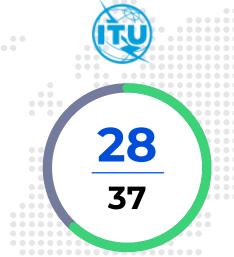## ~120
employees

Key Goals & Functions:
- Streamline and manage digital public services to ensure seamless access
- Ensure compliance with laws and standards related to digital services
- Enhance customer satisfaction through effective management of complaints and requests
- Establish service points to improve the accessibility of services across the country
- Train staff to maintain and continuously improve service quality

Cybersecurity Index

103
194

The Global Cybersecurity Index (GCI), ITU, 2020 report

28
37

The Global Cybersecurity Index (GCI), Regional Asia-Pacific, ITU, 2020 report

137
160

National Cyber Security Index, The e-Governance Academy (eGA), 2021 report

Achievements in E-Government

Open Government Awards 2023

World Governments Summit 2023

E-Government Development Index (EGDI) 46th out of 193 2024
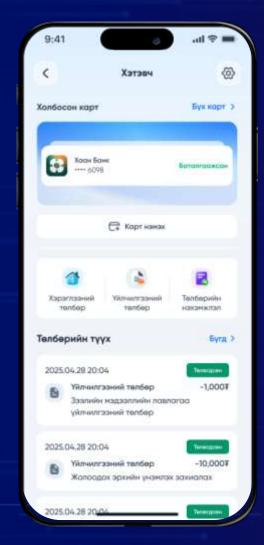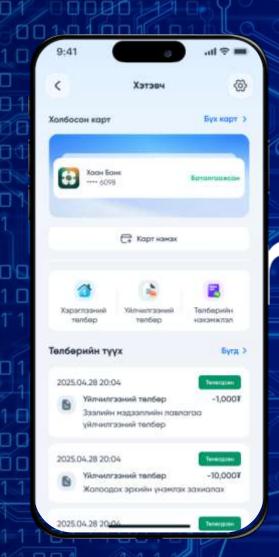

E-Government Special Segment 2025

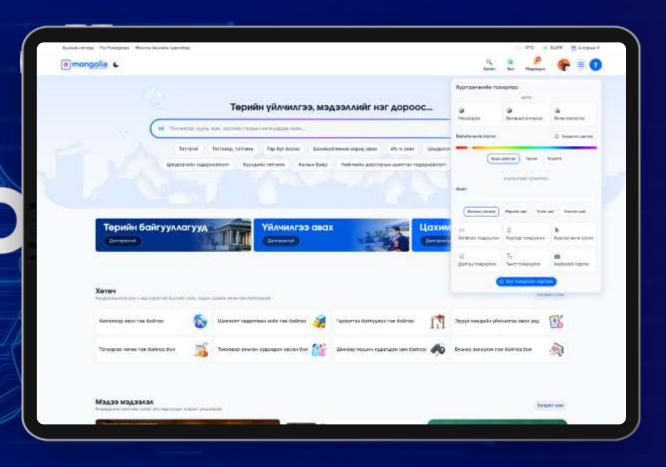A LIST OF THE PRODUCTS AND SERVICES OFFERED BY E-MONGOLIA ACADEMY

emongolia 4.0 + GOV.MN + AI

emongolia 5.0