

Applicant Name: Mongolia Team  
Normalized Scores 75.6

**JUDGING CRITERION # 1: CREDIBILITY OF PARTNERSHIPS (0-5)**

**Did the applicant provide sufficient evidence of partnering with other non-government organizations in either nominating, validating and/or jointly implementing the initiative?**

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows no consultation in nominating an initiative; may have been jointly implemented but shows very weak validation of claims</i>	<i>Some effort in consulting with other partners in nominating an initiative; initiative was not jointly implemented but provided minimal validation of claims</i>	<i>Provided sufficient evidence of consulting with other partners to nominate an initiative, was jointly implemented and presented somewhat convincing validation of claims</i>	<i>Demonstrated compelling mechanisms for consulting others in nominating an initiative; was not jointly implemented but shows convincing validation of claims</i>	<i>Shows strong evidence of consulting others in nominating an initiative; jointly implemented with a partner agency and strong validation of claims</i>

2.9 / 5

**Judge Name:** Ma'i Elimat  
**Score:** 2.9  
**Comment:** (1) The applicant didn't provide enough information about the consultation process for nomination the initiative, only information was provided on who was consulted, and it look like the start point begin from the government and the CSOs support this choice. (2) The applicant didn't make any partnership to implement the initiative. (3) the applicant provided minimal validation of claims.

2.8 / 5

**Judge Name:** Salpi Ghazarian  
**Score:** 2.8  
**Comment:** Greater internal government consultation than government-NGO consultations, but countrywide problems identified and tackled nevertheless.

3 / 5

**Judge Name:** Alex Irwan  
**Score:** 3.0  
**Comment:** The "Government 1111 center" has been nominated by Cabinet Secretariat of the Government of Mongolia after extensive consultation with civil society counterparts. The initiative, however, is government run.

3 / 5

**Judge Name:** Gertrude Muguzi  
**Score:** 3.0  
**Comment:** A consultation process for the nomination of this initiative is articulated in the submission but the process for making the final decision is unclear. It merely states that this was the initiative proposed by the Prime Minister.

2.7 / 5

**Judge Name:** Don Don Parafina  
**Score:** 2.7  
**Comment:** A reputable organisation validated the initiative, but there was no indication that it was co-implemented.

**JUDGING CRITERION # 2: DEPTH OF ENGAGEMENT (0-5)**

**Does the initiative provide incentives for the participation of citizens and offer direct, innovative channels for citizens to engage with government?**

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Offered no incentives for participation; provides basic information to citizens but no avenues for real engagement to influence policy/service design or implementation; doesn't define a target population</i>	<i>Provided few incentives for participation; obtained basic feedback from some of its target population; however, did not indicate how feedback would be used</i>	<i>Demonstrated sufficient incentives for participation; created indirect ways to solicit citizens' aspirations; strived to exceed the intended level of engagement of its target population</i>	<i>Created reliable ways to incentivize participation; used direct and innovative ways to get citizen feedback; secured participation of at least half of target population</i>	<i>Employed compelling measures to incentivize participation; used direct and innovative methods to partner with citizens in decision-making; reached an ambitious level of engagement with its target population</i>

5 / 5

**Judge Name:** Ma'i Elimat  
**Score:** 5.0  
**Comment:** (1) The applicant has taken different measures to incentivise citizens' participation, taking into account the different facilities and capabilities of each citizen. it was innovative. (2) the processing of the citizen's feedback is highly appreciated, especially broadcast it on national TV channels weekly and using all other media approaches. (3) I believe this initiative has provided comprehensive and varied measures to make most of target population engaged.

4.2 / 5

**Judge Name:** Salpi Ghazarian  
**Score:** 4.2  
**Comment:** Created reliable ways to make participation possible. Given the absence of such mechanisms earlier, incentives were perhaps not necessary. The simple offering of various technological communication mechanisms, simplified, and providing easy access, might be incentive enough.

4.3 / 5

**Judge Name:** Alex Irwan  
**Score:** 4.3  
**Comment:** The initiative of the government to use new communication technologies to overcome the barriers of distance and costs for nomadic citizens living in remote areas to send in requests, complaints, concerns, feedback, inquiries, and compliments is remarkable. It allows the government to improve services and provides rapid responses to address the urgent needs of the people that previously didn't have access to government policies and services.

3.2 / 5

**Judge Name:** Gertrude Muguzi  
**Score:** 3.2  
**Comment:** The initiative was targeted at a segment of the population that was difficult to reach. A direct hotline is an interesting, direct and effective way to address this problem given the high mobile phone coverage rates in Mongolia. The target rate was the rural population which is about 1.5 million people. The number of people who have used the hotline was 95,000. While this falls short of the target population, not all of the target population would want to engage or would necessarily have something to say to government. It should also be noted that participation has increased by 80% in 2 years.

3.7 / 5

**Judge Name:** Don Don Parafina  
**Score:** 3.7  
**Comment:** The system has effectively attracted citizens' participation. Defining the process of analysing the feedback and response will deepen the engagement.

**JUDGING CRITERION # 3: EVIDENCE OF RESULTS (0-5)**

**Did citizen engagement influence the design or delivery of government policy and services? Is there any evidence of concrete benefits to citizens and the government as a result?**

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows that citizens may be informed but provided little to no evidence of change in public policy or service</i>	<i>Nominally influenced a public policy or service; and shows some benefits to citizens as a result</i>	<i>Sufficiently changed a public policy or service; and demonstrated reliable benefits to citizens as a result</i>	<i>Significantly influenced a public policy or service; resulted in compelling benefits to citizens and the government</i>	<i>Transformed a public policy or service; set new standards for the relationship between government and citizens; resulted in concrete benefits for both</i>

4.3 / 5

**Judge Name:** Ma'i Elimat  
**Score:** 4.3  
**Comment:** (1) I believe this is a unique initiative that really respond to the citizens' needs and help them to make their life easier. in addition, it helped the government rethink about their decisions and policies and reserve their resources. (2) The applicant provided strong and clear evidence of concrete and on ground outcomes that is transformative and beneficial for both sides; government and citizens.

3.5 / 5

**Judge Name:** Salpi Ghazarian  
**Score:** 3.5  
**Comment:** The impact appears to be on public services, not on public policy. Still, this is an important component in public-government interaction.

4.7 / 5

**Judge Name:** Alex Irwan  
**Score:** 4.7  
**Comment:** Although evidence regarding improvement of better services for the nomadic citizens living in the isolated areas has not been identified, there are evidences of benefits received by other citizens such as local vegetable growers, district households that have no heating infrastructure in Ulaanbaatar, and improved primary school system.

4.8 / 5

**Judge Name:** Gertrude Muguzi  
**Score:** 4.8  
**Comment:** Given the geographical nature of Mongolia and its population distribution, it is not surprising that this initiative has been groundbreaking. The government managed to list at least five ways in which information from the hotline has caused it to change the way it delivers services to people several of which are shown to have significant concrete benefits to citizens. People who had no way of reaching government easily for basic essential services are now able to access these services.

3 / 5

**Judge Name:** Don Don Parafina  
**Score:** 3.0  
**Comment:** It would be helpful to know how the 95,000 requests had been processed and how five instances of government responses were arrived at. The percentage of resolved feedback would demonstrate how reliable the system is in facilitating government-citizen engagement. Best also to have complete information on the government agencies' response time on each feedback and set criteria for the quality of the response and citizens' satisfaction over the response.

**JUDGING CRITERION # 4: SUSTAINABILITY (0-5)**

**Does the applicant make a compelling case that the initiative will be institutionalized or scaled-up over time?**

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Demonstrates few plans in moving the initiative beyond the pilot stage; does not address any potential threats or challenges to the initiative</i>	<i>Shows some commitment to institutionalizing the initiative; but presents unrealistic ways of managing challenges faced by the initiative</i>	<i>Lists activities to institutionalize the initiative; but only somewhat addresses how challenges will be addressed</i>	<i>Outlines a clear path to either institutionalize or scale-up the initiative; makes a good case on how potential challenges will be addressed</i>	<i>Presents a durable model that can be institutionalized and/or scaled-up; makes a compelling case for how challenges will be managed</i>

4.3 / 5

**Judge Name:** Ma'i Elimat  
**Score:** 4.3  
**Comment:** The applicant clearly outlined a path to scale up, disseminate the initiative and get more citizen's engaged (users). One challenge was presented and solution was anticipated. I would however, strongly recommend further risk plan on other challenges that may face the initiative either inside the government or from the citizens and find solutions. of course such plan would be developed much better with citizens engaged in the process.

3.7 / 5

**Judge Name:** Salpi Ghazarian  
**Score:** 3.7  
**Comment:** On the one hand, the continuing availability of each communication mechanisms will lead to greater use and penetration in the population. On the other hand, it is not clear if government is able to handle additional interaction and new expectations.

4.4 / 5

**Judge Name:** Alex Irwan  
**Score:** 4.4  
**Comment:** "Government 1111 center" initiative has become a model for local governments and each of 21 provinces has started operating its own 1111 service centers. To promote sustainability, the Cabinet Secretariat of government has proposed a "Free of charge service" to provide better accessibility for the citizens.

4.5 / 5

**Judge Name:** Gertrude Muguzi  
**Score:** 4.5  
**Comment:** Currently 1111 is a chargeable service and landline rates apply. This makes the initiative very cheap for government to run. It also limits accessibility of the service to those who can afford the phone call and will limit how long people have to state their problem. The plans to make this a toll free phone line will increase access to those who wouldn't otherwise use the service. The initiative has been running for 2 years. The extent to which this service is essential to many of its users will make it very difficult for government to remove this service if it chooses to do so. will determine 1111's sustainability assuming that people now having services on a consistent basis it would be politically untenable to remove it. The challenge of reach is mentioned and plans to make the service toll free, a sign language service, a chat service, and in-person home visits are what is proposed to address this.address this.

3.6 / 5

**Judge Name:** Don Don Parafina  
**Score:** 3.6  
**Comment:** System is easy and its local adoption is happening. Gaps in the process of analysing the feedback and response don't allow an objective view of how potential challenges could be addressed.