

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

July 01, 2024 - December 31, 2024

This is the 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, 2024 - December 31, 2024. 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, since the establishment of the Smart Government II Project PIU in 2024, the Project has received 16 feedback through 4 channels (by email, phone calls, in-person, and through the Project's Facebook page). 7 out of 16 grievances were unrelated to the project and the remaining 9 grievances were addressed and resolved. Questions, clarifications, and complaints (9) that were not 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 9:9 (100% resolved).

In the second half year between July 01, 2024 - December 31, 2024, the Project received 16 feedback through 4 channels (by email, phone calls, official letter, and through the Project's Facebook page). 0 out of 16 grievances were unrelated to the project and all 16 grievances were related and addressed. Questions, clarifications, and complaints that were 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 15:16 (93% resolved).

#### *Summary of feedback/grievances Received*

Period	Status	Number
The second half year period (2024.07.01-2024.12.31)  <b>Total: 16</b>	Unrelated	Total: 0
	Resolving	Total: 1 Source: Official letter-1 Type: complaint-1
	Resolved	Total: 15 Source: Official letter- 1, email - 3, phone - 3, Facebook comment - 8 Type: questions - 9, complaints - 1, requests - 5
The first half year period (2024.01.15-2024.06.30)  <b>Total: 16</b>	Unrelated	Total: 7 Source: Project's e-mail - 7
	Resolving	Total: 0
	Resolved	Total: 9 Source: In person - 2, email - 3, phone - 3, Facebook comment - 1 Type: questions - 5, complaints - 2, requests - 2
During the entire period (2024.01.15-2024.12.31)  <b>Total: 32</b>	Unrelated	Total: 7 Source: Project's e-mail – 7
	Resolving	Total: 1 Source: Official letter-1 Type: complaint-1
	Resolved	Total: 24 Source: In person – 2, official letter-2, email- 6, phone – 6, Facebook– 8 Type: questions – 14, complaints – 3, requests – 7

***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	September 11, 2024	17/2024	Request	In preparation for the upcoming World Bank mission, the project implementation unit reached out to the consultants to inquire if there are any proposals to be included in the meeting agenda. In response, a proposal was submitted to address the slow payment process for contracts signed with individual consultants, with the aim of improving the efficiency and timeliness of payments. If resolving this issue is not feasible during the mission, we would like to propose implementing flexible working hours or allowing the possibility of consultants taking on additional work simultaneously to alleviate the financial challenges caused by payment delays.	The project coordinator sent an email in response to the above request. Regarding the issue of the slow payment process of the contract, it is regulated by the 4th Regulation of the Minister of Finance of 2021, so it is not considered a problem to be solved by the World Bank. Regarding the June and July payments, the structure of the MDDIC has changed, the officials authorized to sign have been assigned to other positions and replaced. Payments are pending for legitimate reasons such as the management reviewing the project work and getting to know each job in detail. Therefore, the officials of the MDDIC and the Ministry of Finance have a proposal to hold a meeting to familiarize themselves with the work of the consultants, to discuss the work to be done within the framework of the contract, and how to monitor and verify the contract.	Date resolved: September 16, 2024 In 4 working days
2	September 11, 2024	18/2024	Request			
3	September 12, 2024	19/2024	Request			
4	October 6, 2024	21/2024	Question	Inquired about how to participate and register for the DNA training to increase the digital skills within the framework of the program.	PIU have provided training details including the contact phone number of the program registration consultant and sent a registration link.	Date resolved: October 6, 2024 and October 7, 2024 Within the same day
5	October 7, 2024	22/2024	Question			
6	November 25, 2024	26/2024	Complaint	Official letter No. 24/0794 of November 25, 2024, participating in the tender for the renewal of the root certification of the national public key infrastructure system of Mongolia, component 2.2.3.1 of the Project, and the official letter of the	On December 6, 2024, the MDDIC responded with official letter with detailed explanation.	Date resolved: December 06, 2024 In 9 working days

				rejection of the tender submitted by the MDDIC for not meeting the requirements and the tender selection process filed a complaint that it was not implemented accordingly.		
7	December 18, 2024	30/2024	Complaint	On December 18, 2024, in Official Letter No. 01/77, the organization expressed its willingness to participate in the tender for the renewal of the root certification of the national public key infrastructure system of Mongolia under Component 2.2.3.1 of the Project. However, it raised concerns that some requirements were overly restrictive, limiting competition, and requested that opportunities be provided for other organizations to participate.	The MDDIC sent Official Letter No. 01/1322, dated December 24, 2024, to DLP LLC, indicating that an official response will be provided within the timeframe specified in the regulations.	Resolving
8	December 19, 2024	31/2024	Question	Inquired about the process for obtaining tender documents for the renewal of the root certification of the national public key infrastructure system of Mongolia within the framework of the "Smart Government-2" project.	The phone number and related information were received and forwarded to the procurement specialist.	Date resolved: December 19, 2024 Within the same day
9	December 30, 2024	32/2024	Request	The Civil Aviation Authority of Mongolia contacted the PIU and requested cooperation with the DNA training by submitting the training program to their Senior Citizens' Committee.	After obtaining the name and phone number of the Civil Aviation contact person, the information was provided to the consultants responsible for the training. The consultants subsequently organized the training on January 9, 2025.	Date resolved: December 30, 2024 Within the same day

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