



MONITORING OF TRANSPARENCY IN WEBSITES OF STATE AGENCIES

Monitoring report
2018

“MONITORING OF TRANSPARENCY IN WEBSITES OF STATE AGENCIES”
MONITORING REPORT

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“*Transparency in Websites of Government Agencies; Monitoring Report, 2018*” was completed for the fifth consecutive year by IRIM.

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ABBREVIATIONS

LITRI	Law on information transparency and the right to information
LGA	Law on Glass Account
ICT	Information and Communication Technology

Ministries

MNE	Ministry of Environment and Tourism
MOD	Ministry of Defense
MECSS	Ministry of Education, Culture, Science and Sports
MFA	Ministry of Foreign Affairs
MCUD	Ministry of Construction and Urban Development
MOF	Ministry of Finance
MJIA	Ministry of Justice and Internal Affairs
MFALI	Ministry of Food, Agriculture and Light Industry
MOH	Ministry of Health
MOE	Ministry of Energy
MRT	Ministry of Road and Transportation
MLSW	Ministry of Labor and Social Welfare
MMHI	Ministry of Mining and Heavy Industry

Implementing agencies

GAA	General Archival Authority
PA	Petroleum Authority
PCSA	Physical Culture and Sports Authority
CA	Customs Agency
IA	Immigration Agency
ALAGC	Administration of Land Affairs, Geodesy and Cartography
FYCDA	Family, Youth and Child Development Agency
CAA	The Civil Aviation Authority
VABA	Veterinary and Animal Breeding Agency
GASR	General Authority for State Registration
CAC	Culture and Arts Committee
GDT	General Department of Taxation
APCSP	Agency for Policy Coordination on State Property
LWSA	Labor and Welfare Service Agency
NAMEM	National Agency for Meteorology and Environment Monitoring
GEACD	General Executive Agency of Court Decision
DHSI	Department of Health and Social Insurance

Regulatory agencies

GSMAF	General Staff of the Mongolian Armed Forces
CITA	Communications and Information Technology Authority
GASI	General Agency for Specialized Inspection
NEMA	National Emergency Management Agency
MASM	Mongolian Agency for Standardization and Metrology
GIA	General Intelligence Agency
APCSP	State Property Committee

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GABP	General Authority for Border Protection
GPD	General Police Department
UCRA	Authority for Fair Competition and Consumer Protection

Parliamentary agencies

GSC	Government Service Council
IAAC	Independent Authority Against Corruption
FRC	Financial Regulatory Commission
GEC	General Election Commission
NHRC	National Human Rights Commission
NAO	National Audit Office
NSO	National Statistical Office
POM	The Parliament of Mongolia
BOM	Bank of Mongolia

Administrative divisions and districts

UB	Ulaanbaatar
UBGO	Ulaanbaatar Governor’s Office
BND	Baganuur District
BKD	Bagakhangai District
ND	Nalaikh District
BGD	Bayangol District
BZD	Bayanzurkh District
SD	Sukhbaatar District
KD	Khan-Uul District
CD	Chingeltei District
SD	Songinokhairkhan District

INTRODUCTION

The process of delivering information and services - from government to citizens - is simplified through e-governance. That is why the main tool, to support and enhance the relationship between government and citizens, is the government agency websites. However, due to information on government websites sometimes not being standardized (or updated) and some information most needed by citizens not published at all, the availability of information for citizens is not always accessible.

According to the United Nations ‘*E-governance Survey*’, effective government information, services and public participation are enhanced by information and communications technology. (UN, 2018) Furthermore, the government can provide information to the public in a fast and efficient way. Most importantly, e-governance improves the efficiency of government workers, decreases the obstacles in everyday government service issues, and provides for inclusion of people’s opinions in policies and policy development.

In Mongolia, the ‘*Electronic Mongolia*’ national program was approved in 2004. In 2008, the ‘*Law on Information Transparency and Right to Information*’ - adopted by Resolution No. 143 - aimed to ensure transparency, openness, accountability and ethics of state agencies, and strengthen mutual trust between the government and citizens. In 2015, the ‘*Law on Glass Account*’ was approved, to provide the public with information on budgeting and expenditure; with transparency, openness and public control.

Based on the legal documents mentioned above, IRIM begun monitoring the transparency of government agency websites in 2011; and continued in 2014, 2015, 2016, 2017 and 2018.

The importance of this monitoring and evaluation, is for government agencies to continue to improve their websites, based on the evaluation results. Citizens should be able to save time by receiving government information services regardless of where and when.

CHAPTER 1. METHODOLOGY OF MONITORING

Monitoring Purpose

The aim of the monitoring is to measure the regulation and implementation of transparency; based on the ‘*Law on right to Information and Transparency*’. To be accomplished by monitoring the websites of state agencies, and developing recommendations to improve their transparency.

The following aims were set for the monitoring:

- To follow the principles of the monitoring methodology of previous years; to facilitate comparisons. The monitoring is evaluated by the agency’s activities, human resources, budget and procurement transparency.
- To evaluate budget and procurement transparency based on the indicators in the ‘*Law on Glass Account*’.
- To rank the agencies by the transparency of information and each indicator.
- To develop recommendations for improving transparency in websites of government agencies.

Scope and Time Frame of the Monitoring

The data collection for monitoring was carried out during 10 September to 30 October, 2018. The monitoring evaluated 81 official websites of government agencies, such as the following:

- Ministries, 13
- Implementing agencies, 17
- Regulatory agencies, 10
- Local government agencies, 21
- Administrative divisions and district agencies, 11
- Parliamentary agencies, 9

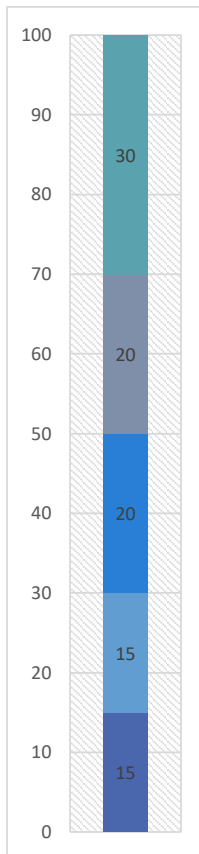
Monitoring indicators:

‘*Measurability*’, ‘*feasibility*’ and ‘*accuracy*’ were the three key principles of the indicators. In particular:

- Three indicators were those used by the Organization for Economic Co-operation and Development,
- One indicator was as used by the Economic and Social Commission for Asia and Pacific of the United Nations,
- One other indicator was used for evaluating quality, rather than transparency.

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Figure 1. Indicators' Importance in Measuring Transparency.



Relevance of Information: If the agency's information - such as products and service - were provided and placed on the website for the public. Specifically, to identify if the agencies provided the public with the 40 different types of information stated in the LITRI and LGA.

Reliability of Information: If the information provided was trustworthy and accountable for users (Alanezi, Kamil, & Basri, 2010). Also, to measure the trustworthiness of the 40 different types of information stated in the LITRI and LGA.

Timeliness of Information: If the information provided was timely and updated appropriately, and not out-of-date (Harris, 2010). In other words, was the information provided, regularly updated and readily available to the public.

Accessibility of Information: Measuring whether the agency provides users with thorough instructions and information, to get them straight to the website, allowing engagement between both sides (Drew & Nyerges, 2004, p. 57). The difference with this indicator (from the previous three) is that it measures the website itself, and not the information within the website.

Usability of Information: If the usability of the website and the information within, are easy to access. The design, presentation, assisting tools and such, were all included (Weakley, 2004). Whether the website is easy-to-use, simple and understandable for the public.

With the five indicators mentioned above – and based on the information stated in the ‘*Law on Information Transparency and Right to Information*’ and the ‘*Law on Glass Account*’ - the following four categories were evaluated:

1. ‘Transparency of activities’
2. ‘Transparency of human resources’
3. ‘Transparency of budget’
4. ‘Transparency of procurement’

To evaluate these indicators IRIM checked if they complied with the requirements of MNS 6285:2011 also known as ‘*General Standards for Government Agency Websites*’.

In addition, some information categories such as budget and procurement were placed together on some official website; so IRIM evaluated the information through accessing the Glass Account website (from the link provided by the agencies).

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The ration of Significance for each Indicator

1. Relevance of information has the highest ratio of 30% in measuring transparency in websites. This indicator ensures that information stated in the laws, is placed on the website. Hence, this is the most important indicator out of the others.
2. Whereas to measure how qualified the information is, two indicators (reliability of information and timeliness of information) are 20% each in measuring transparency.
3. Finally, accessibility of information and usability of information are more based on the format of how the information is presented and are 15% each in measuring transparency.

In addition, depending on the evaluation of the five indicators, the websites were ranked in to four transparency indicators from ‘*closed*’ to ‘*fully transparent*’ (shown in table 1). The table shows how the evaluation of the transparency qualification was narrowed down within each indicator.

Table 1. Indicators to define the level of transparency

%	Relevance	Reliability	Timeliness	Accessibility	Usability	Transparency
81-100	Fully relevant	Fully reliable	Regularly updated information	Fully accessible	Easy-to-use	Fully Transparent
61-80	Relevant	Reliable	Most information updated	Accessible	Usable	Transparent
41-60	Relevant in some ways	Reliable in some ways	Some information updated	Accessible in some ways	A bit difficult to use	Transparent in some ways
0-40	No information at all	Unreliable	Outdated information	Not accessible at all	Too complicated to use	Closed

CHAPTER 2. FINDINGS

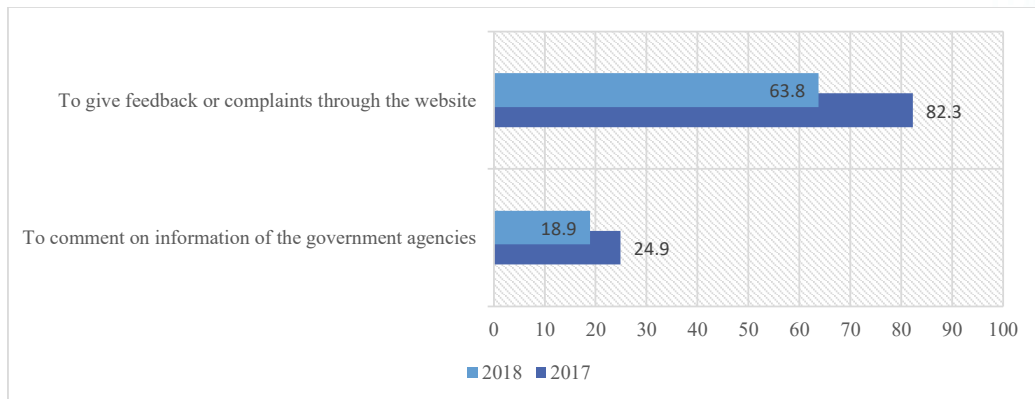
This chapter introduces the main results of the monitoring for the current year, and comparisons with the previous year. It includes the evaluation of each indicator; ‘*relevance*’, ‘*reliability*’, ‘*timeliness*’, ‘*accessibility*’ and ‘*usability*’.

2.1 WEBSITE ACCESS

There is great need for websites of government agencies to provide information. In the beginning of the monitoring, IRIM checked if the website could be accessed, opened and the whether the public might have issues entering. Eighty-one websites of government agencies could be opened, but seven had to be re-entered a number of times to be accessed. Just forty-two percent (41.5%) of the websites showed the number of people that had accessed it. From that, the most accessed, were the website of The Parliament (11,194,929) and that of The Authority Against Corruption (10,689,258). The average number of people accessing government agency websites is around 1.7 million, which showed that the public’s demand for getting information and services through websites was relatively high.

There was decrease in public engagement initiatives such as citizens getting direct contact with the agency worker and easier ways of receiving online services. It is important to hear the public’s comments and recommendations, to improve and speed up government services. As shown below (in Figure 2) commenting on posts had decreased by six percentage points compared to 2017; while giving feedback decreased by 19 percentage points. This limits the public’s engagement such as online services and the public’s view of the information provided by the agencies.

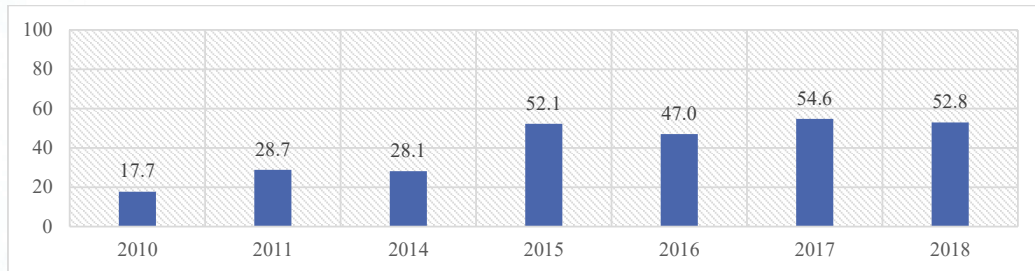
Figure 2. Website Comments and Feedback; 2017 and 2018 (%).



2.2 MAIN FINDINGS

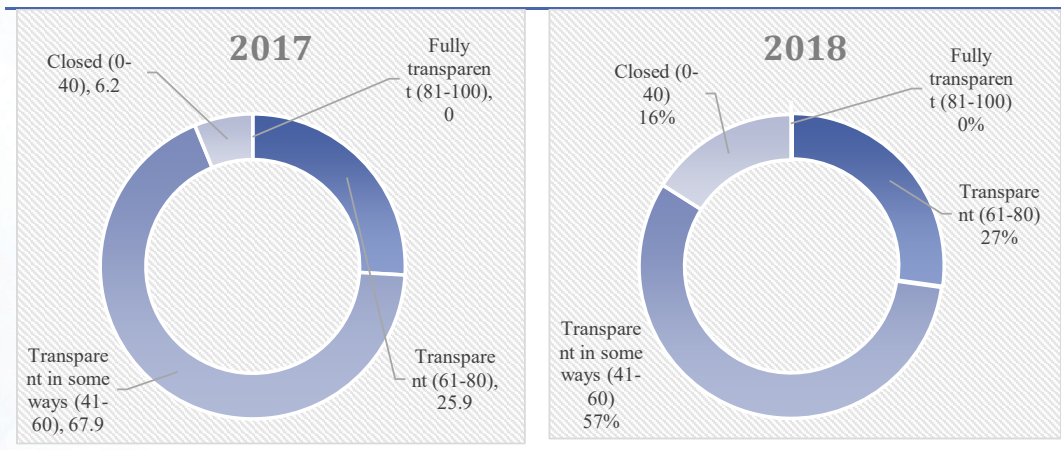
The 81 government agencies were categorized in to the 4 transparency indicators based on the percentage of indicators completed. According to these categorization, the average percentage of agencies that were ‘transparent in some ways’ was 52.8%. Even though this had improved by 35 percentage points since the beginning of the monitoring, it had decreased by two percentage points since 2017. Government agencies remain to be in the *transparent in some ways* category since 2015.

Figure 3. Government Agencies’ Transparency (%).



In the last two years, there were no government agencies in the category ‘fully transparent’. This year, 27% (22 agencies) were ‘transparent’, 57% (46 agencies) were ‘transparent in some ways’ and 16% were ‘closed’ with unqualified scores for each indicator.

Figure 4. Level of Transparency in Government Agencies Websites; 2017 and 2018.



Compared to the previous year, there were no significant changes in indicator of ‘transparent’, while 11 agencies moved from ‘transparent in some ways’ to ‘closed.’

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The evaluations of the five indicators are shown below in details.

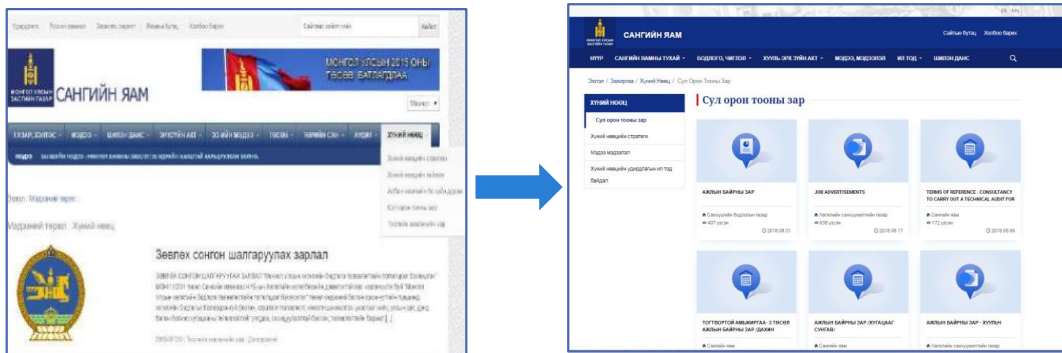
Figure 5. Results of the Five Measuring Indicators; 2018 (%)



The indicators were divided by their importance within the evaluation. It shows that the government agencies have only half performance in each of the five indicators. From the five indicators, ‘*usability of information*’ seems to be slightly higher, which means that agencies appear to have relatively good website designs. In particular, the fonts, clear menus and color coordination; which were above 97%.

It was evident that the websites of government agencies were becoming more and more developed. However, due to agencies concentrating less on the information quality, the overall evaluation results of the websites were low.

Figure 6. Human Resources Page, Ministry of Finance Website; 2015 and 2018

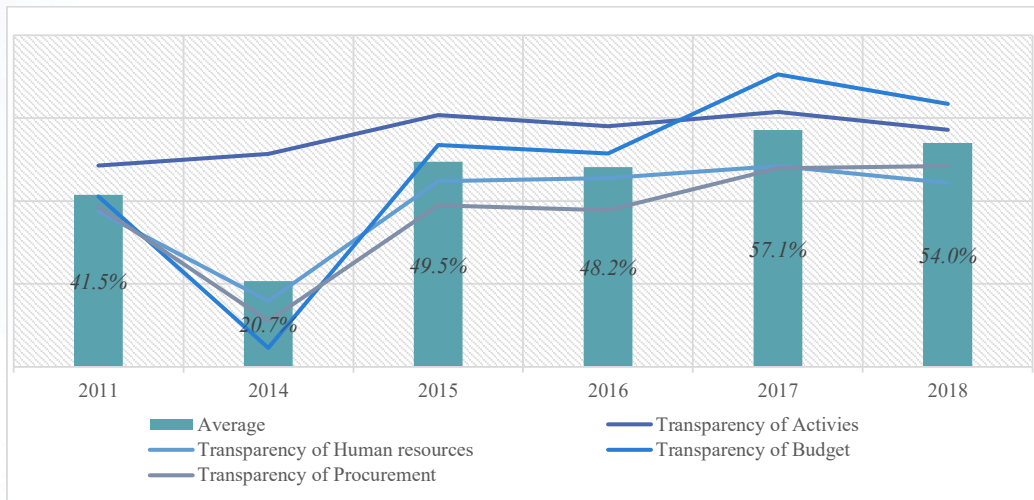


On the contrary, the ‘*timeliness of information*’ indicator was rather poor. The reason for this was that the date of the information is not given, the reasons for selection and disqualification of a tender were not explained, and the auditing of procurement published on the website.

The following are the results of measuring transparency in accordance with 4 indicators of information.

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Figure 7. Transparency; Based on the Four Indicators of Information



The transparency of the four information indicators based on the LIGRI, were around 50%. Compared to 2017, the transparency of procurement had increased by 1.4%, while the other categories had decreased. In particular, the transparency in budget had improved fairly well since the previous year, but has become the worst information indicator this year, dropping by 6.2% and also transparency of activities dropping by 3.8% and human resources by 3.3%.

CHAPTER 3. TRANSPARENCY OF GOVERNMENT AGENCIES

In this chapter, each of six agency groups is evaluated separately. IRIM categorized the government agencies based on their functions; ministries, implementing agencies, regulatory agencies, local government, administrative divisions and districts, and parliamentary agencies

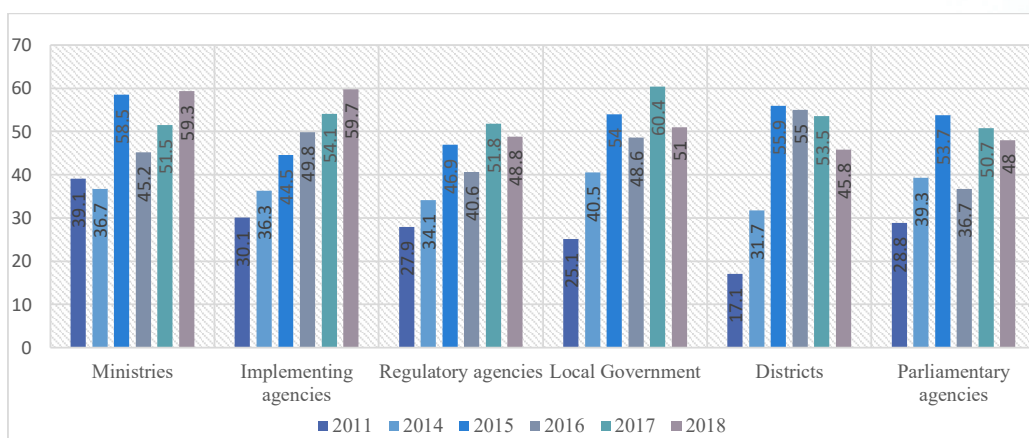
All six of the agencies were evaluated as ‘transparent in some ways’. (Table 2)

Table 2. Total Score of Transparency; in Agencies.

№	Ministry	Score, %		Indicator
		2017	2018	
1	Ministries	51.5	59.3	Transparent in some ways
2	Implementing agencies	54.1	59.7	Transparent in some ways
3	Regulatory agencies	51.8	48.8	Transparent in some ways
4	Local government agencies	60.4	51.0	Transparent in some ways
5	Administrative and district agencies	53.5	45.8	Transparent in some ways
6	Parliamentary agencies	50.7	48.0	Transparent in some ways
Average		54.6	52.9	Transparent in some ways

Implementing agencies improved by 4%, compared to the previous year, qualifying as ‘transparent’. An interesting result shows the transparency of local governments and districts - with the highest percentage in 2017 - dropped by about 10 percentage points in 2018.

Figure 8. Transparency of Government Agency Websites (%).



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3.1. MINISTRIES

The evaluation of transparency in the websites of 13 ministries is shown below. In 2018, nine ministries had improved their website quality, and qualified as ‘transparent’. Generally, most of the ministries had improved their ranking, except for the Ministry of Justice and Internal Affairs.

Table 1. Score of Transparency; Ministries’ Websites

№	Ministry	Total score		Ranking	
		2017	2018	2017	2018
1	Ministry of Construction and Urban Development	51.3	73.2	54	4
2	Ministry of Mining and Heavy Industry	53.2	67.6	48	8
3	Ministry of Road and Transportation	58.0	65.3	30	10
4	Ministry of Energy	63.9	65.0	14	11
5	Ministry of Health	41.1	64.7	73	12
6	Ministry of Food, Agriculture and Light Industry	59.3	64.0	28	15
7	Ministry of Education, Culture and Science	53.3	62.1	46	21
8	Ministry of Defense	45.2	61.6	66	22
9	Ministry of Finance	53.4	59.7	44	26
10	Ministry of Foreign Affairs	57.2	56.3	31	33
11	Ministry of Labor and Social Welfare	47.2	54.2	63	41
12	Ministry of Environment and Tourism	43.2	47.5	70	58
13	Ministry of Justice and Internal Affairs	43.2	30.0	71	78
Average score of ministries		51.5	59.3		
Average score of government agencies		54.6	52.9		

From monitoring transparency of the four categorized information MRT was fully qualified with agency activities and human resources information. The budget transparency of MMHI was fully qualified and the procurement transparency of the MCUD was fully qualified.

Table 4. Transparency of Ministries; By 4 indicators

№	Ministry	Activities	Human Resources	Budget	Procurement	Average Score
1	Ministry Road and Transportation	92.9	100.0	63.1	55.8	77.9
2	Ministry of Food, Agriculture & Light Ind	78.6	74.3	70.2	63.9	71.7
3	Ministry of Education, Culture & Science	71.4	74.3	78.8	60.7	71.3
4	Ministry of Mining and Heavy Industry	78.6	25.7	100.0	62.7	66.7
5	Ministry of Finance	42.9	74.3	69.8	73.8	65.2
6	Ministry of Defense	92.9	25.7	67.0	72.0	64.4
7	Ministry of Construction & Urban Dev.	64.3	17.1	96.8	78.8	64.2
8	Ministry of Energy	85.7	25.7	93.2	46.0	62.7
9	Ministry of Health	78.6	45.7	57.4	64.1	61.5
10	Ministry of Labor and Social Welfare	71.4	45.7	63.5	31.0	52.9
11	Ministry of Foreign Affairs	57.1	8.6	73.4	57.5	49.2
12	Ministry of Environment and Tourism	71.4	17.1	73.4	34.5	49.1
13	Ministry of Justice and Internal Affairs	71.4	25.7	25.7	0.0	30.7
Average score		57.0	44.5	63.5	48.6	53.4

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Main issues to concentrate on:

- Even though the transparency results of the categorized information are increased compared to 2017, the reliability and timeliness of information is relatively low.
- MNE lacks in providing information on procurement invitations, regulations and results. MOJ lacks information on goods and services worth 5 or more million tugriks and related documents.
- Most ministries have not placed auditing and monitoring of procurements.
- In addition most ministries do not have Q&A pages and discussion bulletins which limit the opportunity of public engagement with the ministries.

3.2. IMPLEMENTING AGENCIES

The evaluations of transparency in websites of 13 implementing agencies are shown below.

Table 2. Score of Transparency; Implementing Agencies' Websites

№	Implementing Agencies	Total score		Ranking	
		2017	2018	2017	2018
1	General Department of Taxation	55.9	77.6	34	1
2	Labor and Welfare Service Agency	54.8	73.9	39	2
3	Customs Agency	54.8	73.6	38	3
4	Family, Youth and Child Development Agency	44.4	64.3	67	13
5	General Authority for State Registration	59.3	63.4	26	16
6	Department of Health	55.4	63.3	36	17
7	Administration of Land affairs, Geodesy and Cartography	42.4	62.4	72	18
8	National Agency for Meteorology and Environment Monitoring	55.6	62.3	35	19
9	General Executive Agency of Court Decision	70.2	59.7	10	27
10	Immigration Agency	62.5	59.5	17	28
11	The Civil Aviation Authority	51.2	59.0	55	29
12	Petroleum Authority	62.2	56.8	18	32
13	Agency for Policy Coordination on State Property	59.3	55.6	25	36
14	Veterinary and Animal Breeding Agency	50.8	51.3	57	50
15	Physical Culture and Sports Authority	43.7	50.0	69	52
16	Culture and Arts Committee	35.5	42.1	79	67
17	General Archival Authority	61.3	39.5	21	70
Average score of implementing agencies		54.1	59.7		
Average score of government agencies		54.6	52.9		

Half of the implementing agencies are qualified as *transparent*. Especially, the top three ranked implementing agencies that have made a positive contribution to the overall average.

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Table 3. Transparency of Implementing Agencies; By 4 indicators

№	Implementing agencies	Activities	Human Resources	Budget	Procurement	Average score
1	Agency for Policy Coordination on State Property	85.7	34.2	67.9	69.1	64.2
2	National Agency for Meteorology & Environment Monitoring	78.6	54.3	100.0	46.0	69.7
3	Customs Agency	64.3	91.4	100.0	69.1	81.2
4	General Archival Authority	21.4	0.0	73.4	28.0	30.7
5	General Authority for State Registration	78.6	74.3	50.4	62.7	66.5
6	General Department of Taxation	57.1	17.1	96.1	96.8	66.8
7	General Executive Agency of Court Decision	64.3	74.3	83.3	46.0	67.0
8	Immigration Agency	64.3	8.6	100.0	57.5	57.6
9	Department of Health	57.1	82.9	90.1	80.2	77.6
10	Labor and Welfare Service Agency	85.7	91.4	96.1	77.0	87.6
11	Family, Youth & Child Development Agency	71.4	54.3	80.1	80.2	71.5
12	Administration of Land affairs, Geodesy & Cartography	78.6	82.9	83.3	34.5	69.8
13	Physical Culture and Sports Authority	50.0	8.6	83.3	34.5	44.1
14	Culture and Arts Committee	71.4	8.6	63.5	11.5	38.7
15	The Civil Aviation Authority	78.6	77.1	83.3	44.2	70.8
16	Petroleum Authority	50.0	8.6	63.5	70.6	48.2
17	Veterinary and Animal Breeding Agency	42.9	0.0	100.0	34.5	44.3
Average score		64.7	45.2	83.2	55.4	62.1

Main issues to concentrate on:

- For the regulatory agencies, the human resources information was not enough. However, some agencies such as GIA, GASR do not include information on audit conclusions and measures taken and etc.
- ALAGC, PCSA, CAC and GAA agencies have resulted in lacking placement of procurement related invitations, information and audit conclusion.
- Question and answers, discussion bulletins were not available for 64.7 % of the agencies.
- Also saving and printing published information is not available for most websites.

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3.3. REGULATORY AGENCIES

The evaluations of transparency in websites of 10 regulatory agencies are shown below.

Table 4. Score of Transparency; Regulatory Agencies' Websites

№	Regulatory agencies	Total scores		Ranking	
		2017	2018	2017	2018
1	General Police Department	74.3	69.9	4	6
2	Information and Communication Technology Authority	49.4	69.9	59	7
3	General Agency for Specialized Inspection	59.5	64.0	22	14
4	National Development Agency	52.2	60.2	51	25
5	National Emergency Management Agency	61.6	55.9	19	35
6	General Authority for Border Protection	63.7	54.8	15	40
7	Agency for Standardization and Metrology	58.4	53.0	29	45
8	General Staff of the Mongolian Armed Forces	26.5	27.9	80	79
9	General Intelligence Agency	22.6	18.9	81	80
10	Authority for Fair Competition and Consumer Protection	50.0	13.6	58	81
Average score of regulatory agencies		51.8	51.8	48.8	
Average score of government agencies		54.6	54.6	52.9	

The percentages of transparency for regulatory agencies have decreased by 3 % from 2017 but it is still in the category *transparent in some ways*.

Shown below is the four different information transparency of regulatory agencies.

Table 5. Transparency of Regulatory Agencies; By 4 indicators

№	Regulatory agencies	Activity	Human resources	Budget	Procurement	Average score
1	General Agency for Specialized Inspection	78.6	85.7	97.4	57.5	79.8
2	Information and Communication Technology Authority	64.3	91.4	79.7	73.4	77.2
3	National Development Agency	78.6	91.4	81.2	34.5	71.4
4	General Police Department	57.1	25.7	97.4	67.3	61.9
5	Agency for Standardization and Metrology	42.9	82.9	81.2	23.0	57.5
6	General Authority for Border Protection	50.0	60.0	52.2	67.3	57.4
7	National Emergency Management Agency	64.3	17.1	90.9	46.0	54.6
8	General Staff of the Mongolian Armed Forces	28.6	8.6	32.9	23.0	23.3
9	General Intelligence Agency	64.3	0.0	0.0	0.0	16.1
10	Authority for Fair Competition and Consumer Protection	28.6	0.0	0.0	0.0	7.1
Average score		55.7	46.3	61.3	39.2	50.6

Main issues to concentrate on:

- GSMAF, GIA, AFCCP are ranked the last three within the regulatory agencies. Especially the last to agencies have not placed any information on human resources, budget and procurement.
- NEMA, GSMAF, ASM and AFCCP don't have information on name of social worker in charge of citizens and time table for public meetings

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- Most of the websites don't have information the amount of fees charged by law.
- There is no agency that placed audits and other reviews of procurement.
- Agencies such as GIA, AFCCP do not update budget and procurement related information.
- The agencies other than the GIA don't have the chance to print and save information published.

3.4. LOCAL GOVERNMENT

The evaluations of transparency in websites of 21 local government agencies are shown below.

Table 6 Score of Transparency; Local Government Websites

№	Local government agencies	Total score		Ranking	
		2017	2018	2017	2018
1	Dundgovi province	55.0	71.2	37	5
2	Uvs province	56.7	62.2	32	20
3	Orkhon province	74.6	61.4	3	23
4	Darkhan-Uul province	53.4	58.8	45	30
5	Bayankhongor province	70.3	56.3	9	34
6	Govisumber province	65.1	55.6	13	37
7	Khuvsgul province	76.7	55.4	1	38
8	Bulgan province	61.3	54.8	20	39
9	Govi-Altai province	56.3	53.8	33	42
10	Khentii province	72.5	53.7	7	43
11	Umnugovi province	54.2	53.7	41	44
12	Tuv province	48.9	51.8	60	47
13	Uvurkhangai province	59.4	51.3	24	49
14	Dornogovi province	65.4	48.2	12	55
15	Zavkhan province	72.7	47.8	6	57
16	Sukhbaatar province	68.2	46.1	11	60
17	Arkhangai province	40.2	40.6	76	68
18	Dornod province	75.0	39.5	2	69
19	Selenge province	53.8	37.4	43	71
20	Khovd province	36.0	36.0	78	73
21	Bayan-Ulgii province	53.2	35.7	47	74
Average score of local government agencies		54.1	59.7		
Average score of government agencies		54.6	52.9		

The average evaluation of transparency in local governments has increased percentage but has fallen in ranking because almost half of the local government agencies ranked in the top 20 last year, but this year only one local agency is ranked within the top 20. The following table shows the evaluation by information indicators of local governments.

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Table 7. Transparency of Local Governments; By 4 indicators

№	Local government agencies	Activities	Human resources	Budget	Procurement	Average score
1	Dundgovi	64.3	100.0	72.9	77.0	78.5
2	Darkhan-Uul	57.1	82.9	65.3	65.5	67.7
3	Orkhon	57.1	82.9	63.9	65.5	67.3
4	Khentii	64.3	74.3	57.7	65.5	65.5
5	Dornogovi	57.1	91.4	63.9	42.5	63.7
6	Khuvsgul	35.7	82.9	59.2	77.0	63.7
7	Govi-Altai	50.0	91.4	63.9	44.2	62.4
8	Tuv	28.6	91.4	66.8	55.8	60.6
9	Bayankhongor	50.0	65.8	57.7	67.3	60.2
10	Umnugovi	42.9	74.3	81.9	32.7	58.0
11	Arkhangai	42.9	82.9	63.9	40.7	57.6
12	Bulgan	35.7	65.8	66.8	55.8	56.0
13	Uvs	50.0	40.0	63.0	57.1	52.5
14	Govisumber	64.3	8.6	75.8	55.8	51.1
15	Uvurkhangai	64.3	17.1	65.8	54.0	50.3
16	Selenge	50.0	100.0	38.2	11.5	49.9
17	Sukhbaatar	28.6	65.8	56.3	46.0	49.2
18	Bayan-Ulgii	50.0	74.3	3.6	46.0	43.5
19	Zavkhan	64.3	8.6	47.3	44.2	41.1
20	Dornod	7.1	0.0	47.3	55.8	27.5
21	Khovd	7.1	0.0	76.2	11.5	23.7
Average score		46.3	61.9	59.9	51.0	54.8

The main issues to concentrate on:

- Almost half of the local government agencies have not placed their operation strategies and priorities.
- The local government offices except for Uvurkhangai does not have their email address written.
- Transparency of Human resources information is fully transparent in Dundgovi, Selenge provinces while Dornod and Khovd have no information at all.
- Most agencies did provide information on actions taken for audit findings and conclusion.
- Also the placement of amount of fees charged by the law is very low.
- About 90 % of the local governments have no links to related organizations and frequently asked questions.

3.5. ADMINISTRATIVE DIVISIONS AND DISTRICTS

A total of 11 administrative divisions and districts agencies were evaluated based on their website transparency.

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Table 8. Score of Transparency; Administrative Divisions and District Agencies’ Websites

№	Administrative divisions and districts	Total score		Ranking	
		2017	2018	2017	2018
1	Sukhbaatar district	71.2	60.8	8	24
2	Bayangol district	73.2	57.0	5	31
3	Songinokhairkhan district	44.3	52.1	68	46
4	Nalaikh district	40.5	50.0	75	53
5	Khan-Uul district	62.8	48.1	16	56
6	Chingeltei district	47.1	44.1	64	64
7	Ulaanbaatar governors’ office	54.7	43.9	40	65
8	Ulaanbaatar	40.6	42.7	74	66
9	Bagakhangai district	53.1	36.5	49	72
10	Baganuur district	47.3	35.6	62	75
11	Bayanzurkh district	54.0	33.4	42	76
Average score of administrative divisions and districts		53.5	45.8		
Average score of government agencies		54.6	52.9		

The transparency average of administrative divisions and districts has decreased by 8 % compared to last year.

This is shown by the four categorized information evaluation below.

Table 9 Transparency of Administrative Divisions and Districts; By 4 indicators

№	Administrative divisions and districts	Activities	Human resources	Budget	Procurement	Average score
1	Songinokhairkhan	50.0	62.8	58.2	69.8	60.2
2	Sukhbaatar	50.0	34.2	77.7	69.1	57.7
3	Bayangol	57.1	0.0	85.3	52.2	48.6
4	Nalaikh	64.3	8.6	44.7	73.8	47.8
5	Khan-Uul	78.6	0.0	45.8	57.5	45.5
6	Baganuur	57.1	68.6	8.6	42.5	44.2
7	Bayanzurkh	71.4	62.8	36.8	0.0	42.8
8	Chingeltei	71.4	8.6	18.8	60.1	39.7
9	Ulaanbaatar	35.7	34.2	43.6	42.5	39.0
10	Ulaanbaatar Governors’ office	57.1	0.0	44.3	32.7	33.5
11	Bagakhangai	35.7	0.0	39.7	32.7	27.0
Average score		57.1	25.4	45.8	48.4	44.2

Main issues to concentrate on:

- Half of the districts have not placed their procurement plan. Thus most of the agencies have not placed local development plan, budget execution and annual finance reports on neither their website nor the Glass Account website.
- Only Bayangol district placed information on fees and charged stated in law, while the other agencies have no related information.
- Vacancy is rarely updated.
- The districts have no links to related organizations and frequently asked questions.
- None of the agencies have sitemaps, which shows the structure of the website.

3.6. PARLIAMENTARY AGENCIES

The following is the monitoring result of transparency in websites of Parliamentary agencies. The average score for websites of parliamentary agencies have decreased by 2.7 % since 2017. Hence the parliamentary agencies still remain in the *transparent in some ways* category.

Table 10. Score of Transparency; Parliamentary Agencies' Websites

№	Parliamentary agencies	Total score		Ranking	
		2017	2018	2017	2018
1	General Election Commission	59.3	66,3	27	9
2	National Human Rights Commission	52.1	51,5	52	48
3	Authority Against Corruption	51.1	50,5	56	51
4	Bank of Mongolia	36.3	49,6	77	54
5	Government Service Council	47.7	46,2	61	59
6	Financial Regulatory Commission	47.1	45,4	65	61
7	National Audit Office	52.3	44,7	50	62
8	National Statistical Office	59.4	44,6	23	63
9	Parliament of Mongolia	51.3	32,9	53	77
Average score of parliamentary agencies		50.7	48.0		
Average score of government agencies		54.6	52.9		

The table below shows the evaluation by the four indicators on transparency of information.

Table 11. Transparency of Parliamentary Agencies; By 4 indicators

№	Parliamentary agencies	Activities	Human resources	Budget	Procurement	Average score
1	General Election Commission	42.9	17.1	63.5	88.5	53.0
2	National Human Rights Commission	78.6	91.4	43.6	32.7	61.6
3	National Audit Office	42.9	8.6	58.7	42.5	38.1
4	National Statistical Office	50.0	17.1	40.4	42.5	37.5
5	Bank of Mongolia	71.4	100.0	43.6	38.1	63.3
6	Parliament of Mongolia	50.0	0.0	43.6	19.8	28.4
7	Government Service Council	50.0	25.7	61.9	11.5	37.3
8	Independent Authority Against Corruption	42.9	17.1	71.6	51.8	45.8
9	Financial Regulatory Commission	57.1	17.1	61.9	21.2	39.3
Average		54.0	32.7	54.3	38.7	44.9

Main issues to concentrate on:

- 90% of information for public engagement such as time table for public meetings, online help, post office addresses were not on the websites
- None of the agencies placed monitoring of budget execution of previous year.
- Even though most of the agencies provide tender invitations, assignments, requirements and other related documents are no put on the websites.
- Also, none of the agencies expect for the NAO published their audit report and conclusion
- When changing the language of the websites, none of them fully changed the language.

ANNEX. RANKING OF AGENCY WEBSITES

№	Government Agencies	Relevance of Information	Reliability of Information	Timeliness of Information	Accessibility of Information	Usability of Information	Total Score
1	General Department of Taxation	22.3	18	13.3	12	12	77.6
2	Labor and Social Welfare Service Agency	25.4	18	12.5	3	15	73.9
3	General Customs Office	23.1	17	12.5	12	9	73.6
4	Ministry of Construction and Urban Development	22.3	17	11.4	9	13.5	73.2
5	Dundgovi province	22.5	15.2	11	12	10.5	71.2
6	General Police Department	21.5	16	11.4	9	12	69.9
7	Information & Communication Technology Authority	22.3	16	10.6	9	12	69.9
8	Ministry of Mining	23.8	14	11.8	6	12	67.6
9	General Election Commission	17.7	14	10.6	12	12	66.3
10	Ministry of Road and Transportation	23.1	13	8.2	6	15	65.3
11	Ministry of Energy	22.3	13	10.2	6	13.5	65
12	Ministry of Health	20	11	8.2	12	13.5	64.7
13	Family, Youth and Child Development Agency	22.3	16	11	6	9	64.3
14	General Agency for Specialized Inspection	24.6	16	11.4	3	9	64
15	Ministry of Food, Agriculture and Light Industry	21.5	12	9.4	9	12	64
16	General Intelligence Agency	19.2	10	8.6	15	10.5	63.4
17	Department of Health and Social Insurance	21.5	18	11.8	3	9	63.3
18	Administration of Land Affairs, Geodesy & Cartography	20	12	9.4	9	12	62.4
19	National Agency for Meteorology & Environment Monitoring	22.3	14	11	6	9	62.3
20	Uvs Province	18.8	10.5	7.5	15	10.5	62.2
21	Ministry of Education, Culture and Science	19.2	17	9.4	6	10.5	62.1
22	Ministry of Defense	23.8	13	8.2	3	13.5	61.6
23	Orkhon province	18.8	13.3	9.8	9	10.5	61.4
24	Sukhbaatar district	20.3	14.3	9.8	9	7.5	60.8
25	National Development Agency	20.8	12	9.4	9	9	60.2

26	Ministry of Finance	16.9	13	11.8	6	12	59.7
27	General Executive Agency of Court Decision	18.5	13	10.2	9	9	59.7
28	Immigration Agency	20	15	11	6	7.5	59.5
29	The Civil Aviation Authority	21.5	13	9.4	6	9	59
30	Darkhan-Uul province	18.8	13.3	10.2	9	7.5	58.8
31	Bayangol district	18	14.3	8.2	6	10.5	57
32	Petroleum Authority	16.9	11	9.4	9	10.5	56.8
33	Ministry of Foreign Affairs	16.9	12	9.4	6	12	56.3
34	Bayankhongor province	15.8	12.4	10.2	9	9	56.3
35	National Emergency Management Agency	19.2	13	10.2	3	10.5	55.9
36	Agency for Policy Coordination on State property	22.3	13	9.8	3	7.5	55.6
37	Govisumber province	18	12.4	10.2	6	9	55.6
38	Khovsgul province	16.5	13.3	10.6	6	9	55.4
39	Bulgan province	14.3	12.4	10.2	9	9	54.8
40	General Authority for Border Protection	16.2	12	8.6	9	9	54.8
41	Ministry of Labor and Social Welfare	16.9	10	6.3	12	9	54.2
42	Govii-Altai province	17.3	11.4	8.6	6	10.5	53.8
43	Khentii province	18	12.4	9.8	6	7.5	53.7
44	Umnugovi province	15.8	12.4	9	6	10.5	53.7
45	Agency for Standardization and Metrology	15.4	11	8.6	9	9	53
46	Songinokhairkhan district	19.5	14.3	6.3	6	6	52.1
47	Tuv province	15.8	12.4	10.2	3	10.5	51.8
48	National Human Rights Commission	17.7	8	6.3	12	7.5	51.5
49	Uvurkhangai province	18.8	12.4	6.7	6	7.5	51.3
50	Veterinary and Animal Breeding Agency	15.4	13	9.4	6	7.5	51.3
51	Authority Against Corruption	17.7	10	7.8	9	6	50.5
52	Physical Culture and Sports Authority	15.4	11	8.6	6	9	50
53	Nalaikh district	17.3	9.5	8.2	6	9	50
54	Bank of Mongolia	17.7	8	7.5	9	7.5	49.6
55	Dornogovi district	18	11.4	8.2	3	7.5	48.2

56	Khan-Uul district	16.5	9.5	7.1	6	9	48.1
57	Zavkhan province	15	8.6	6.3	6	12	47.8
58	Ministry of Environment and Tourism	17.7	10	7.8	3	9	47.5
59	Government Council Service	13.8	7	5.9	9	10.5	46.2
60	Sukhbaatar province	12	10.5	8.6	6	9	46.1
61	Financial Regulatory Commission	14.6	8	6.3	9	7.5	45.4
62	National Audit Office	13.8	10	5.9	9	6	44.7
63	National Statistical Office	13.8	8	4.7	9	9	44.6
64	Chingeltei district	15	7.6	3.5	6	12	44.1
65	Ulaanbaatar governors' Office	13.1	7	4.3	9	10.5	43.9
66	Ulaanbaatar city	13.8	8	5.9	6	9	42.7
67	Culture and Arts Committee	14.6	7	5.5	3	12	42.1
68	Arkhangai province	15.8	11.4	7.5	3	3	40.6
69	Dornod province	9	9.5	7.5	6	7.5	39.5
70	General Archival Authority	10	10	7.5	3	9	39.5
71	Selenge province	13.5	5.7	4.7	6	7.5	37.4
72	Bagakhangai district	9.8	6.7	5.1	6	9	36.5
73	Khovd province	9	9.5	5.5	3	9	36
74	Bayan-Ulgii province	10.5	4.8	3.9	6	10.5	35.7
75	Baganuur district	12.8	4.8	3.1	6	9	35.6
76	Bayanzurkh district	14.3	4.8	2.4	6	6	33.4
77	Parliament of Mongolia	10.8	5	5.1	6	6	32.9
78	Ministry of Justice and Internal Affairs	13.1	3	0.4	3	10.5	30
79	General Staff of the Mongolian Armed Forces	8.5	5	3.9	3	7.5	27.9
80	General Intelligence Agency	6.9	0	0	3	9	18.9
81	Authority for Fair Competition and Consumer Protection	3.1	0	0	3	7.5	13.6