

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

July 01, 2025 – December 31, 2025

This is the 2025 second Semi-Annual Summary Report of the Smart Government II Project Grievance Redress Mechanism (GRM). This report provides details of all complaints received between July 01, 2025 – December 31, 2025.

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 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.
- Identify the number of days from registration until the resolution of the complaint.
- Identify the ratio of grievances received to grievances addressed.
- Maintains the confidentiality of complainants' identities.

- In the second half year of 2025, the Project received 4 feedback through 3 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).
- During the reporting period, a total of 3 complaints were submitted in relation to the procurement process for the selection of contractors for 3 subprojects (one complaint per subproject). All complaints were reviewed, responded to, and resolved in accordance with the applicable procedures and regulations.

Smart government II project grievance redress mechanism

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 consultation 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).

Channels:

Phone: +976-51-261068

Web site: www.smart.gov.com

Email: info@smart.gov.com

Facebook: smartgov2mongolia

Project Implementation Unit address:

Ulaanbaatar city, Chingeltei district, Khoroo 1, Telecom Mongolia service Hall, Central Post Office Building, 2nd floor, Room No 201.

Summary of grievances addressed

No.	Date received	Registered No.	Type/channels	Summary of issue	Summary of actions taken	Status, Date resolved, period of resolving process /working days/
1	2025.07.01	202505	Question/ Facebook page	Our organization operates in the field of information technology and expresses its interest in collaborating with the project	Resolved The relevant links and channel addresses were provided. As project-related activities are publicly announced, interested parties may obtain relevant information and participate accordingly. Updates are regularly posted on the project's Facebook page and official website under the 'News and Information' and 'Active Tenders' sections. Domestic tenders are announced through the government procurement portal (tender.gov.mn), while international tenders are published on the World Bank's website.	Date resolved: July 01, 2025 Within the same day
2	2025.07.28	202506	Question/ Facebook page	Requested to get information concerning the progress of the recruitment process for staff of the Project Implementation Unit (PIU).	Resolved The contact details were shared.	Date resolved: July 28, 2025 Within the same day
3	2025.10.08	202507	Question	Within the framework of the "National Digital Ambassador" program, which aims to enhance the digital skills of senior citizens, the "Digital Skills Development Guide for Senior Citizens" has been prepared. Director of the NGO "Zuv Togtoltsoo", has submitted a request via phone to download the electronic version of the guide and present it to seniors during the upcoming meeting dedicated to the Senior Citizens' Day celebration.	Resolved A response was provided at that time, answering that it would be possible to present to senior citizens. Please see as below link. https://www.smart.gov.mn/mn/brochure/10	Date resolved: October 08, 2025 Within the same day
4	2025.12.18	202508	Request	Within the framework of the "Smart Governance II" project, we would like to organize a meeting to exchange views on how World Vision International can contribute to and collaborate on measures and objectives aimed at increasing accessibility and participation of citizens, particularly target groups.	Resolved Upon receiving the request, the project coordinator held a meeting with the representative of World Vision International and provided the necessary information.	Date resolved: January 09, 2026 Within 14 days

Summary of feedback/grievances Received

Period	Status	Number
The first half year period (2025.01.02-2025.05.15) Total: 4	Unrelated	Total: 0
	Resolving	Total: 0
	Resolved	Total: 4 Source: - Email - 1 - phone - 2 - Social platform /viber/ - 1 Type: - Question - 1 - Requests - 3
Period	Status	Number
The second half year period (2025.07.01-2025.12.31) Total: 4	Unrelated	Total: 0
	Resolving	Total: 0
	Resolved	Total: 4 Source: - Email - 1 - Phone - 1 - Social platform - 2 Type: - Questions - 3 - Request - 1
Period	Status	Number
A year period (2025.01.02-2025.12.31) Total: 8	Unrelated	Total: 0
	Resolving	Total: 0
	Resolved	Total: 8 Source: - Email - 2 - Phone - 3 - Social platform - 3 Type: - Questions - 4 - Requests - 4