

# DIGITAL TRANSPARENCY INDEX 2023

for Government Organizations

Monitoring report



The "Government Organization's Website Transparency Index 2023: Monitoring Report" was initiated by the IRIM Research Institute for the 12th year.

Please indicate the source from which the results of the monitoring report will be used.

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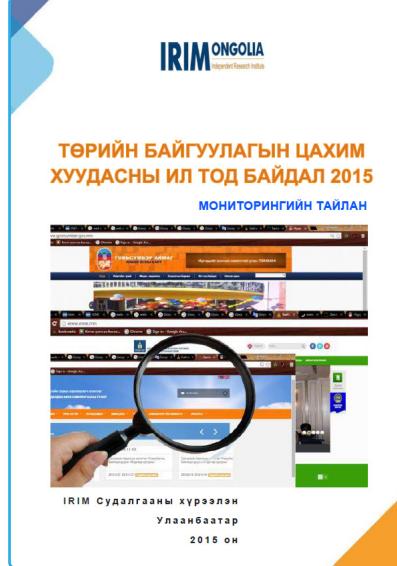
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## PREVIOUS REPORTS OF GOVERNMENT ORGANIZATION'S WEBSITE TRANSPARENCY MONITORING



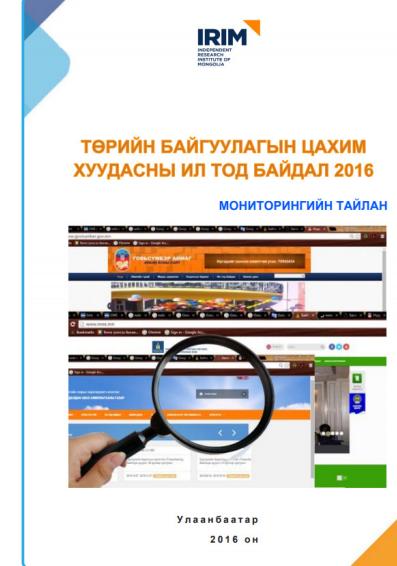
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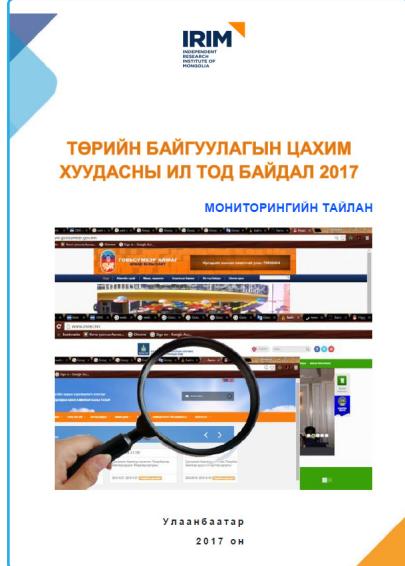
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ЦАХИМ ИЛ ТОД БАЙДАЛ  
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## Background

Following the introduction of automation, the 19th century marked the beginning of a revolution in many industries. Today, in the Fourth Industrial Era, digitalization based on artificial intelligence (AI) has become an integral part of our daily lives. The use of information and communication technologies (ICT) is rapidly transforming the world, reshaping public, private, and business sectors alike. Advancements in ICT make information transparent, accessible, and available in a timely manner, regardless of space or geographic location.

All sectors have been compelled to adapt to the rapid changes brought about by advancements in ICT, and the social sector is no exception. In particular, government organizations often lag behind in embracing innovative changes and transition slowly. ICT plays a critical role in improving the accessibility of public information and holds government organizations accountable and transparent. Therefore, virtual government services require regular review and assessment to enhance their effectiveness.

Introducing e-governance, the United Nations has actively assisted its member countries in integrating digital technologies into public administration. Since 2002, the United Nations has bi-annually released the results of the E-Government Development Index (EGDI) for all its 193 member countries. In 2022, Denmark topped the ranking, followed by South Korea and Finland, with a score of 0.9717. Mongolia's ranking has shown improvement over the years, moving from 84th in 2016 to 74th in 2022, making it one of the four countries that demonstrated the fastest progress in EGDI.

The use of ICT in delivering government services was formalized with the adoption of the E-Mongolia National Program in 2004 as part of the im-

plementation of the Medium-term State Strategy (2005-2012) on ICT. Under this program, an e-Government Master Plan was developed to create citizen-centered, efficient, and one-stop government services. Government organizations were mandated to have a website, and every citizen was to have an email for accessing government services digitally. In 2008, Government of Mongolia (GoM) Resolution No. 143, Indicators for Transparency, was approved, ensuring transparency in government organizations by mandating the disclosure of information on their websites. This resolution was incorporated into Chapter Two of the Law of Mongolia on Information Transparency and Right to Information in 2011 and remained effective until 2022.

The Independent Research Institute of Mongolia (IRIM) developed the first methodology for assessing the implementation of the law in 2010-2011 and has been releasing the transparency index annually since 2014. The methodology, based on legal monitoring, remained consistent until 2018 when it was modified to include two new domains (legal environment and organizational capacity), making the index internationally comparable.

In recent years, the Government of Mongolia (GoM) has intensified its efforts in advancing e-governance, establishing implementation structures, and adopting major policies and measures. For instance, the Digital Policy Standing Committee was established in 2019, and the Public Information Transparency Law became effective on May 1, 2022. This law incorporates existing ideas from previous legislation and expands them further according to the focus areas of relevant organizations. However, categorizing information as 'open,' 'partially open,' and 'closed' may pose risks to the information disclosure process.

The GoM has made strategic efforts to become a 'Digital Nation' between 2021 and 2024. Additionally, it declared 2023-2024 as a year to combat corruption and initiated five main operations, including the Whistleblowing Operation, Wiping-out Operation, Wasp Operation, Wealth Operation, and Wide-Open Operation. The Ministry of Digital Development and Communications (MDDC) is responsible for implementing the Wide-Open Operation, focusing on accelerating digital transition, ensuring transparency in public organizations, eliminating bureaucracy, and making tenders publicly open. Various activities are planned under this operation to achieve these objectives.

- To accelerate the digital transition, ensure the transparency of public organizations, eliminate bureaucracy, and to make all kinds of tender publicly open;
- To transform the state-owned companies into public companies with public oversight and to appoint a skillful management team;
- To enhance the legal environment of political parties, make political and political parties' funding transparent, and to improve of multi-party, democratic parliamentary power with fair competition.
- To create an ethical and fair competitive environment and support clean and transparent business.

The process of enhancing the accessibility of public information from government organizations intensified with the launch of the platform [www.shilen.gov.mn](http://www.shilen.gov.mn) on March 27, 2023, accompanied by the slogan "Your State - You Control." Serving as a one-stop shop, this platform provides access to all information provided by responsible administrative organizations, enabling the public and media to hold government organizations accountable. This initiative represents one of the most efficient efforts to make government information accessible to the public.

In 2022, IRIM updated the Digital Transparency Index (DTI) methodology following the adoption of

the Public Information Transparency Law 2022. Despite modifications to the methodology, the findings and results of the index remain comparable to those of previous years, as the overall framework of the methodology was retained.

# 1. Methodology

## 1.1. Goals and objectives of the index

Through the Digital Transparency Index (DTI), IRIM aims to quantify openness and transparency of the digital information of government organizations and inform further improvements.

The DTI enables to:

- measure and rank the level of digital transparency of government organizations,
- do yearly comparisons, and
- provide recommendations for further improvement.

The index allows the comparison of each organization by their strengths and weaknesses. We highly recommend the organizations surveyed use the index as an opportunity to learn from other organizations' experience, recognizing their capacity and challenges to disclose digital information and incorporating the results and findings into their strategies.

DTI presents the findings and results of the following organizations surveyed.

**Figure 1**  
Government organizations surveyed in the DTI



## 1.2. Scope of the index

Transparency is pivotal to fight against corruption, improve governance and accountability. An informed citizen means an empowered citizen, which is a prerequisite for good governance and democracy, where human rights are enjoyed. Therefore, freedom of information is the basis of citizens' actions to monitor and hold the government accountable.

Article 16 of the Constitution of Mongolia (1992) adopted specifies the basic human rights and freedom and Clause 17 of the Article specifies that the citizen of Mongolia shall have the right to seek and receive information on any issues, except which the State and its organs are legitimately bound to specifically protect as relevant secret. For a country with a democratic system, the clause declares the legal basis for the state transparency and citizens' right to information.

In most cases, the right to information and transparency tend to be interchangeably used even though they are not the same. Governments of many developing countries do not disclose the state information to the public and interested parties as much as needed. The GoM also exercises this, classifying the information under three categories, namely open, partially open and closed within the framework of the Public Information Transparency Law.

Known as proactive disclosure, it is meant to inform citizens of information that allows them to hold the government accountable as the government gives their citizens as much access as possible to information on its own initiative. This ensures measurability and flexibility for necessary improvement. The use of ICT in information disclosure ensures the privacy of the internal information sources and control the loss of information. An article released by the World Bank highlighted the importance of the active dissemination of information in ensuring the citizens' right to information as they live in an era where information technology has become

a part of their life. In this article, rule of law, accountability, access to service and participation are named as top influential factors (Darbishi, 2010). They serve as a support system for both the active dissemination of information within and between government agencies and the right to request and receive information.

According to the United Nations Economic and Social Commission for Asia and the Pacific's definition, transparency is that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. Thus, a level of transparency in many studies and indices is measured by the extent of information disclosed. However, the basic concept of transparency lies in the idea that government process itself should be transparent.

Transparency rests on partnership: officials must make information available, and there must be people and groups with reasons and opportunities to put information to use (Johnston M., 2004). From this point of view, information transparency has both supply and demand aspects. The demand for information disclosure is the set of information necessary for the public, civil society, media and other stakeholders to access government services, participate in decision-making, and monitor government process. The demand side of information transparency is widely understood as the right to information. On the other hand, the supply side of information transparency is the set of information provided by government agencies for public use. This is what we call transparency. On the other hand, using ICT to make information open and accessible in electronic form can be defined as digital transparency.

According to these definitions, the focus is on the process of creating transparency as an continuous process rather than an outcome as information disclosure. In other words, assessing the information transparency is not about as-

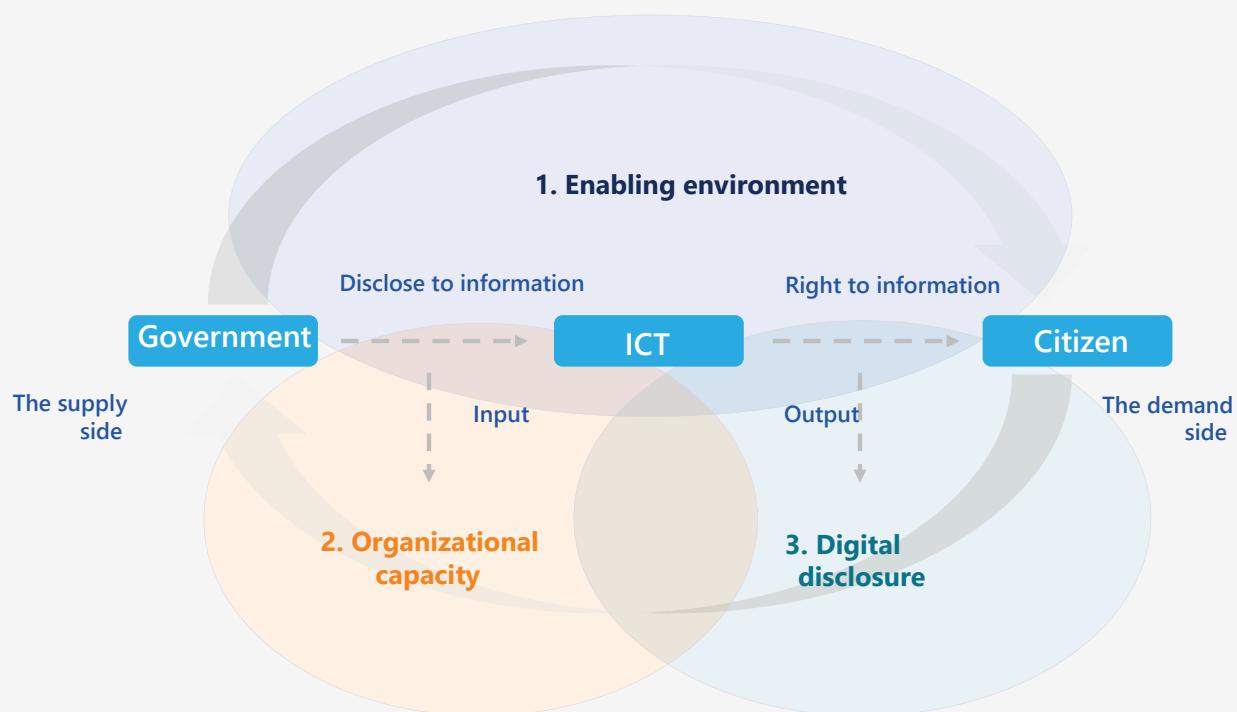
sessing the results of the government performance but about assessing an environment for disclosing information, the government capacity to ensure the implementation, and lastly completeness, user-friendliness and accessibility of the information disclosed. DTI released by IRIM is an effort to comprehensively assess whether i) the legal framework that ensures the right to access information is in place, ii) the capacity of the government organizations responsible for disclosing information, and iii) whether digital information disclosed is complete and timely manner, meeting the public needs.

As the scope of the methodology does not include explanation for the trends observed in transparency, the DTI only provides quantified information about the existing level of transparency of the government organizations.

The section below outlines three domains of the DTI.

**FIGURE 2**

*Digital Transparency Index*



The enabling environment domain assesses the country's legal and policy environment for information transparency. The policy environment domains and its corresponding indicators are evaluated at three levels: international, national, and institutional, and include some sectoral indicators. The scores of the corresponding indices are used as a conversion according to the indicators defined at the international level. In addition, it examines the enabling environment of the government organizations to ensure the transparency and openness of information. The DTI shows whether the rules and procedures to implement the policy are available and complied in the organization and how policies are implemented. While the previous methodology gives a single consolidated score, the revised methodology is able to see each organization's performance separately as it examines how each organization ensures transparency.

The domains of organizational capacity is focused on the government organizations' capacity to ensure the transparency. The previous years' assessment results have shown that a level of transparency depends largely on the capacity and resources of the organization. Enabling environment such as availability of the relevant rules and procedures combined with the management leadership have seen to play a critical role to ensure transparency. However, in most cases, lack of process, rules and procedures has hindered the digital transparency.

Thus, it is necessary to take the legal framework of the organization into account of the organization's enabling environment.

Besides readiness of the policy and regulatory documents in an organization, digital transparency is determined by the clarity of internal process of disclosing information and human capacity and their skills and knowledge of handling the technology and how compatible the technology is with information disclosure.

According to the first methodology developed in 2019, the assessment of this domains was based only on the primary data collected from the staff of the organization. The revised methodology is characterized by reducing the subjective influence of the respondents and technological parameters as much as possible as website capacity itself indicates the technological capacity of an organization. The process of digital disclosure and of the human resource was assessed based on both primary and secondary data.

Disclosed information domain focuses more of the output aspect of the information disclosed, or it will assess how accessible the websites are to the citizens and placing importance on open data aspects specified in the Public Information Transparency Law, which are given as follows:

**FIGURE 3**  
*Level of assessment of the policy environment*



- Article 8.8 says that the person responsible for the information shall use the website, bulletin board, and other means of information to provide the public with the information to be kept transparent and open.
- Article 8.12. says that regardless of the use of other means of information, the person responsible for the information must operate the website and bulletin board and fully meet the conditions for viewing Disclosed information on the website.
- Article 8.13 says that in case of disseminating or clarifying Digital disclosure, the source of the information shall be clearly indicated on the website.

Apart from the compliance with the legal phrases regarding readiness of relevant policy documents, we also look at the timeliness of the information disclosed. Besides measuring the extent of information disclosed, we assessed the effectiveness of processes or linkages to ensure access to information and create demand because this aspect of the website will be fundamental to ensure effective communication with the public and disseminate information in a timely manner.

### 1.3. Domain of the index and methodology

Like most indices, the DTI generates a single consolidated score. The index can be presented by national and organizational levels. The DTI is comprised of three domains with 10 sub-domains, 35 indicators and 150 questions. For details, see Appendix 1. Methodology: Indicators and corresponding scores.

Like most indices, the DTI generates a single consolidated score. The index can be presented at both national and organizational levels.

The DTI is comprised of three domains with 10 sub-domains, 35 indicators and 150 questions.

When calculating the DTI, different weight is given to each domain depending on (i) the number of questions in the sub-domains and (ii) degree of importance.

- The DTI is comprised of a total of 150 questions, 57 of which are from policy environment domains, 29 from organizational capacity domains, and 64 from the digital disclosure domain. Thus, these sub-domains are weighted as 38% (57/150), 19.3% (29/150) and 42.7% (64/150).
- As the same weight is given to the importance factor of each three domain, it gives us 33.3% (1/3).

Therefore, the policy environment is calculated at 35.65%. In order words, the number questions determine the weight of the indicator within the DTI.

$$DTI = \frac{1}{l} \sum_{k=l}^k \left( \frac{1}{3} \sum_{n=25}^{A_n} + \frac{1}{3} \sum_{n=5}^{B_n} + \frac{1}{3} \sum_{n=5}^{C_n} \right)$$

*k- Primary Adder Index*

*l- Number of organizations*

*n- Number of indicators*

*A- Enabling legal environment*

*B- Organizational capacity*

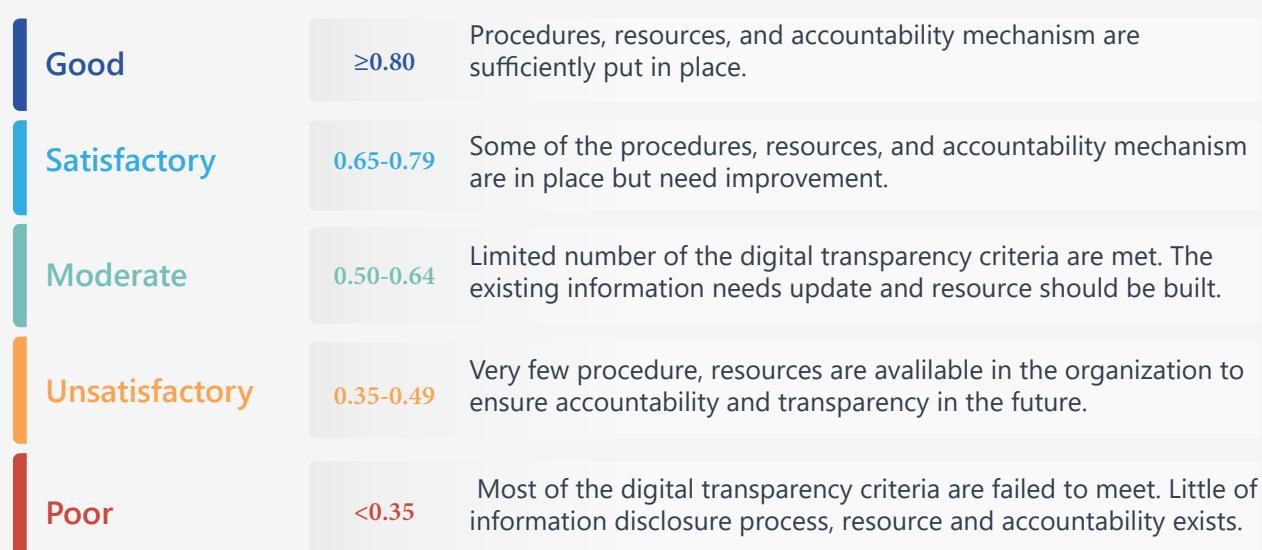
*C- Digital disclosure*

**TABLE 1**
*Indicators and corresponding scores*

Code	Indicator	Total score
<b>E. Policy environment</b>		<b>57</b>
E1	Rights to information (international)	8
E2	Governance (international)	12
E3	Civil society (international)	15
E4	National legal and regulatory documents	14
E5	Organizational level regulation	8
<b>O. Organizational capacity</b>		<b>29</b>
O1	Process and resource to ensure organizational transparency	12
O2	Capacity of the technology	11
O3	Capacity of ICT	6
<b>D. Digital disclosure</b>		<b>48</b>
D1	Disclosed information	39
D2	Communication and accountability	9
<b>Total</b>		<b>150</b>

The index results range from 0 to 100, with higher values indicating better digital transparency of government organizations, and lower values indicating poorer transparency.

The interpretation of the index is summarized in the figure below.

**FIGURE 4**
*Index interpretation*


## 2. Results and findings

### 2.1. Integrated results

In 2023, the level of transparency across 97 government organizations, spanning six types of state and local government, reached 65.2% nationwide, marking a milestone as it attained the level of 'satisfactory' for the first time. While there was only a slight increase from 63.1% in 2022 to 65.2% in 2023 in terms of overall percentage, the transparency level showed an upgrade across categories.

Overall, the transparency level of assessed government organizations reached a combination of 'satisfactory' and 'moderate', totaling 55%, while the remaining 45% fell into the 'unsatisfactory' category. Notably, there were no organizations achieving a 'satisfactory' level above 80% in previous years. However, this year, two organizations attained this level of transparency.

Furthermore, there was a noticeable improvement, as in the previous year, 2% of organizations were assessed as 'unsatisfactory', whereas this year, no organization fell into this category.

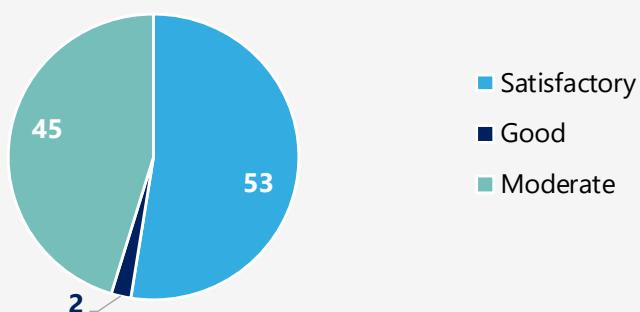
This indicates a notable enhancement in the digital information transparency of government organizations and an improvement in information accessibility.

#### 2.1.1. Changes in transparency index

IRIM initiated the assessment of government organizations' information transparency in 2010 and has consistently conducted these assessments since 2014. As of 2024, this marks the 10th year of assessment. Up until 2018, assessments were based solely on government organization websites, with scores ranging from 'closed' to 'fully transparent'. However, starting in 2019, IRIM began producing a digital transparency index with five levels, incorporating two new domains into the assessment methodology and broadening data sources. Despite modifications to the assessment methodology, comparability and standards have been maintained.

**Figure 5**

*Level of transparency of the government organizations, by %*



**Figure 6**

*Changes in digital transparency, by years*



In 2015, transparency was upgraded from 'unsatisfactory' to 'moderate', and in 2023, it progressed from 'moderate' to 'satisfactory'. Notably, the modified methodology has been applied for the second time since the enactment of the new Public Information Transparency Law. The level of transparency has increased by 2% compared to that of 2022.

In 12 years, the transparency of government organizations has exhibited a gradual increase, albeit with occasional dips. It has been observed that national elections and changes in government structures can impact the level of information disclosure by government organizations.

The transition from 'moderate' to 'satisfactory' transparency can be attributed to improvements in the enabling environment and organizational capacity.

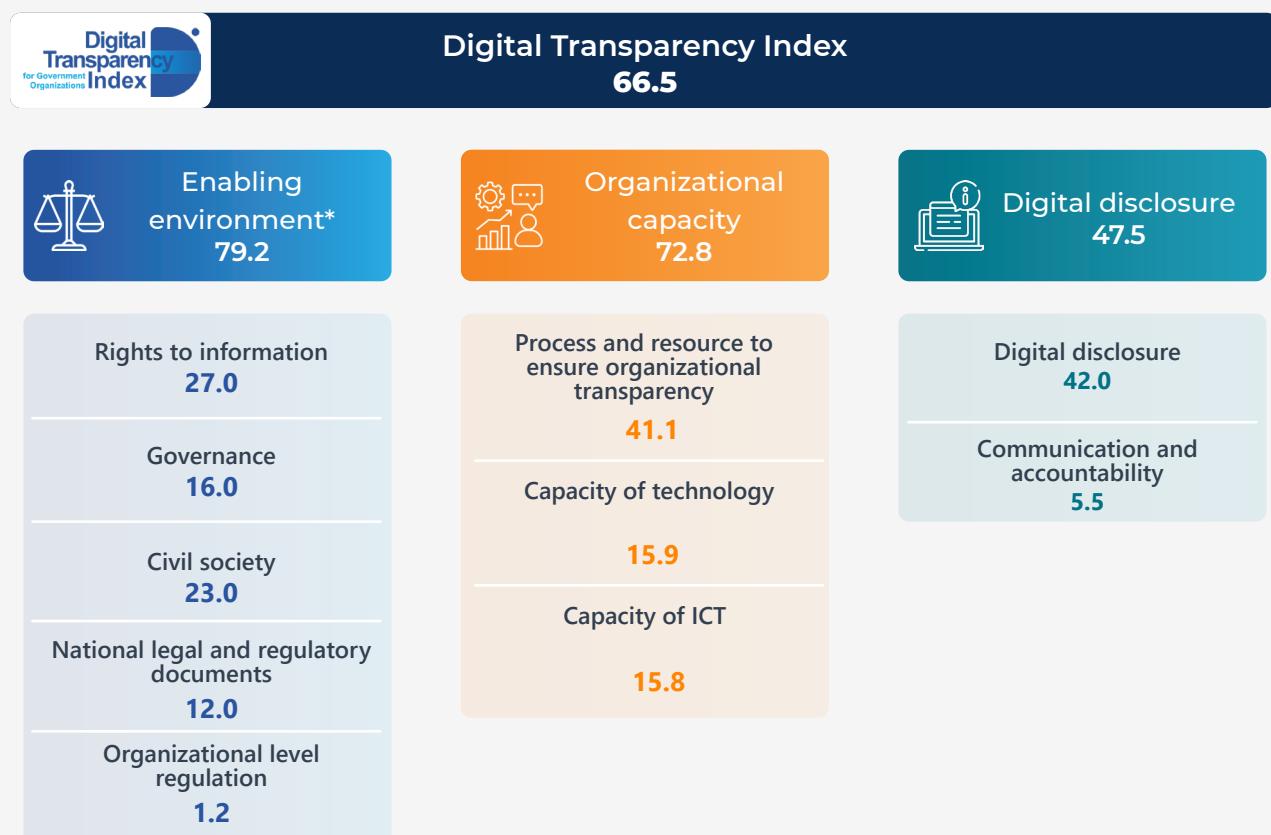
However, digital disclosure has remained at a relatively low level compared to other domains. The enactment of the Public Information Transparency Law has contributed significantly by making 60 categories of information publicly available.

## 2.2. Transparency level by each domain

As mentioned earlier, revisions to the assessment methodology were necessitated by the adoption of the new law, resulting in changes to certain indicators used in previous years. While this has impacted the comparability of results within some sub-domains, the overall integrated results have remained comparable. This consistency was maintained because the overall framework and design of the assessment remained unchanged.

**Figure 7**

Integrated results of the digital transparency, by domains



\* The index of each component is determined by the sum of its subcomponents.

## 2.2.1. An International Comparison of Digital Transparency Index

This section seeks to compare Mongolia's digital transparency at a regional and global level. In doing so, it attempts to shed light on how specific domains and sub-domains of the DTI compare with various global indices which measure similar elements of digital transparency.

While direct comparison between other countries and the DTI as a whole is not possible due to varying methodological approaches, disaggregating the DTI, and comparing it with other indices, nonetheless yields some important insights.

The DTI's Enabling Environment domain assesses the legal and policy framework governing information transparency. There are several global indices which attempt to measure similar policy elements. Firstly, the UN's E-Government Development Index (EGDI) (EGDI 2022) provides a useful point of comparison, particularly when it too is disaggregated.

Most closely related to the DTI's Enabling Environment domain is the EGDI's Online Service Index – particularly the Institutional Framework sub-component. In the Online Service Index, Mongolia ranks 79th globally. However, in the Institutional Framework sub-component, which more closely aligns with the DTI, Mongolia scores a 0.9615 (from a range of 0 to 1).

This is a relatively high score, towards the top of the distribution globally, and close to regional heavyweights China, Japan, South Korea and Singapore (which all score 1).

Another useful index is the World Justice Project's Rule of Law Index (RLI) (WJP 2023). Mongolia ranks 79th in the world in the RLI's Regulatory Enforcement factor, 10th of 15 in the region and 12th of 37 similar income countries. This indicator measures "the extent to which regulations are fairly and effectively implemented and enforced" (WJP 2023).

Here it can be seen that Mongolia ranks roughly in the middle of these indicators globally, although it ranks in the top 25-30% when compared to coun-

tries in its income group. The RLI's Open Government factor also provides useful comparison. Open Government "measures the openness of government defined by the extent to which a government shares information, empowers people with tools to hold the government accountable, and fosters citizen participation in public policy deliberations" (WJP 2023). There is clear overlap with the DTI here, particularly with regards to the Rights to Information and Communication and Accountability sub-domains. Mongolia is ranked 74th in the world for the Open Government indicator (8th of 15 in the region and 9th of 37 similar income countries). Thus the results of the RLI seem to suggest that Mongolia is above average for its income group, and roughly in the middle on a regional level.

The DTI's Rights to Information sub-domain can also be compared with the Centre for Law and Democracy's Right to Information index (RTI) (RTI 2023). In the RTI Mongolia ranks 68th in the world, once again around the middle.

However, in this domain it ranks above the USA (76th) and Norway (92nd), both wealthy developed countries. Regionally, Korea (46th) and Indonesia (41st) receive a higher rank, but Mongolia ranks higher than Japan (85th), China (90th), Kazakhstan (117th) and Vietnam (87th) for example. It can be inferred from this that regarding the right to information, Mongolian digital transparency compares favourably on both a regional and global level.

Looking at the second component of the DTI, Organisational Capacity, useful comparisons can be made between the Capacity of the Technology and Capacity of ICT sub-domains and with the EGDI, specifically the Telecommunications Infrastructure Index component. It must be pointed out that the comparison is not perfect, as the questions and measurements used differ between the two indices.

The focus of the EGDI is on E-Government development in general, whereas the DTI is concerned more specifically with the transparency of E-government.

However, this sub-domain of both indices is at-

tempting to measure infrastructure capacity, and so useful insights can be drawn from a disaggregation of both the DTI and the EGDI. Mongolia scores 0.6973 (from a maximum possible of 1) on the Telecommunications Infrastructure Index, which puts it in 74th place of 193 countries. When compared to its income group, in this case Lower Middle Income, Mongolia ranks 3rd of 51 countries on the Telecommunications Infrastructure Index. Regionally, Mongolia ranks 18th of 40 countries in the Asia region. (In this index, Asia includes the Middle East, Türkiye and South Asia). These results seem to agree with other findings, as noted above, which see Mongolia placed roughly in the middle at a global level, but above average when compared to its income group.

The EGDI can also be used for comparison with the DTI's Digital Disclosure domain, particularly the EGDI's E-Participation Index component. However, once again, the scope of the EGDI is far broader than the DTI, especially regarding this domain, and so it must be re-iterated that this cannot be inferred as a one-to-one comparison.

Mongolia ranks 60th globally in the E-Participation Index with a score of 0.6023, and 5th of 51 in the Lower Middle Income grouping. These numbers seem to suggest, like other findings as noted above, that Mongolia is significantly above average for its income group. However, the DTI finds that Mongolia's performance on the Digital Disclosure is 47.5%, rated as "unsatisfactory". This seeming discrepancy highlights the fact that the two indices are measuring different aspects of digital transparency.

**In sum**, although comparing the DTI to other indices is complicated by varying methodologies and different focuses, meaningful insights can be drawn from disaggregating the DTI and comparing its sub-domains to relevant global measurements. These tend to find that Mongolia ranks roughly in the middle of the global distribution but above average for its income group.

One significant advantage of the DTI, in comparison to the other international indices mentioned above, is the granularity it offers at an organisational level. In addition to assessing Mongolia as a whole, the DTI provides information on various ministries, regulatory organisations, local governments, parliamentary organisations, administrative divisions and implementing organisations.

This level of detail is complemented by the DTI's methodological approach. Released yearly, the DTI gathers fresh data for each iteration of the index, meaning that its results are dynamic, and making it especially useful for policy makers attempting to understand, track, and improve elements of Mongolia's digital transparency at an organisational level.

## 2.2.2. Component 1: Enabling environment to disclose information

The enabling environment plays an important role in ensuring transparency. Therefore, it is necessary to pay attention to the extent to which the policy environment has been formed to ensure digital transparency. We assessed the readiness and availability of the enabling policy and regulatory environment for transparency and looked at the national, sectoral, and institutional levels. The level of the enabling environment is based on the internationally recognized transparency index methodology and the framework of the national legal and policy documents.

The enabling environment was rated as 'satisfactory' (79.2%), showing a slight increase from 78.8% in 2022. Looking at the each indicator, all of the four indicators saw an increase, contributing to 0.4% improvement. This demonstrates the enforcement of the Public Information Transparency Law in the government organization and the revision and alignment of the internal policy documents to the law, which came into effect in 2022. A breakdown of the results of the enabling environment is shown in the table below.

The framework of the policy environment includes internationally and nationally accepted 10 indices under the themes of Right to Information, Governance, and Civil Society.

Mongolia holds a 'satisfactory' rank in terms of the enabling environment for transparency.

Based on the 2023 data, Mongolia's performance in global indices reveals a mixed picture. In the Rule of Law Index, it occupies the 64th position out of 142 countries, scoring 0.53 points. In the Freedom House Index, it stands at 55th place out of 210 countries with a score of 84, and in the World Press Freedom Index, it ranks 88th out of 180 countries with a score of 59.33. Compared to the previous year, Mongolia experienced a slight decline in the Rule of Law Index, slipping from 62nd to 64th place, while maintaining its position in the Freedom House Index at 55th. Conversely, it showed improvement in the World Press Freedom Index, moving up from 90th to 88th place. Table 2 provides a summary of the data sources utilized.

**Table 2**

*Enabling environment sub-indicators*

Sub-indicators	2022 index	2023 index	Change
Enabling environment	78.8%	79.2%	+0.4%
<b>Internationally</b>			
Rights to information	26.0%	27.0%	+1.0%
Governance	18.0%	16.0%	+2.0%
Civil society	23.2%	23.0%	-0.2%
<b>Nationally</b>			
National legal and regulatory documents	10.8%	12.0%	+1.2%
<b>Organizationally</b>			
Organization level regulation	0.9%	1.2%	+0.3%

### ХҮЧЭГТ 3

Index of Enabling Environment

Index	Issuing organization	Release year	Ranking of Mongolia	No.of countries covered
Right to Information (RTI) Rating	Centre for Law and Democracy	2018	64	135
Rule of Law Index	World Justice Project	2023	64	142
World Governance Indicators (WGI)	World Bank	2022	46	214
Bertelsmann Transformation Index (BTI)	Bertelsmann Stiftung	2022	26	137
Freedom House Index	Freedom House	2023	55	210
Global Civic Engagement	Gallup	2016	25	140
World Press Freedom Index	Reporters without borders	2023	88	180
Varieties of Democracy (V-Dem)	V-Dem Institute	2022	121	179
Global Indicators of Regulatory Governance	World Bank	2018	56	187
E-Government Development Index	United Nations	2022	74	193

During the deliberations of the national-level sub-committee, Mongolia's long-term and medium-term development plans, along with approved laws and regulations aimed at enhancing information transparency, were thoroughly examined. The outcome revealed that while these documents contain satisfactory provisions regarding data transparency, the regulatory framework remains ambiguous. In particular, there's a notable absence of mechanisms for monitoring and enhancing information disclosure practices. Both the long-term and medium-term development plans delineate objectives regarding information transparency, with coordination ensured between them. The recently enacted Public Information Transparency Law marks a positive step forward, yet there is still scope for improvement in aligning with its guiding principles and achieving full legal clarity.

However, among the 12 regulations outlined by the law, the measurement indicators are well-defined, except for the monitoring mechanism. Assessment of the 8 indicators concerning internal regulations for information transparency at the organizational level reveals that 59% of the 97 organizations lack the requisite internal regulatory documents or haven't published them on their official websites as per the law on access to information.

Among the remaining 40 organizations, although internal regulatory documents are available on their websites, they often lack clarity in defining

implementation subjects, provision of necessary resources, and monitoring mechanisms.

Most organizations have included provisions related to digital information and transparency in their mid-term policy documents, albeit in a general manner. Recent updates to internal regulations, in compliance with the Law on Transparency of Public Information, have ensured comprehensive inclusion of the stipulated contents, with only 6.2% of organizations meeting the criteria for assessing the stability of their internal processes in ensuring information transparency. These exemplary organizations represent just 6 out of the total.

1. Agency for Land Administration and Management and Geodesy (ALAMG)
2. National Statistics Office
3. Ministry of Foreign Affairs
4. General Execution Agency of Court Decision Mongolia
5. General Authority for Archives of Mongolia
6. Department of Forest Mongolia

Compared to the preceding year, the current outcome indicates that two additional organizations have implemented and disclosed new regulations pertaining to information transparency. When organizations devise internal rules, regulations, and directives to promote digital transparency of information, ensuring clarity on various aspects such as defining the scope of information, classifying data,

preparing information, delineating responsibilities, specifying the rights and obligations of publishers, and explicitly outlining renewal periods and monitoring mechanisms, it enhances the likelihood of effective implementation.

### 2.2.3. Component 2: Organizational capacity to disclose information

To ensure transparency, the capacity and preparedness of information providers or organizations to maintain a consistent flow of information are crucial. This aspect focuses on the readiness of human resources to disclose information, proficiency in utilizing ICT, and adherence to standard website requirements. Data sources for this aspect include (i) primary data obtained from relevant staff within the government agency under assessment and (ii) indicators assessing the technological capacity of the website.

From 2019 to 2021, the assessment of this aspect relied solely on information provided by organizational employees, rendering it subjective. If data could not be obtained, the entire section's index could not be calculated.

Organizational capacity was rated as 'satisfactory' (72.8%), marking a significant improvement compared to the previous year's results. This elevation significantly influenced the assessment of government organizations' digital information transparency index, shifting it from an 'unsatisfactory' to a 'satisfactory' level. The boost in organizational capacity indicators can be attributed to several factors:

A growing number of organizations actively participated in surveys conducted annually by the organization's transparency specialists. While 70 organizations took part in 2021 and 2022, this number increased to 86 in 2023.

In 2022, 38% of the government organizations reported having a strategic plan or program dedicated to enhancing digital information transparency.

In 2023, this figure rose to 48%.

The establishment of the Ministry of Digital Development and Communications (MEDC) facilitated capacity-building training for public administrative organizations in information transparency. Consequently, more organizations had the opportunity to receive training in this area compared to the previous year.

The following section provides the detailed results.

In order to calculate some parameters of the organization's capabilities, organizations are actively involved in the survey conducted by the organization's transparency specialist every year. In 2021 and 2022, 70 organizations participated in this survey, and in 2023, this number increased to 86.

- In 2022, 38% of all organizations assessed themselves as having a strategic plan/program to create digital transparency of information, while in 2023, 48% responded that such a program exists.
- With the establishment of the MDDC, capacity-building training was provided to public administrative organizations in the field of information transparency, and the opportunity to receive training in this field from organizations increased compared to last year, according to the study.

**Table 4**  
*Organizational capacity index*

Sub-indicators	2022 index	2023 index	Change
Organizational capacity	66.2%	72.8%	+6.6%
Process and resource to ensure organizational transparency	40.1%	41.1%	+1.0%
Technological capacity	10.5%	15.9%	+5.4%
ICT capacity	15.5%	15.8%	+0.3%

In the assessment, it was found that 65.8% of the public organizations have an officer or department specifically tasked with information disclosure, while 29.3% handle this responsibility concurrently. However, 4.9% either lack an appointed officer for information disclosure or it remains unclear whether they exist. It is worth noting the positive trend of an increasing number of responsible officers and departments each year.

Regarding budget allocation for information disclosure, there has been an improvement from the previous year, with 62% of government organizations indicating some level of budget allocation for this purpose compared to 50% previously. However, the majority still perceive the allocated budget as unsatisfactory, with 71% sharing this sentiment consistently over the years.

In the area of organizational capacity, a noteworthy finding for 2023 is that half of government agencies possess internal plans and strategies for enhancing information transparency. However, it was observed that less than half of these programs are fully and effectively implemented according to the plan.

Regular monitoring and assessment of digital transparency performance emerge as crucial yet neglected tasks for organizations. Quarterly and year-end assessments typically overlook assessments related to digital information transparency, lacking clear criteria for performance assessment alongside the strategy. Moreover, few organizations host rules and documents pertaining to information disclosure and e-governance on their websites.

Another critical aspect is the timely update of website information. While over 90% of organizations regularly update news and general information, there is a notable lack of updates regarding human resources and innovation. Instances have been observed where contact information provided on the website leads to outdated or incorrect personnel details.

Training opportunities in improving ICT and digital information transparency have seen a notable increase, with 26% of organizations offering such

training compared to 8% the previous year. Most respondents attribute this training to the MDDC, indicating a positive impact of the ministry's establishment.

In terms of citizen engagement, the proportion of organizations regularly receiving online suggestions has risen from 44% to 61%. However, only 22 out of 97 websites monitored meet the criteria for having a mechanism for feedback and complaints, indicating room for improvement. Similarly, while 72% of organizations incorporate website visit statistics into their improvement plans, only 31 organizations actually display this information on their websites.

Website technology advancements, including social media links, online service links, chatbots, consistent design across devices, site structure, internal search engines, and language options, continue to evolve annually.

#### FIGURE 8

Example of document lacking user-friendliness and accessibility

Хайлтын утга	Хайлтын	Хайлтын ут	Хайлтын
ТАЭэс гарсан зөвлөмж шийдвэр			
Тогтолц шийдвэр			
Сүл орон тоо			
Иргэний наасан жагсвалт			
Сонгон шалгаруулалт			
Тайллан мэдээ			
21. Дэлгэрэвэн сумын Засаг даргын Тамын гарын Байгаль орны асуудал харуулсан мэргэжлийн сүл өрөө тооцд нэр давшиулах тухай	59	2022.06.09	Узах / Татх
22. Аймгийн Хадамдорж, халамжийн чийгчилгээний гарын Хөдөлмөрийн харилцаа, хөдөлмөрийн аюултүй байдал харуулсан мэргэжлийн сүл орон тооцд нэр давшиулах тухай	48	2022.06.09	Узах / Татх
23. Жаргалтган сумын Засаг даргын Тамын гарын Санхүүгийн албаны даргын сүл орон тооцд нэр давшиулах тухай	39	2022.06.09	Узах / Татх
24. Галшар сумын Ерөнхий боловсролын сургуулийн захиралын сүл орон тооцд томилгуулах нэр давшиулах тухай	66	2022.06.09	Узах / Татх
25. Хэрлан сумын Засаг даргын Тамын гарын Нийгмийн бодлогын мэргэжлийн сүл орон тооцд нэр давшиулах тухай	57	2022.06.09	Узах / Татх

#### FIGURE 9

Example of document being user-friendly and accessible



## 2.2.4. Component 3: Digital disclosure

In this component, the assessment focuses on whether the open information disclosed on government agencies' websites aligns with the time-frames stipulated by law. It examines whether the content published by these organizations covers the 'open information' specified in the Law on Transparency of Public Information and assesses the degree of compliance with relevant legislation such as the Law on Glass Accounts and the Law on the procurement of goods, works, and services with state and local property.

Digital transparency of information received a rating of 'unsatisfactory' (47.5%). Although this marks a 2% increase from the 2022 result, the change is not deemed significant. Compared to other components, the annual progress remains at an 'unsatisfactory' level with minimal improvement.

Despite more than a year having passed since the enactment of the Law on Public Information, digital transparency has not significantly improved in accordance with the law. This stagnation can be attributed to the time required for organizations to adapt to the new law's transparency requirements and initiate reforms.

Further analysis by sub-component is shown in the table below.

When assessing the transparency of government organizations' disclosed information, it was found that most organizations adhere to the requirements of the Public Information Transparency Law regarding general information. Contact details such as addresses, phone numbers, and location information are transparently provided, with only a few exceptions. However, it was noted that while contact information sections generally include schedules, phone numbers, email addresses, public relations, and social media links, many organizations present their addresses in text form instead of using maps, which could enhance clarity. Furthermore, inaccuracies in several organizations' maps necessitate correction and updating.

Regarding the disclosure of priority directions and action results, there has been a noticeable improvement, with most organizations now uploading this information. Statistical and research information, including economic and social development indicators, statistics, research reports, activity reports, and reports on development policy implementation, are transparently located in all organizations.

Despite strong performance in disclosing human resources transparency data, organizations are encouraged to provide documents showcasing their reforms. Monthly updates on newly hired and re-tired employees would facilitate citizen access to relevant personnel. Additionally, many organizations have posted information on vacancy announcements, employee-related regulations, performance assessments, and measures to enhance human resource management transparency.

### Хүснэгт 5

Digital disclosure index

#	Sub-indicators	2022 index	2023 index	Change
1	Digital disclosure	45.6%	47.5%	+1.9%
2	Disclosed information	38.5%	42.0%	+3.5%
3	Communication and accountability	5.8%	5.5%	-0.3%

While most organizations display transparency in budget planning and execution information throughout the year, there is room for improvement in timely updates, particularly for quarterly and semi-annual postings. The responsibility for re-uploading missed parameters lies with relevant officials to ensure compliance.

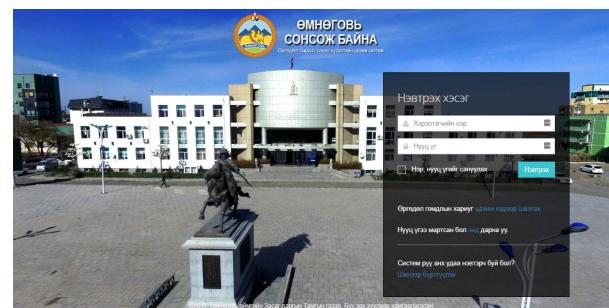
Analysis from 2015 to 2021 by the Mongolian National Audit Office (MNAO) revealed mixed results regarding the implementation of the Glass Account Law. Although most organizations have uploaded procurement-related information such as plans, reports, and tender invitations, over 60% have not disclosed tender selection results and reasons, indicating a need for improvement. Additionally, many organizations fail to publish procurement data and procurement audit reports valued at 5 million or more.

The Ministry of Construction and Urban Development (MCUD), the Ministry of Road Transport and Development (MRTD), and the Ministry of Finance (MoF) emerged as the most transparent organizations, consistent with the previous year's findings. Ministries generally exhibit superior information disclosure compared to other entities, particularly regarding budget and procurement transparency.

While government organizations often provide contact information openly, there are challenges with communication and feedback responsiveness. Adoption of chatbots on social media accounts has increased by 20% compared to the previous year, signaling positive strides towards leveraging technology for improved citizen engagement and service delivery.

## ЗУРАГ 10

Өмнөговь аймгийн ЗДТГ-ын иргэдтэй харилцах цахим хуудас



## ЗУРАГ 11

Санхүүгийн зохицуулах хорооны иргэдээс өргөдөл, гомдол авах хэсэг

## 2.3. Organizational transparency

In this section, the index results are broken down at the organizational level, encompassing six types of organizations assessed annually for digital information transparency within government entities. Looking at the results across all organizations, it is evident that the digital transparency of information has improved across the board compared to the previous year.

Among the assessed organizations, the Ministry, Implementing Agency, and Provincial Governor sectors demonstrated the most substantial growth compared to the previous year. Notably, in 2022, the MDDC introduced the "E-Province" policy recommendations, aiming to establish responsible officer positions tasked with coordinating IT projects, overseeing digital transition initiatives, and providing policy guidance at the provincial level. In terms of ministries, the MRTD secured the top rank among all organizations with a score of 81%, followed by the Ministry of Food, Agriculture, and Light Industry (MFALI) at 77%, and the Ministry of Environment and Tourism (MET) at 76%.

The digital transparency of provincial governors witnessed significant growth in 2022, with several provincial websites receiving updates. In 2023, these websites demonstrated regular updates and timely inclusion of necessary information.

Comparing the years 2022 and 2023, organizations that were previously rated as 'unsatisfactory' have progressed to the 'moderate' category, indicating an overall improvement in government organizations' digital transparency. Notably, the General Authority for Veterinary Services saw an increase of 20.8% in digital transparency, while the State Special Security Department improved by 12.2%, both moving from 'unsatisfactory' to 'satisfactory' levels.

In terms of individual components, ministries exhibit the most favorable policy environment, while provinces and implementing agencies excel in organizational capacity. Ministries also lead in the digital transparency of information.

Overall, the average index for regulatory agencies and district governor offices remains at the 'unsatisfactory' level, while the other four categories of organizations maintain a 'satisfactory' level. Refer to Appendix 2 for a breakdown of rankings by organization type.

### ХҮЧЭРТ 6

Organizational transparency, by organizations

#	Types of organization	Enabling environment	Organizational capacity	Digital disclosure	2023 index	2022 index	Change
1	Ministries	78.9%	74.8%	58.3%	70.7%	66.6%	+4.1%
2	Implementing organizations	79.7%	75.4%	45.0%	66.8%	62.5%	+4.3%
3	Regulatory organizations	79.0%	62.8%	47.4%	63.1%	61.2%	+2.9%
4	Provincial government organization	78.9%	75.4%	43.5%	66.1%	61.4%	+4.7%
5	District government organizations	78.2%	70.2%	44.5%	63.8%	62.7%	+1.1%
6	Parliamentary organization	79.8%	68.5%	48.8%	65.7%	64.5%	+1.2%
<b>General average</b>		<b>78.8%</b>	<b>66.2%</b>	<b>44.2%</b>	<b>65.2%</b>	<b>63.1%</b>	<b>+2.1%</b>

### 3. Conclusions and recommendations

The digital information transparency for government organizations index has reached 65.2%, marking the first time in 12 years that the assessment has reached the 'satisfactory' level. This represents a slight increase of 2.1% compared to 2022 (63.1%), elevating the rating by one category. Among all participating public organizations, 55% were rated as 'moderate' or 'satisfactory', while the remaining organizations were categorized as 'unsatisfactory'.

In previous years, no organizations achieved a transparency level of 'moderate' or above 80%. However, this year, two organizations were evaluated at a 'moderate' level.

**The sub-index for the enabling environment** was assessed at the 'satisfactory' level (79.2%), marking a slight increase of 0.4% compared to 2022. Positive progress was observed across all five sub-groups related to the policy environment. Despite the relatively well-formed policy environment in recent years and intensified digitization efforts with the establishment of the MDDC there are still areas for improvement. Many organizations rely on traditional methods of information dissemination and lack robust regulations and orders to ensure the implementation of the Public Information Transparency Law.

**The sub-index for organizational capacity** saw a significant increase to the 'satisfactory' level (72.8%), rising by 6.6% from the previous year's result. This improvement had a notable impact on the overall index, elevating it from unsatisfactory to satisfactory. However, while many organizations have developed internal plans and strategies for enhancing digital transparency, less than half of these programs are fully implemented according to plan. Regular assessment and control mechanisms for digital information transparency are lacking, highlighting the need for organizations to implement and enforce such mechanisms.

**The sub-index for digital disclosure** of information was rated as 'unsatisfactory' (47.5%), showing

a 2% increase compared to 2022 but indicating limited progress.

Despite the implementation of the Law on Public Information, digital transparency has not improved as expected due to unsatisfactory procedures and orders within organizations. It is essential to approve regulations and orders to ensure transparency and stabilize the implementation of the law.

Improving technology is crucial for enhancing digital information transparency, ensuring users can easily find information, communicate directly, and access services on organization websites.

Based on the assessment results, recommendations for government organizations include adopting procedures and orders to ensure internal transparency of public information, analyzing suggestions and complaints from stakeholders, and continuously diversifying and updating open data and documents on organization websites.

Regularly including publication and update dates for uploaded information is also recommended.

- Within the framework of the updated law on transparency of public information, organizations must adopt procedures and orders to ensure internal transparency of public information. These measures should aim to stabilize implementation, define the content of information in detail, clarify processes and responsibilities, assess control mechanisms and results, and allocate resources accordingly.
- Each organization should annually analyze suggestions and complaints received from citizens, the public, and research organizations regarding digital transparency. Based on this analysis, organizations should develop plans to enhance transparency and allocate necessary resources for future activities.
- Improve user accessibility on organizations' websites to facilitate easy access to information, direct communication, complaint submission, and service reception.

- Diversify the range of open data and documents available on the organization's website. Continuously enhance the accessibility of uploaded open data and documents, and regularly update publication and update dates to ensure accuracy and relevance

# Annex 1. Methodologies: Indicators and respective scores

Code	Indicator	Total score
<b>E. Policy environment</b>		<b>57</b>
<b>E1. Rights to information (international)</b>		<b>8</b>
E1.1	Right to information	2
E1.2	Scope of information	1
E1.3	Procedure on access to information	1
E1.4	Refusal	1
E1.5	Make complaint	1
E1.6	Sanctions and protection	1
E1.7	Awareness measures	1
<b>E2. Governance (international)</b>		<b>12</b>
E2.1	Law implementation	2
E2.2	Voice and responsibility	1
E2.3	Regulation features	1
E2.4	Government effectiveness	1
E2.5	State of the government organizations	4
E2.6	Government actions/measures	3
<b>E3. Civil society (international)</b>		<b>15</b>
E3.1	Civic participation	2
E3.2	Freedom to publish	1
E3.3	State of Civil Society	1
E3.4	Online participation	1
E3.5	Civic Freedom Monitor (legal)	1
E3.6	Citizens' participation in governance	4
E3.7	Freedom	5
<b>E4. National legal and regulatory documents</b>		<b>14</b>
E4.1	Law and procedures	5
E4.2	Policy planning	5
E4.3	Implementing body	3
E4.4	Accountability mechanism	1
<b>E5. Organizational level regulation</b>		<b>8</b>
E5.1	Regulation	8
<b>O. Organizational capacity</b>		<b>29</b>
<b>O1. Process and resource to ensure organizational transparency</b>		<b>12</b>
O1.1	Adequacy of the resource	3
O1.2	Leadership	5
O1.3	Capacity for continuous improvement	4
<b>O2. Capacity of the technology</b>		<b>11</b>
O2.1	Capacity of the technology in use	11
<b>O3. Capacity of ICT</b>		<b>6</b>
O3.1	ICT capacity	6
<b>D. Digital disclosure</b>		<b>48</b>
<b>D1. Disclosed information</b>		<b>39</b>
O1.1	Operational transparency	3
D1.1	Human resource transparency	13
D1.2	Budget transparency	9
D1.3	Procurement transparency	10
D1.4	Худалдан авах ажиллагааны ил тод байдал	7
<b>D2. Communication and accountability</b>		<b>9</b>
D2.1	Accountability	9
<b>Нийт</b>		<b>150</b>

## ANNEX 2. Ranking of each type of organization

Good | >80 | Satisfactory | 65-79 | Moderate | 50-64 | Unsatisfactory | 35-49 | Poor | <35

### Digital transparency index of ministries

#	Organizations	Digital transparency index	Enabling environment	Organizational capacity	Digital disclosure
1	Ministry Road and Transport Development	81%	78%	92%	73%
2	Ministry of Food, Agriculture, Light Industry	77%	78%	93%	60%
3	Ministry of Environment and Tourism	76.3%	78%	91%	60%
4	Ministry of Finance	75.7%	78%	84%	65%
5	Ministry of Construction and Urban Development	73.1%	79.2%	65%	75%
6	Ministry of Labor and Social Protections	73.1%	79.2%	91%	49%
7	Ministry of Digital Development and communications	73%	78%	76%	65%
8	Ministry of Foreign Affairs	72.7%	86%	77%	55%
9	Ministry of Health	69.3%	83%	77%	48%
10	Ministry of Education, Culture and Science	68.7%	78%	64%	64%
11	Ministry of Culture	67%	78%	65%	58%
12	Ministry of Economy and development	66.3%	78%	70%	51%
13	Ministry of Defense	65.7%	78%	62%	57%
14	Ministry of Energy	65.3%	78%	69%	49%
15	Ministry Mining and Heavy Industry	63.7%	78%	56%	57%
16	Ministry of Justice and Internal Relations	63.7%	78%	65%	48%
<b>Index of Ministries</b>		<b>70.7%</b>	<b>78.9%</b>	<b>74.8%</b>	<b>58.3%</b>
<b>Average index of Mongolia</b>		<b>66.5%</b>	<b>79.2%</b>	<b>72.8%</b>	<b>47.5%</b>

### Digital transparency index of regulatory organizations

#	Organizations	Digital transparency index	Enabling environment	Organizational capacity	Digital disclosure
1	General Police Department	66.5%	78.0%	72.2%	49.2%
2	Authority for Fair Competition and Consumer Protection of Mongolia	65.6%	78.0%	64.8%	53.9%
3	Agency for Standardization and Metrology	64.3%	78.0%	70.2%	44.5%
4	National Emergency Management Agency	64.1%	78.0%	60.5%	53.9%
5	Mongolian Armed Forces	63.5%	78.0%	72.0%	40.6%
6	State Special Security Department	63.1%	78.0%	66.0%	45.3%
7	General Intelligence Agency	61.5%	78.0%	67.3%	39.1%
8	General Authority for Border Protection	59.5%	78.0%	53.0%	47.6%
9	General Authority for Specialized Inspections	54.7%	78.0%	43.9%	42.2%
<b>Regulatory organization index</b>		<b>61.2%</b>	<b>78.0%</b>	<b>60.2%</b>	<b>45.4%</b>
<b>Average index of Mongolia</b>		<b>63.1%</b>	<b>78.8%</b>	<b>66.2%</b>	<b>44.2%</b>

Good | >80 | Satisfactory | 65-79 | Moderate | 50-64 | Unsatisfactory | 35-49 | Poor | <35

## Digital Transparency index of implementing organizations

#	Organizations	Digital transparency index	Enabling environment	Organizational capacity	Digital disclosure
1	Administration of Land Affairs, Geodesy and Cartography	80.5%	84.5%	96%	61%
2	General Department of Taxation	74.3%	78%	86%	59%
3	General Agency for Labor Welfare Services	73.2%	78.5%	83%	58%
4	General Executive Organization of Court Decision	72.7%	84%	77%	57%
5	Water Agency	72.3%	78%	94%	45%
6	Physical culture and Sports Authority	70.8%	83.5%	89%	40%
7	National Agency for Meteorology and Environmental Monitoring	70%	78%	91%	41%
8	General Agency for Development of Persons with Disabilities Physical	70%	78%	84%	48%
9	Physical culture and Sports Authority	70%	78%	90%	42%
10	Forest department	69.7%	84%	82%	43%
11	National Forensic Agency of Mongolia	68.7%	78%	80%	48%
12	Government Agency for Policy Coordination and Social Property	68.3%	78%	91%	36%
13	General authority for education	67.7%	79%	85%	39%
14	National Geological Agency	67.2%	82.5%	78%	41%
15	Authority for Health Insurance	66.7%	80%	74%	46%
16	Minerals Resources and Petroleum Authority	65.8%	83.5%	74%	40%
17	Government Procurement Agency	65.2%	82.5%	71%	42%
18	Department of Social Insurance	64.3%	78%	73%	42%
19	General Authority of Veterinary Services	64.3%	78%	73%	42%
20	SME Agency	64%	78%	70%	44%
21	Civil Aviation Authority of Mongolia	63.2%	83.5%	64%	42%
22	General Authority for State Registration	63%	78%	66%	45%
23	National Emergency Management Agency	62.7%	78%	69%	41%
24	Intellectual Property Office	62.3%	78%	65%	44%
25	General Archival Authority	62.3%	84%	59%	44%
26	Mongolia Immigration Agency	62.3%	78%	65%	44%
27	Family, Youth, and Child Development Agency	62%	78%	61%	47%
28	Culture and Arts Committee	61.3%	78%	63%	43%
29	Customs General Administration	59%	78%	61%	38%
30	Government Electronic Services Regulatory Authority	58.7%	78%	50%	48%
<b>Implementing organization index</b>		<b>66.8%</b>	<b>79.7%</b>	<b>75.4%</b>	<b>45%</b>
<b>Average index of Mongolia</b>		<b>63.1%</b>	<b>78.8%</b>	<b>66.2%</b>	<b>44.2%</b>

Good | &gt;80 | Satisfactory | 65-79 | Moderate | 50-64 | Unsatisfactory | 35-49 | Poor | &lt;35

## Digital Transparency index of local government organizations

#	Organizations	Digital transparency index	Enabling environment	Organizational capacity	Digital disclosure
1	Uvurkhangai aimag	77.5%	78.5%	94%	60%
2	Orkhon aimag	74.3%	78%	93%	52%
3	Zavkhan aimag	71%	78%	94%	41%
4	Uvs aimag	70.7%	78%	93%	41%
5	Arkhangai aimag	69.7%	80%	83%	46%
6	Dundgovi aimag	69.7%	78%	89%	42%
7	Selenge aimag	69.7%	78%	89%	42%
8	Khentii aimag	68.7%	80%	85%	41%
9	Bulgan aimag	67.3%	78%	70%	54%
10	Bayankhongor aimag	67%	80%	77%	44%
11	Darkhan-Uul aimag	66.2%	79.5%	77%	42%
12	Bayan-Ulgii aimag	65.2%	82.5%	74%	39%
13	Khovd aimag	64.2%	78.5%	73%	41%
14	Umnugovi aimag	63.2%	78.5%	57%	54%
15	Govi-Altai aimag	63%	78%	67%	44%
16	Dornod aimag	63%	80%	72%	37%
17	Govisumber aimag	61.7%	80%	63%	42%
18	Dornogovi aimag	61.7%	80%	64%	41%
19	Khuvsgul aimag	58.8%	78.5%	60%	38%
20	Tuv aimag	57.5%	78.5%	59%	35%
21	Sukhbaatar aimag	55.7%	78%	51%	38%
22	Office of the mayor of Ulaanbaatar	66.2%	78%	85%	45%
<b>Local government index</b>		<b>66.1%</b>	<b>78.9%</b>	<b>75.8%</b>	<b>43.5%</b>
<b>Average index of Mongolia</b>		<b>63.1%</b>	<b>78.8%</b>	<b>66.2%</b>	<b>44.2%</b>

## Digital Transparency index of administrative divisions and districts

#	Organizations	Digital transparency index	Enabling environment	Organizational capacity	Digital disclosure
1	Nalaikh district	67.1%	78%	87%	55%
2	Bayanzurkh district	66.8%	78%	86%	50%
3	Khan-Uul district	65.4%	78%	85%	45%
4	Bagakhangai district	64.4%	78%	64%	44%
5	Baganuur district	63.7%	78%	62%	42%
6	Chingeltei district	60.3%	78.5	64%	38%
7	Songinokhairkhan district	59.6%	78.5%	57%	44%
8	Bayangol district	51.2%	78%	57%	42%
9	Sukhbaatar district	58.2%	79.5%	55%	40%
<b>Administrative division index</b>		<b>63.8%</b>	<b>78.2%</b>	<b>68.5%</b>	<b>44.4%</b>
<b>Average index of Mongolia</b>		<b>63.1%</b>	<b>78.8%</b>	<b>66.2%</b>	<b>44.2%</b>

Good | >80 | Satisfactory | 65-79 | Moderate | 50-64 | Unsatisfactory | 35-49 | Poor | <35

## Digital Transparency index of parliamentary bodies

#	Organizations	Digital transparency index	Enabling environment	Organizational capacity	Digital disclosure
1	Bank of Mongolia	74.5%	81.5%	77%	65%
2	Financial Regulatory Commission	70.5%	79.5%	69%	63%
3	National Statistical Office	68.5%	85.5%	69%	51%
4	General Election Commission	65.3%	78%	67%	51%
5	National Committee on Gender	64.2%	79.5%	69%	44%
6	Authority Against Corruption	64%	80%	64%	48%
7	National Human Rights Commission	63.7%	78%	72%	41%
8	National Audit Office	63.3%	78%	72%	40%
9	Parlament of mongolia	63%	80%	65%	44%
10	Government Service Council	60%	78%	61%	41%
<b>Parliamentary organization index</b>		<b>65.7%</b>	<b>78.0%</b>	<b>68.1%</b>	<b>48.8%</b>
<b>Average index of Mongolia</b>		<b>63.1%</b>	<b>78.8%</b>	<b>66.2%</b>	<b>44.2%</b>

## ANNEX 3. Index results of all organizations

Good | >80 | Satisfactory | 65-79 | Moderate | 50-64 | Unsatisfactory | 35-49 | Poor | <35

Nº	Organizations	2022 index	2023 index	Changes
1	Ministry of Defense	64.1%	81.0%	16.9%
2	Administration of Land Affairs, Geodesy and Cartography	72.6%	80.5%	7.9%
3	Uvurkhangai aimag	74.6%	77.5%	2.9%
4	Ministry of Food, Agriculture, Light Industry	74.7%	77.0%	2.3%
5	Ministry of Environment and Tourism	65.9%	76.3%	10.4%
6	Ministry of Finance	75.3%	75.7%	0.4%
7	Bank of Mongolia	70.7%	74.5%	3.8%
8	General Department of Taxation	70.1%	74.3%	4.2%
8	Orkhon aimag	61.5%	74.3%	12.8%
9	Nalaikh district	60.3%	73.3%	13.0%
10	General Agency for Labor Welfare Service	70.1%	73.2%	3.1%
11	Ministry of Construction and Urban Development	76.8%	73.1%	-3.7%
11	Ministry of Labor and Social Protections	66.1%	73.1%	7.0%
12	Ministry of Digital Development and communications	71%	73.0%	2.0%
13	Ministry of Foreign Affairs	69.5%	72.7%	3.2%
13	General Executive Organization of Court Decision	67%	72.7%	5.7%
14	Water Agency	65.8%	72.3%	6.5%
15	General Police Department	65.6%	72.2%	6.6%
16	Bayanzurkh district	63.7%	71.3%	7.6%
17	Zavkhan aimag	58%	71.0%	13.0%
18	Physical culture and Sports Authority	56.7%	70.8%	14.1%
19	Uvs aimag	64.4%	70.7%	6.3%
20	Financial Regulatory Commission	66.7%	70.5%	3.8%
21	National Agency for Meteorology and Environmental Monitoring	61.1%	70.0%	8.9%
21	General Agency for Development of Persons with Disabilities Physical culture and Sports Authority	57.9%	70.0%	12.1%
21	* Department of physical education and sports		70.0%	70.0%
22	*Forest department		69.7%	69.7%
22	Arkhangai aimag	57.2%	69.7%	12.5%
22	Dundgovi aimag	58.2%	69.7%	11.5%
22	Selenge aimag	57%	69.7%	12.7%
23	Ministry of Health	62%	69.3%	7.3%
23	Office of the mayor of Ulaanbaatar	63.4%	69.3%	5.9%
23	Khan-Uul district	66.8%	69.3%	2.5%
24	Ministry of Education, and Science	59.3%	68.7%	9.4%
24	*National Forensic Agency of Mongolia		68.7%	68.7%
24	Khentii aimag	59.6%	68.7%	9.1%
25	Agency for Standardization and Metrology	63.1%	68.5%	5.4%
26	Government Agency for Policy Coordination and Social Property	65.9%	68.3%	2.4%
26	Authority for Fair Competition and Consumer Protection of Mongolia	64.3%	68.3%	4.0%
27	General Intelligence Agency	59.5%	67.7%	8.2%
28	Bulgan aimag	63%	67.3%	4.3%
29	National Geological Agency	61.9%	67.2%	5.3%
30	Ministry of Culture	63.1%	67.0%	3.9%
30	Bayankhongor aimag	63.9%	67.0%	3.1%

Nº	Organizations	2022 index	2023 index	Changes
31	Authority for Health Insurance	63.3%	66.7%	3.4%
32	Ministry of Economy and development	58.3%	66.3%	8.0%
33	Darkhan-Uul aimag	64.3%	66.2%	1.90%
34	Minerals Resources and Petroleum Authority	59.1%	65.8%	6.70%
35	Ministry of Defense	65.2%	65.7%	0.50%
36	Ministry of Energy	65.7%	65.3%	-0.40%
36	General Election Commission	63.7%	65.3%	1.60%
37	Government procurement agency	69.5%	65.2%	-4.30%
37	Bayan-Ulgii aimag	61.4%	65.2%	3.80%
38	Department of Social Insurance	56.1%	64.3%	8.20%
38	General Authority of Veterinary Services	43.5%	64.3%	20.80%
38	Cabinet Secretariat of Government Mongolia	66.5%	64.3%	-2.20%
39	Khovd aimag	57.6%	64.2%	6.60%
39	National Committee on Gender	66.6%	64.2%	-2.40%
40	SME Agency	63%	64.0%	1.00%
40	Agency for Standardization and Metrology	63.1%	64.0%	0.90%
40	Authority Against Corruption	66.4%	64.0%	-2.40%
41	Ministry Mining and Heavy Industry	69%	63.7%	-5.30%
41	Ministry of Justice and Internal Relations	60.2%	63.7%	3.50%
41	National Human Rights Commission	59.7%	63.7%	4.00%
42	National Emergency Management Agency	64.1%	63.5%	-0.60%
43	National Audit Office	66.4%	63.3%	-3.10%
44	Civil Aviation Authority of Mongolia	59.4%	63.2%	3.80%
44	Umnugovi aimag	64.9%	63.2%	-1.70%
45	General Authority for State Registration	62.8%	63.0%	0.20%
45	Govi-Altai aimag	54.9%	63.0%	8.10%
45	Dornod aimag	55.8%	63.0%	7.20%
45	Parliament of mongolia	65.2%	63.0%	-2.20%
46	Medicine and Medical Devices Regulatory Authority	61.7%	62.7%	1.00%
46	Mongolian Armed Forces	61.5%	62.7%	1.20%
47	Intellectual Property Office	65.7%	62.3%	-3.40%
47	General Archival Authority	67.1%	62.3%	-4.80%
48	Mongolia Immigration Agency	63.1%	62.3%	-0.80%
48	Family, Youth, and Child Development Agency	67.1%	62.0%	-5.10%
49	Bagakhangai district	51.2%	62.0%	10.80%
49	Govisumber aimag	65.5%	61.7%	-3.80%
49	Dornogovi aimag	59.5%	61.7%	2.20%
50	Culture and Arts Committee	58.2%	61.3%	3.10%
50	State Special Security Department	49.1%	61.3%	12.20%
51	Baganuur district	67.1%	60.7%	-6.40%
52	Chingeltei district	66.2%	60.2%	-6.00%
53	Government Service Council	56.8%	60.0%	3.20%
54	Songinokhairkhan district	65.4%	59.8%	-5.60%
55	General Intelligence Agency	59.5%	59.7%	0.20%
55	Customs General Administration	57.1%	59.0%	1.90%
56	Bayangol district	62.2%	59.0%	-3.20%
57	Khuvsgul aimag	64.2%	58.8%	-5.40%
58	*Government Electronic Services Regulatory Authority		58.7%	58.70%
58	General Authority for Border Protection	54.7%	58.7%	4.00%

\* Newly established and organizations that were not covered in the previous year

Nº	Organizations	2022 index	2023 index	Changes
59	Sukhbaatar district	59.6%	58.2%	-1.40%
60	General Authority for Specialized Inspections	63.5%	57.7%	-5.80%
61	Tuv aimag	64.3%	57.5%	-6.80%
62	Sukhbaatar aimag	59.5%	55.7%	-3.80%

\* Newly established and organizations that were not covered in the previous year