

SMART GOVERNMENT II PROJECT GRIEVANCE REDRESS MECHANISM SEMI-ANNUAL SUMMARY REPORT

January 02, 2025 - June 30, 2025

This is the 2025 first Semi-Annual Summary Report of the Smart Government II Project Grievance Redress Mechanism (GRM). This report provides details of all complaints received between January 02, 2025 - June 30, 2025. The Smart Government II Project GRM aims to identify and record concerns of communities and stakeholders potentially affected by Smart Government II Project-related activities, implement a timely and responsive approach to resolving grievances, and demonstrate transparent monitoring and reporting of concerning issues.

The Smart Government II Project PIU registers all issues of concern reported to it and decides whether they are related to Smart Government II Project activities and warrant further investigation, or whether to treat them as unrelated complaints that don't need follow-up actions. If an investigation is warranted, the Smart Government II Project PIU facilitates an assessment and consultations with the complainant with the aim of achieving agreed mitigating actions. A complainant may lodge an issue at any time to the World Bank Grievance Redress Service (WB GRS) or escalate an issue to the World Bank Inspection Panel (WB IP).

This six-monthly report aims to monitor and disclose complaints received by the Smart Government II Project GRM and is drafted according to the following guidelines:

- The report summarizes the number and type of complaints received;
- Identifies the current status as:
 - Unrelated: complaint or issue is not linked to the Smart Government II Project or is the responsibility of the Smart Government II Project PIU to address;
 - Resolving: complaint has been registered and is under review or actions are being taken to address it;
 - Resolved: actions have been taken and provided to the complainant;
- Identifies the number of days from registration until the resolution of the complaint;
- Identifies the ratio of grievances received to grievances addressed;
- Maintains the confidentiality of complainants' identities.

In the first half year of 2025, the Project received 4 feedback through 4 channels (by email, phone calls and through the Project's social platform). 4 grievances were addressed and resolved. Questions and clarifications related to the Smart Government II project and/or the responsibilities of the project's PIU have been provided with information and guidance on where and whom to contact regarding the relevant issues. The ratio of total grievances received, to those with resolved was 4:4 (100% resolved).

Summary of feedback/grievances Received

Period	Status	Number
The first half year period (2025.01.02-2025.06.30)	Unrelated	Total: 0
	Resolving	Total: 0
	Resolved	Total: 4 Source: Email - 1, phone - 2, Social platform /viber/ - 1 Type: question - 1, requests - 3
Total: 4		

Summary of grievances addressed

No.	Date received	Registered No.	Type	Summary of issue	Summary of actions taken	Status, Date resolved, period of resolving process /working days/
1	2025.01.23	202501	Request	On January 21, seniors from the Ministry of Digital Development, Innovation and Communications were invited to participate in the closing ceremony of the "Digital Skills Enhancement Program for Senior Citizens /SilverIT/". On his part, he proposed to share the program's user guide through the Facebook group 'The Historical Journey and Memories of the Digital Core Network of Information and Communication Technology,' which he personally manages, in order to reach a wider audience of senior citizens. He also expressed an interest in collaborating with the program in connection with his ongoing research project.	User Guide was sent via email along with a message of appreciation from PIU. A proposal to collaborate on the research project was also shared with Ms. D. Selenge, Specialist at the Policy and Planning Department of MDDIC and the Senior Officer of MDDIC. In response, the Ministry acknowledged the message and indicated that they would follow up accordingly.	Date resolved: January 23, 2025 Within the same day
2	2025.01.13	202502	Request	The leadership of MITA NGO held an online meeting with the officials and experts responsible for World Bank-	In accordance with the directive from the Ministry of Digital Development, Innovation and	Date resolved: January 29, 2025

				related matters. During the meeting, it was mentioned that they would like to obtain information from the Project Implementation Unit and explore opportunities for collaboration. As a result, the leadership of MITA NGO has submitted a request to meet with the PIU and share their ideas and proposal for cooperation.	Communications to organize an online meeting on January 29, 2025, the meeting was successfully held. During the session, the Project Coordinator provided an overview of the project and shared information on the sources where open tenders are announced.	Within 12 working days
3	2025.05.05	202503	Question	The applicant who submitted documents to the Ministry in response to the open announcement for the selection of a Project Management Specialist contacted by phone to inquire about the current stage of the evaluation process and when the assessment would be conducted and the results announced.	The evaluation is currently being conducted at the Ministry of Digital Development, Innovation and Communications. Since the Project Implementation Unit does not have detailed information, PIU advised to contact the Ministry directly at 51-266114 to obtain updates on the process officially.	Date resolved: May 5, 2025 Within the same day
4	2025.05.15	202504	Request	Following the announcement for the Procurement Specialist position at the Project Implementation Unit posted in the Unified Projects Group on viber, the applicant reached out via Viber expressing interest in submitting her materials. However, as she is currently in a rural area, they requested to submit their documents electronically in advance and deliver the originals in person upon their arrival in the city.	The Project Implementation Unit communicated this matter to the Senior Specialist at the MDDIC, explaining the applicant's situation. PIU facilitated coordination between the applicant wishing to submit materials and the Senior specialist at the Ministry to resolve the issue amicably.	Date resolved: May 15, 2025 Within the same day