Factsheet

SWISS AGENCY FOR DEVELOPMENT AND COOPERATION IN MONGOLIA

Updated in April 2021

Implemented by:

GOVERNMENT OF MONGOLIA

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Swiss Agency for Development and Cooperation SDC

MAINSTREAMING SOCIAL ACCOUNTABILITY FOR IMPROVED TRANSPAPENCY AND PARTICIPATION IN MONGOLIA

FACTS

Duration:
2020-2023

Budget:
- SDC: CHF 2 million
- Global Partnership for Social Accountability (GPSA): USD 0.4 million

Target groups:
- Mongolian citizens and users of public services of the 21 provinces and all districts of Ulaanbaatar capital city
- National and local civil society and tech savvy organisations, community groups
- National government institutions (MOF, MOH, MOES and other relevant line ministries including the Cabinet Secretariat)
- Local governments and public service providers (in 21 provinces and Ulaanbaatar City districts)
- Media
- Academia

BACKGROUND

Mongolia has made a good progress in its economic and political transitions during the past two decades. The country's growth, however, is yet still to be fully translated into improved public service delivery for all, particularly the poor and vulnerable groups. Efforts to strengthen the capacity of Mongolia's already vibrant civil society to engage and hold the government accountable were supported under the 1st phase of the project Mainstreaming Social Accountability in Mongolia (MASAM, 2016-2020). The project demonstrated the potential of collaborative social accountability mechanisms to ensure better services at the local level. However, effective management, use, and monitoring of public funds at the national and local level need to be further strengthened in order to help transform the delivery of health services, as well as to improve public investment management in the country. To this respect, innovations in Information and Communications Technologies (ICTs) for establishing two-way communication (Government-Citizens) and generating feedback from citizens have increasingly become a feature in facilitating efficient citizen engagement with the government.

Building on the capacity developed during the implementation of the 1st phase of the MASAM Project, the current follow-on and exit phase proposes a more integrated approach aimed at interlinking public policy-making processes with monitoring of expenditure allocations and service delivery results at the local level. Accordingly, this phase will aim to strengthen both civil society and public sector agencies' capacities to generate information/ data and to monitor the policy-making and implementation processes, with an emphasis on the links between (i) policy planning and implementation, including frontline health service delivery and (ii) budget planning.

GOAL

Social Accountability is mainstreamed across all 21 Mongolia's provinces and the city of Ulaanbaatar, contributing to better service delivery and investments through effective use of public funds in key sectors (e.g. health, education).

Key results and insights from previous phases

- Access to education services improved by 12% and health services by 6% in 10 Mongolian provinces and 3 districts of the capital city (out of 21 provinces and 9 districts).
- National Academy of Governance introduced SA certification programs.
- Implementation of the procedure on public policy evaluation streamlined with support from MASAM.
- Number of Civil Society Organisations (CSOs) with proven SA project implementation experience increased by 30.4%.
- In total, 18 cooperation agreements signed and implemented between and/or with citizens to promote disclosure and participation.
- Open Government Partnership's Action Plan 2019- 2021 of Mongolia is approved.

PROJECT Outcomes

1. Information is accessed and used by citizens to monitor the use of public funds, by operationalizing the collaborative and sustainable web-based public platforms.
2. Institutional and citizens' capacity in monitoring the health service delivery and public investment is strengthened.
3. Coordination and institutional capacity at policy level (staff of Cabinet Secretariat, Ministry of Finance, Ministry of Health, local level authorities, public sector agencies) are improved.
4. Adaptive Knowledge & Learning is promoted.

MAIN ACTIVITIES

- Organization of hackathons and competitions for the design of citizen's interfaces for improved public outreach and citizens' feedback in the health sector and public investment projects (including methodological notes for the Ministry of Health and the Ministry of Finance).
- Creating capacity in CSOs and citizens to conduct participatory monitoring of budget allocations and service delivery outcomes using ICT-based participatory platforms as well as social accountability tools such as budget literacy and analysis and the relevant data collection, data use, and re-use.
- Capacity building to CSOs and citizens in the use of the social accountability tools at the aimag/soum/district level to help raise citizens' awareness.
- Technical assistance, based on international experience and best practice, to help build the capacity of Mongolia CSOs to enable coordination and collaboration with selected stakeholders in problem-solving and cross-sector programming, including the development of guidelines, dashboards, and automatic update mechanisms.
- Knowledge sharing for monitoring, evaluation, and learning mechanisms, including adaptive management and learning process to regularly adjust project implementation based on experience and contextual circumstances as well as to generate knowledge and learning for targeted external dissemination amongst key stakeholders.

Implementing partners:

- The Cabinet Secretariat (CabSec)
- Ministry of Finance (MOF)
- Ministry of Health (MOH)
- Ministry of Education and Science (MOES)
- Municipality of Ulaanbaatar City
- National and local CSOs, Tech-savvy organizations, academic and media institutions
- National and local government focal points
- Local governor's offices in the districts of Ulaanbaatar and 21 aimags local citizens' representation

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