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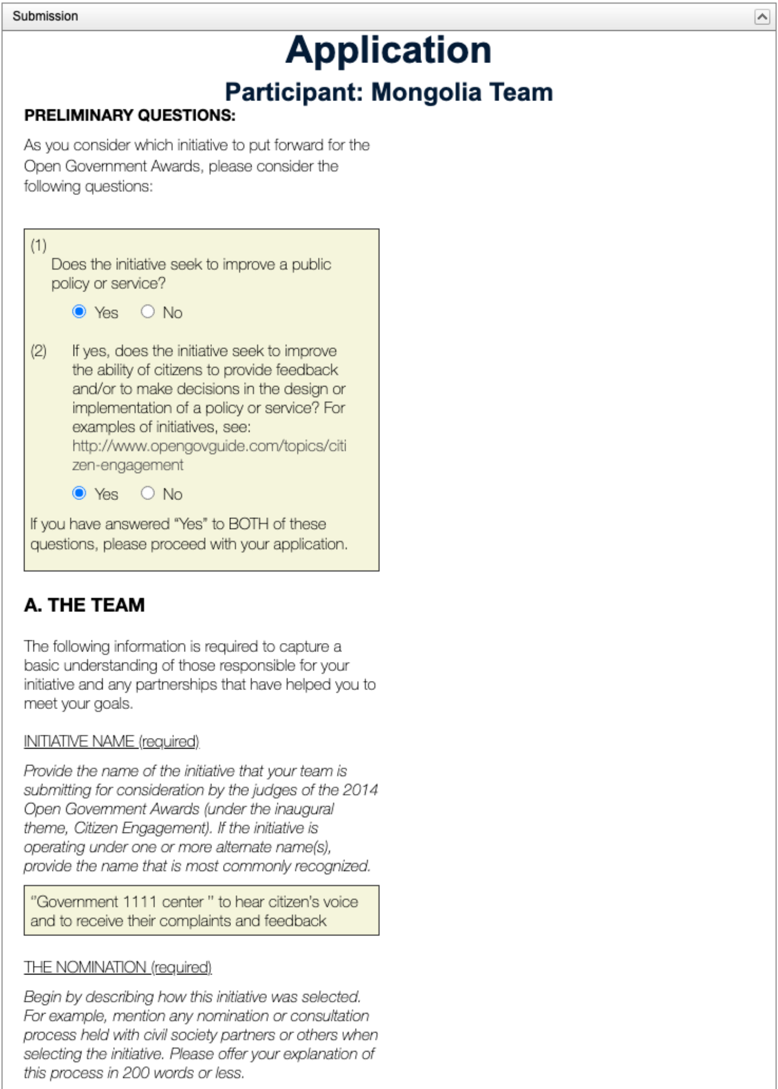

Application

Participant: Mongolia Team

PRELIMINARY QUESTIONS:

As you consider which initiative to put forward for the Open Government Awards, please consider the following questions:

(1) Does the initiative seek to improve a public policy or service?

● Yes ○ No

(2) If yes, does the initiative seek to improve the ability of citizens to provide feedback and/or to make decisions in the design or implementation of a policy or service? For examples of initiatives, see: http://www.opengovguide.com/topics/citizen-engagement

● Yes ○ No

If you have answered "Yes" to BOTH of these questions, please proceed with your application.

A. THE TEAM

The following information is required to capture a basic understanding of those responsible for your initiative and any partnerships that have helped you to meet your goals.

INITIATIVE NAME (required)

Provide the name of the initiative that your team is submitting for consideration by the judges of the 2014 Open Government Awards (under the inaugural theme, Citizen Engagement). If the initiative is operating under one or more alternate name(s), provide the name that is most commonly recognized.

"Government 1111 center " to hear citizen's voice and to receive their complaints and feedback

THE NOMINATION (required)

Begin by describing how this initiative was selected. For example, mention any nomination or consultation process held with civil society partners or others when selecting the initiative. Please offer your explanation of this process in 200 words or less.

''Government 1111 center ''

Mongolian government initiative ''Government 1111 center'' has been nominated by Cabinet Secretariat of the Government of Mongolia after extensive consultation with parties included National OGP Committee, National OGP Sub-Committees, and Open Society Forum of Mongolia. The Prime Minster of Mongolia, Norov Altankhuyag, proposed this initiative as part of the public service reform initiatives.

GOVERNMENT POINT OF CONTACT (required)

Provide the name and title of a single point of contact for the purposes of communicating with your team. The person should be the most senior individual responsible for overseeing the application submission. Provide the phone number(s), email address(es), and physical address of your designated point of contact. You may provide alternate contact information, if it is a direct means for reaching the designated point of contact.

GOVERNMENT POINT OF CONTACT

Name: Munkhzul

Surname: ZANDANKHUU

Title: Ms.

Position: Government Principal Officer

Cabinet Secretariat of the Government of Mongolia

OGP Contact person

Email address: ogpmongolia@cabinet.gov.mn, munkhzul_z@cabinet.gov.mn

Phone number: +976-99109245; +976-99770246 /mobile/

SENIOR CONTACT:

Name: Sainbileg

Surname: CHULUUNBAT

Title: Mr.

Position: Deputy Chief, Cabinet Secretariat of the Government of Mongolia

OGP National Committee Board Member

Chief, OGP Unit

Address: State Palace

Cabinet Secretariat of the Government of Mongolia

Sukhbaatar Street, 6th Khoroo, Sukhbaatar district

Ulaanbaatar, Mongolia.

CIVIL SOCIETY POINT OF CONTACT (strongly recommended)

We strongly encourage applicants to submit a joint application from a government agency and a civil society partner. If submitting a joint application, please provide the name and title of a single point of contact at the partner organization. If not, please be sure to focus on the "validation of claims" in Section B (see pg. A-3).

CIVIL SOCIETY POINT OF CONTACT

1. Open Society Forum:

Name: Erdenejargal

Surname: PERENLEI

Title: Mrs.

Position: Executive director

E-mail address: jargal@forum.mn

2. Transparency International Mongolia:

Name: Tur-Od

Surname: LKHAGVAJAV

Title: Mr.

Position: Executive Director

E-mail address: lturod@gmail.com
(LTUROD@GMAIL.COM)

OTHER PARTNERSHIPS (optional)

If you are partnering with one or more other government agencies, private sector entities, media, or other organizations, please list each partner. In 250 words or less, provide a brief narrative of the partnership, including the roles that each partner assumes in the initiative.

B. THE INITIATIVE

The Open Government Partnership (OGP) is prepared to celebrate a range of successful applicants to the Open Government Awards. This year's theme is "citizen engagement." To qualify for recognition, we need to understand the various elements of success for your initiative and its sustainability over time.

PROBLEM DEFINITION (required)

In 200 words or less, please identify the specific problem your initiative intended to solve. Why was this problem important to solve at a particular time and for the particular context in which you are working?

Mongolia is a vast country and a population of 2.9 million, with 55% of the total population dispersed widely in 364 administrative units (soums) of 21 provinces (aimags). The traditional focus of **government communication with citizens** has typically been **through paper-based systems,** which have limited citizens' ability to express their concerns about public services, desire to initiate ideas, and access to government information. Citizens were required to **write or visit in person** in order to be heard by the government.

It was a complicated process for citizens to deliver their thoughts and concerns to the government with the expectation of a quick response. In many cases, citizens have had to wait at least **10 to 30 days** to receive replies from officials as regulated by law. Additionally, there was no avenue to provide feedback to policy makers for them to better understand the challenges faced in reforming public services.

Therefore, The Cabinet Secretariat of the Government of Mongolia has implemented the "Government 1111 center " as of September 2012, which is a call and service center for comprehensive inquiries and citizen complaints accessible over telephone and online service as well as in person.

TARGET POPULATION (required)

In 100 words or less, please identify the target population who may benefit from this initiative. Highlight your understanding of the needs or demands of the target population that were addressed by your initiative.

A large portion of the Mongolian population lives in rural areas isolated from Ulaanbaatar, the capital city of Mongolia. One and a half million people are living in rural areas. And, Aimag (**provinces**) centers require more **affordable public service access** for those from beyond Aimags (**soums**).

Herders as nomads, and other citizens in Aimags or soums, all must travel to reach to government to voice their inquiries and requests. Although postal services are available in rural areas, distances may necessitate more than a week of travel for a citizen to reach the location of desired Public services. The government has long-faced this grand challenge to reach this portion of the population and find a solution for more geographically isolated citizens to engage with government. Given costly and limited transportation options, rural citizens required a low-cost communication channel to interact with government.

INITIATIVE DESIGN (required)

In 350 words or less, describe your initiative's goals and objectives. Focus specifically on how the initiative was designed to meet those objectives. For example, identify stage(s) of the policy/service design or implementation when you solicited citizen participation. What kind of participation did you seek from citizens (e.g., feedback, consultation, joint decision-making, monitoring of activities, etc.)? Explain why this particular approach was best suited to achieve the initiative's goals. How did you encourage citizens to participate? Describe any innovations in the design of the initiative.

Goal: To improve public services by enabling citizens' engagement with government, through reducing the cost to communicate and establishing a mechanism for immediate and direct access for policy makers

"Government 1111 center" receives data through 10 different channels:

- 1111 Call line
- 141111 SMS
- Social networking 1111 accounts (Facebook, Skype, Twitter, www.11-11.mn, E-mail: 1111@gov.mn/
- 1111 smart applications
- Public service e-machines (automatic kiosks that provide 20 different public) these machines can be used to send information to Government 1111 center.
- In-person visit

The program is designed to a) receive requests, complaints, concerns, feedback, inquiries, compliments and citizens' voice data b) forward data to public officials c) provide a rapid response to citizens via an operator monitoring system.

This system was developed by Mongolian engineers and this is the first example of this type of system in the country.

It operates twenty four hours a day, seven days a week with sixoperators active on weekdays and three operators on weekends from 9:00 to 18:00.The system provides an automated response after hours. The system is connected to all ministries and government agencies in Ulaanbaatar. The system monitors responses from ministries automatically as an element of performance measurement of public organizations. Critical external parties, such as Prime Minister, Cabinet Secretariat, Parliament Members and ministers, can access and monitor activity. Citizens can also access the Government 1111 system to check progress on their call or inquiry.

Coded system entries (inquires, complaints, requests, concerns, critiques, and compliments) are presented to Prime Minister in person twice a week, and to discuss any key issues or feedback. The Cabinet Secretariat team ensures all calls and requests are responded to within the delineated time limits and appropriately answered. Ministries or the "Government 1111 Center" will respond directly to citizens.

The Cabinet Secretariat of Government organizes a weekly online meeting at the "Government 1111 center", hosted by a minister to discuss the key issues of the week. The meeting pre-schedules announced through websites and live broadcasted on national TV channels weekly, followed by videos are uploaded online in the website (www.11-11.mn)

INITIATIVE OUTCOMES (required)

In 250 words or less, describe the intended outcomes and the actual outcomes that the initiative achieved. Who were the ultimate beneficiaries, and what benefits did they experience? For example, list any concrete improvements in policy, services, behaviors, or power relations between the government and citizens. Try to present your case from the perspective of the various stakeholders involved (e.g., your agency, citizens, Civil Society Organizations, media, et al.). If there are any baseline indicators or standards to measure the outcomes of the initiative, such as the breadth of depth of engagement, please describe them in detail.

This initiative has transformed mind-sets about communicating with public institutions, governors and policymakers as an easy, simple process. It has also been valuable to accelerate thinking in government concerning citizen's thoughts on public support, as it has officially replaced paper approach to inter-communication approach.

It was a significant and successful step that government enabled populations such as herders who lead a nomadic lifestyle to reach government. As of today, over **95,000** requests have been registered to "Government 1111 center " since it was established, as compared 80% less registration (paper based) in the two years previous to its establishment.

Importantly, it has built a strong relationship between government and citizens, enabling easy access to central government regardless of time and distance. Also, the government has been able to address ideas, which came through it and implement transformational initiatives on the ground within the considerably short amount of time.

For instance, government:

Introduced **an automatic-billing system for traffic fines.**
Supplied **hi-tech diagnosis equipment** to provincial health centers
Developed a **domestically grown fresh vegetable sales system**
Improved **household coal supply chain management** in Ulaanbaatar
Extended **classroom hours of Kindergarten**

Also, the Prime Minister began reporting about general concerns of the public monthly to the Cabinet and quarterly to Parliament. Based on citizens' feedback for major development projects (railway, road, airport projects, etc.) government commenced public hearings with official parties participating in the implementation process every Monday in order to provide better information for citizens and business developers.

INITIATIVE SUSTAINABILITY (required)

In 200 words or less, please describe any plans for scaling up and/or sustaining the initiative in the future. Base your description of the strategy on information provided in the previous sections, such as how you intend to leverage your current success and increase your reach or capacity. Address any threats or operational challenges to your initiative and describe how you intend to manage those risks on a regular basis.

1. "Government 1111 center" initiative has become a model for local governments and each of 21 provinces has started operating its own 1111 service centers. At this stage, Aimag 1111 Service centers are being connected to "Government 1111 center "in 2014-2015.

2. In terms of service delivery, 1111 Call line is charged at the landline rate currently, thus, Cabinet Secretariat of government proposes a "Free charge service" to provide better accessibility for the citizens.

3. Despite the challenge expansive geography and variable network coverage, Mongolia has a high penetration of mobile users at 3.4 million. Thus, government proposes to improve ''Government 1111 center'' mobile application system based on the needs of herders and rural citizens through the introduction of the "1111 Chat inquiry service", "1111 Sign language Service", and home visit

"1111 consultation" services.

VALIDATION OF CLAIMS (required)

While it is strongly encouraged that each initiative includes partners, such as Civil Society Organizations, private sector agencies, media entities, etc., it is not a requirement. However, you are required to secure and upload documents from one or more credible nongovernmental actors who can attest to the veracity of any claims made in your application.

You are only allowed to upload one file. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

OGP awards.pdf

C. THE PITCH

The following information allows each applicant to make their strongest (and final) case for consideration.

BEST CASE (required)

In 250 words or less, please present the most compelling facts for why your initiative should be recognized. This is an opportunity to distinguish your initiative, based on any factors that you have not had the opportunity to describe in the previous sections. What is your best argument for why your initiative has achieved a meaningful outcome? What elements of the initiative make it different and better than others, that have been tried and tested? Be creative and concise.

Best Case: Interacting with government from home at green steppe under Blue Sky

This initiative is distinguished by its fit for purpose practice of nomadic citizens' communication to government bodies. Rural Mongolians began to access to public institutions through new channels overcoming the barriers of distance and cost. Multiple government organizations began to interact with citizens responding their inquiries through the "Government 1111 center" and decision-makers began to reflect on issues raised by citizens.

This initiative is **NOT** only for listening but also to inform government so to **TAKE ACTION** to reflect to people's needs and thoughts. The government applies this tool to understand the real time practical problems experienced by citizens and improve relevant regulations. It was a significant achievement, which promoted citizen's participation and monitoring of public service delivery.

Moreover, the initiative has gained nationwide recognition in just two years' time and has minimized the inconveniences of communicating with government, has led to significant impacts on improvements to government policy, resulting in changes in regulations from local to national levels.

Supporting life cases:

The "Fresh vegetable'' and '' Household coal supply" projects were launched in 2013 with the intention of supporting local growers and households. Government actions resulted 400 local growers were able to sell vegetables (1500 tons) in Ulaanbaatar avoiding middlemen and 180,000 ''Ger'' district households (in areas with no heating infrastructure) in Ulaanbaatar benefited from this program and with a household level savings of 30 billion MNT (approximately 17 million USD).

VIDEO SUBMISSION (recommended*)

OGP does not offer a venue for applicants to meet our judges during the application process. In order to provide the opportunity for making a personal connection, you are encouraged to upload a short video to complement your application. You may also depict an individual participant in your initiative and describe his or her experience. We do not need to know actual names or personal details. Take this opportunity to tell a story, to connect with our panel of experts, so that they might better understand your attention to specific needs.

Video submissions should follow these guidelines:

Maximum length of 3-4 minutes.
Please focus on personal presentations; it's not necessary to develop a sophisticated or polished video.

Here are some logistical and technical suggestions:

Video cameras, digital cameras, and phones are easy ways to record a video.

- Laptop and desktop computers can typically record video through Skype or other software.
- If possible, set to a low resolution to reduce file size. This will enable an easier video uploading process.
- If you are having difficulty uploading the video file, try logging out of the application and logging back in using another Internet browser.

Here are general suggestions for delivering a high-quality video pitch:

- Include the following:
    - Introduce yourself and your initiative.
    - Focus on describing your intended benefits and/or services and how they have been effective.
    - What is unique about your initiative, partners, or technical approach?
- Hone your content:
    - Keep your description and language simple.
    - Demonstrate passion through your words and enthusiasm.

*If the burden of developing a video presentation is either prohibitive or might not reflect the best characterization of your initiative, then you are not required to submit one, and the judges are instructed not to discount your application because it may not include a video. We hope that this option offers a new and inventive way in which you can best express the results of your work.