



MN: SMART Government (P130891)

EAST ASIA AND PACIFIC | Mongolia | Digital Development Global Practice |
IBRD/IDA | Investment Project Financing | FY 2014 | Seq No: 11 | ARCHIVED on 24-Feb-2021 | ISR44890 |

Implementing Agencies: Mongolia, Office of the Cabinet Secretariat

Key Dates

Key Project Dates

Bank Approval Date: 06-Jun-2014

Effectiveness Date: 17-Aug-2015

Planned Mid Term Review Date: 19-Nov-2018

Actual Mid-Term Review Date: 24-Nov-2018

Original Closing Date: 31-Dec-2019

Revised Closing Date: 31-Oct-2021

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The development objective of the project is to use information and communication technologies to improve accessibility, transparency, and efficiency of public service in Mongolia.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components Table

Name

Component 1: Enhance Civic Engagement and Citizen Feedback Mechanisms:(Cost \$1.08 M)

Component 2: Enabling Foundations for SMART Government:(Cost \$11.92 M)

Component 3: Enabling Open Data:(Cost \$4.60 M)

Project Implementation Support:(Cost \$2.40 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Satisfactory
Overall Implementation Progress (IP)	<input type="checkbox"/> Moderately Satisfactory	<input type="checkbox"/> Moderately Satisfactory
Overall Risk Rating	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate

Implementation Status and Key Decisions

Project implementation continues to progress well, with measurable good results achieved, and impact evident. A key achievement of the Project has been the launch of the online services for the "11-11 Call Center," which was well received by the citizens and has become a complementary tool to the "e-Mongolia" portal. Citizens are now able to request services online and track their submission in a transparent manner via the Call Center online interface. The target for issuing of property ownership certificates has been achieved and the remaining targets related to online services for citizens and businesses are on track to be completed by project closure. The Open Data portal (<http://opendata.gov.mn>), is operational and has received international recognition for the coverage and openness of data published on GoM's websites. Given the recorded achievements to date and the projected completion of scheduled activities, the project appears on track to successfully meet the project's objectives by project closure on October 31, 2021.



Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Macroeconomic	--	<input type="checkbox"/> Substantial	<input type="checkbox"/> Moderate
Sector Strategies and Policies	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Technical Design of Project or Program	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Institutional Capacity for Implementation and Sustainability	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate
Fiduciary	--	<input type="checkbox"/> Low	<input type="checkbox"/> Low
Environment and Social	--	<input type="checkbox"/> Low	<input type="checkbox"/> Low
Stakeholders	--	<input type="checkbox"/> Low	<input type="checkbox"/> Low
Other	--	--	--
Overall	--	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate

Results

PDO Indicators by Objectives / Outcomes

Improve accessibility, transparency, and efficiency of public services in Mongolia using ICT				
▶ Availability of public services for citizens through digital channels (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	20.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
▶ Availability of public services for businesses through digital channels (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	10.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021



► Citizens' access to information on the resolution process and status of their feedback to the Citizens' Feedback Centers (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	Yes	Yes
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
► Average number of days to issue a property ownership certificate (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	14.00	7.00	4.00	7.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the efficiency of systems related to the issuance of property ownership certificates. Recorded as 3 to 5 days processing time, indicated as average 4 days.			
► Volume of government data made publicly available as Open Data through central, searchable platform that are both updated and contain detailed data-related documentation (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	36.00	36.00	32.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the volume of open data.			

Intermediate Results Indicators by Components

Component 1: Enhance Civic Engagement and Citizen Feedback Mechanisms				
► Share of 11-11 queries resolved within three to seven days (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	41.00	80.00	51.40	80.00
Date	15-Oct-2015	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	During January 2021 mission, the the Bank team confirmed that the number was declined to 51.4% as (i) the 11-11 Call Centers have started receiving more volume of queries through the E-Mongolia platform; and (ii) the resolution rate has slowed down because civil servants needed to work under the country's COVID-19 restrictions.			
► Number of contacts to the integrated 11-11 platforms (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	65,000.00	146,116.00	170,992.00	175,000.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor number of users of the citizen engagement platform			
► Business analytics system established (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the establishment of business analytics.			
► Number of the Project's public services incorporating citizen consultation and feedback into its design (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	20.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
<input type="checkbox"/> Number of the Project's public services incorporating citizen consultation and feedback into its design; of which at least half of the beneficiaries consulted are female (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	15.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021

Component 2: Enabling Foundations for SMART Government				
► Number of Government ministries/agencies that adopt the National Enterprise Architecture (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	6.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the number of ministries/agencies that adopt the National Enterprise Architecture			
► Number of agencies hosting databases at the National Data Center (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	28.00	45.00	45.00	45.00



Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the number of agencies hosting databases at the National Data Center.			
► Number of applications and services developed which includes women team members (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	6.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the number of applications and services developed			
► Number of provinces and UB districts where the e-Property Registration System has been rolled-out (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	17.00	30.00	30.00	30.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the number of of provinces and UB districts where the e-Property Registration System has been rolled-out			

Component 3: Enabling Open Data

► Number of datasets released (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	30.00	60.00	27.00
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Monitor the number of datasets released			
► A central, searchable National Open Data Portal established and data are available from at least 5 government ministries/agencies, enabling their data sharing with the public (Yes/No, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	Yes	Yes
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Data should be accessible without restriction, in raw form and in machine-readable, nonproprietary formats including bulk download of CSV and XLS files; and via APIs that allow programmatic access to datasets. Data should be documented with sufficient metadata for re-users, including methods of data collection, processing, and analysis; as well as documentation of fields, variables, and formats used in the data			
► Data standards and a common framework are established to allow data to be used in combination with other government agencies (Yes/No, Custom)				



	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Oct-2014	01-Jul-2020	14-Jan-2021	31-Oct-2021
Comments:	Currently, there are two data standards: (1) Standard on data classification and coding; and (2) Standard on meta data Under development: 1. Standard on e-Government interoperability (SAGA/german/, translation has been completed			

Performance-Based Conditions

Data on Financial Performance

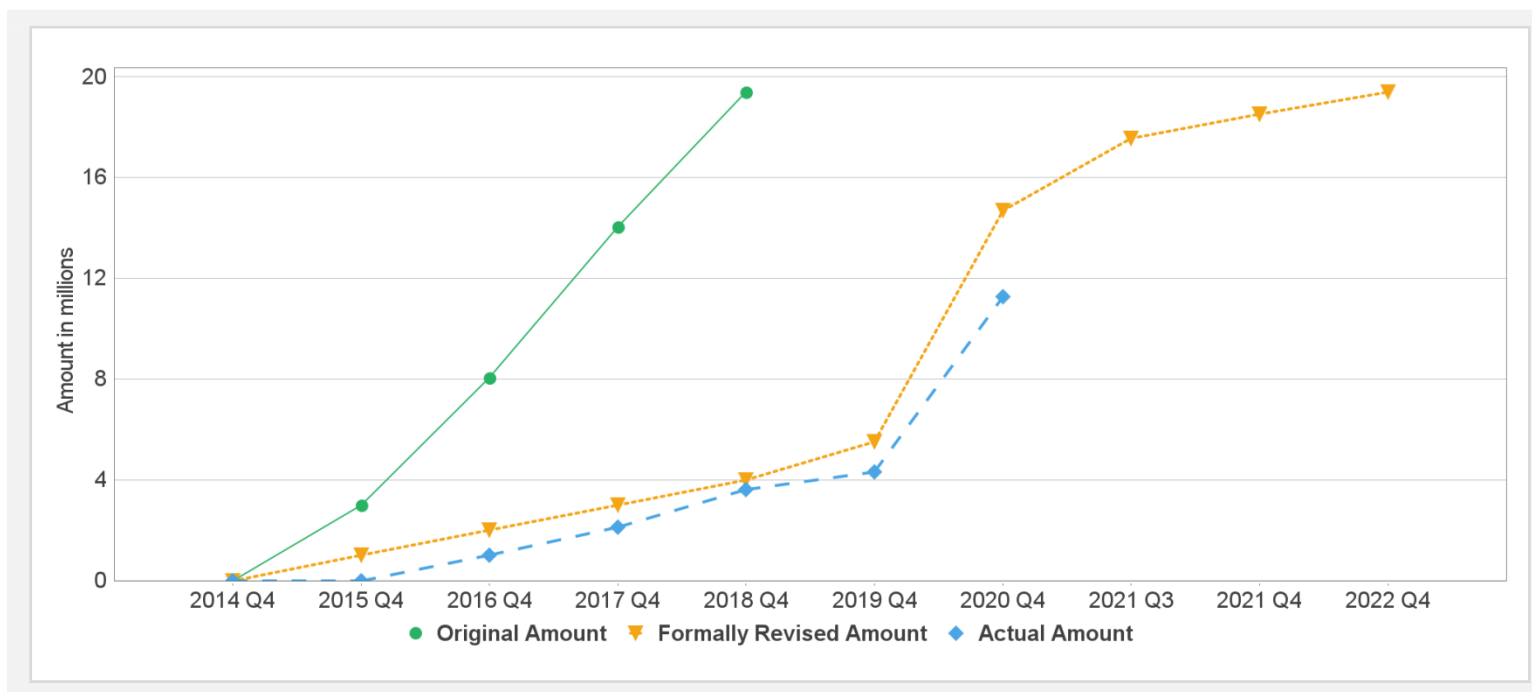
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P130891	IDA-54830	Effective	USD	19.40	19.40	0.00	12.33	5.35	70%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P130891	IDA-54830	Effective	06-Jun-2014	18-Jun-2015	17-Aug-2015	31-Dec-2019	31-Oct-2021

Cumulative Disbursements





PBC Disbursement

PBC ID	PBC Type	Description	Coc	PBC Amount	Achievement Status	Disbursed amount in Coc	Disbursement % for PBC
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Restructuring History

Level 2 Approved on 11-Jun-2015 ,Level 2 Approved on 05-Nov-2019 ,Level 2 Approved on 29-Sep-2020 ,Level Approved on 11-Oct-2020

Related Project(s)

There are no related projects.
