

THE ONE CITIZEN–ONE REGISTRATION PROGRAM

One. General Provision

Mongolia’s Sustainable Development Vision 2030, Government Action Plan for 2016-2020, National Security Council’s Recommendation 27/18 of 2018, and State Policy on Development of Information and Communication Technology for 2017-2025 contain objectives to enhance the existing registry system in stages, to create enabling condition for equal access to state and electronic business as well as online banking services, “to provide capacities to carry out legal responsibilities at high standards by improving human resource, techniques, facilities, and infrastructure of legal sector institutions” and “to generate open data and single source information, while ensuring wholeness, integrity and security of integrated state registration database that serves as the state institutional memory” through the implementation of the programs on “One Citizen – One Registration”, “Increasing the use of national electronic documents by adapting state registry process to online mode” and “Digitalizing the entire original documents of state registration”.

The State registration authority provides citizens, legal entities, and government organizations with 19-civil registration, 29-property ownership registration, 10-legal entity registration, and 28-archive, in total 86, services. Currently, there are following challenges faced in creating a citizen-centered integrated state registration system, ensuring rights of citizens and legal entities, strengthening the state institutional memory, enhancing the access and speed of public services that support economic development of the country, and improving the current registration process. These are:

- 67 khoroos and 303 soums are not connected to the integrated state registration network;
- limited information exchange among government organizations, information inconsistency, and lack of condition enabling the collection of necessary data from government organizations for state registration;
- due to insufficient financial allocation and lack of modernizing measures that should have been put in place for upgrading the integrated state registration database facility and software, it is not possible to maintain the smooth and continuous operation of state registration process, which resulted in occurrences of disruptions caused by technical reasons. In particular, from total of 67 data storing servers, 8 storing devices, 4531 computers and accessories are being used in the operation of the registration organization, 48 servers (71.6%), 8 storing devices, 85 percent of computers and related accessories are out-of-date;
- it is impossible to seek assistance from authorized service provider for any occurrence of damage and disruption since the database management system program license has been expired;
- database storage devices have reached their limit.
- registry archives are located in 32 units nationwide and the state registration central archive, UB city, 13 aimags’, and 8 districts’ registration units do not have adequate storage buildings,

therefore archive materials are stored in basements and garages due to the shortage of storing space. This violates the standards of conditions to store the archive documents and puts in high risks of archives being damaged or lost.

-modern business and public service requirements have not been met due to the absence of integrated standard system for administrative units based addressing and ambiguity attached to it;

-state registration original documents are not completely digitized, some digitized types of materials require additional improvement, therefore it cannot be fully functional;

-According to state legal institutions' data on the year of 2017, 271694 references of individuals and legal entities were issued in person, and 1.5 million references by government service e-machine "TUTS". This has become main burden causing work overload, cost and inconvenience not only to citizens but also registration organizations.

Therefore, there is a real need for providing a comprehensive solution to creating integrated account for addressing based on geographical information system (GPS) as well as enabling condition for the exchange of baseline information with other organizations and providing public service to citizens and legal entities regardless of distance in an accessible manner through online platforms by connecting the registration branches and units to the integrated network, upgrading hardware and software, essential for producing citizen based single source database, improving quality, safety and security, and ensuring normal and reliable operation.

Digitization of the original documents collected for state registration must be continued and become available for users; thereby it would make the state online registration functional.

One Citizen – One Registration Program was developed based on necessity for ensuring normal operation of online network as well as storage and protection of the integrated state registration database, providing enabling condition for open and accessible delivery of public services to citizens and legal entities using advanced information and communication technologies, increasing the use of public and nonpublic services through installing digital signatures in the memory of citizenship identification cards, generating single standard and integrated account as well as digitizing related registry services in Mongolia.

Two. Program goal and objectives

2.1. the Program aims to create enabling condition for fast and accessible online public services by improving the integrated state registration system in stages, digitizing original documents, increasing electronic usage, ensuring information security and strengthening the state institutional memory.

2.2. Following objectives will be implemented to achieve the program goal. These are:

Objective 1. Upgrading and improving the techniques, technologies, hardware and software used by the registry organizations;

Objective 2. Digitizing original documents and ensuring preservation and security of archive funds;

Objective 3. Reforming infrastructure and expanding production of civil documents;

Objective 4. Creating an integrated management system to improve quality and storing capacity of database on citizens, legal entities and properties;

Objective 5. Creating integrated database based on GPS;

Objective 6. Strengthening the capacity of registry staff;

Objective 7. Diversifying the use of civil identification cards, by installing digital signatures in the electronic memory of ID cards;

Objective 8. Creating enabling condition for citizens to receive transparent, fast, and accessible public services, by converting the existing state registration service into electronic format;

Objective 9. Providing condition for information exchange between government and non-government organizations.

2.3. Duration of the program:

This program will be implemented for 2018-2021.

Three. Actions undertaken within the program framework

3.1. Within the objective 1 of the Program, following actions will be taken:

3.1.1. to improve and upgrade software for the registration of citizens, properties, and legal entities;

3.1.2. to install automatic mode for database storage, to develop software for database monitoring, and to make it usable;

3.1.3. to renew servers, computers and hardware used for registration;

3.1.4. to ensure security of network confidentiality and to enhance organizational arrangements;

3.1.5. to connect unconnected primary units such as khorroos and soums to the integrated state registry network;

3.1.6. to generate sources and to include into high energy classification;

3.2. Within the objective 2 of the Program, following actions will be taken:

3.2.1. to have the central archive building constructed according to the standards;

3.2.2. to create enabling condition and to upgrade hardware necessary for digitizing original documents;

3.2.3. to complete digitalizing of original documents for the registration of citizens and legal entities.

3.3. Within the objective 3 of the Program, following actions will be taken:

3.3.1. to set up domestic production capable of typing in passports, printing national standard e-passports, as well as typing and printing confidential templates of the Mongolian state identification cards;

3.3.2. to purchase equipment and related accessories for producing ID cards;

3.3.3. to extend the building for ID card production;

3.3.4. to create enabling condition (domestically) for typing in the national e-passports,

3.4. Within the objective 4 of the Program, following actions will be taken:

3.4.1. to improve storage capacity and quality of database on citizen, property and legal entity registry;

3.4.2. to standardize addressing and codification of administrative units;

3.4.3. to create integrated management for fragmented databases.

3.5. Within the objective 5 of the Program, following actions will be taken:

3.5.1. to arrange setting up of upgraded registry database for state and local administration bodies;

3.5.2. to update address registration of citizens, properties and legal entities by creating a GPS based integrated address database;

3.5.3. to connect the number of a square land unit stored in the state registration database on property rights with cadaster database;

3.5.4. to type a citizen's home addresses, registered in state registration database, in the online memory of ID cards.

3.6. Within the objective 6 of the Program, following actions will be taken:

3.6.1. to build capacity and knowledge of state registry staff in line with the requirements for the use of advanced technologies;

3.6.2. to recruit qualified personnel for primary registration units;

3.6.3. to build capacity of IT staff and to create stable work environment.

3.7. Within the objective 7 of the Program, following actions will be taken:

3.7.1. to issue ID cards after having digital signatures installed into their e-memory;

3.7.2. to encrypt a digital signature key combination in e-memory of newly printed ID cards, to develop software for card printing and to put it into service;

3.7.3. to develop 2048 bits key combination writing program in order to produce digital signatures for ID cards, issued to citizens and put it into service;

3.7.4. to develop software that recognizes digital signature information stored in the electronic memory of ID cards and put it into service;

3.7.5. to issue digital signatures to citizens through primary registration units and put into service.

3.8. Within the objective 8 of the Program, following actions will be taken:

3.8.1. to develop and to put in use a system for online registration of citizens, properties and legal entities;

3.8.2. to provide condition for citizens and legal entities to receive registry references and services in an online, quick and accessible way;

3.8.3. to improve information exchange among databases of public organizations and to ensure authenticity and velocity of registration.

3.9. Within the objective 9 of the Program, following actions will be taken:

3.9.1. to make information of the registration body open and available for limited use in case of necessity;

3.9.2. to create electronic database approved by the Government, to ensure compliance with the rules of use, and to provide citizens and government and non-government organizations with necessary information;

3.9.3. to acquire and put in use information required for maintaining state registration from government and non-government organizations

Four. Program outcomes

4.1. The implementation of the program would lead to following outcomes:

4.1.1. By implementing objective 1 of the Program, hardware and software used by the registration body would be upgraded and new technologies will be introduced in line with modern technological trends.

4.1.2. By implementing objective 2 of the Program, original documents will be fully digitalized as well as preservation and protection of archive funds will reach relevant standards and information security objectives will be ensured.

4.1.3. By implementing objective 3 of the Program, civil information and state issued documents' confidentiality and security will be ensured through improved state registration infrastructure and expansion of document production.

4.1.4. By implementing objective 4 of the Program, the state registration database will have integrated management and the authenticity and reliability of the primary database will be ensured.

4.1.5. By implementing objective 5 of the Program, database on address registration of citizen, legal entity and property rights will be connected to the integrated database of GPS based addressing as well as nationwide addressing system will be standardized.

4.1.6. By implementing objective 6 of the Program, the capacity and knowledge of registry staff will be strengthened, registration operation will be improved, and qualified human resource will be built.

4.1.7. By implementing objective 7 of the Program, condition for citizen recognition in online environment will be provided, as digital signatures are installed in the electronic memory of ID cards.

4.1.8. By implementing objective 8 of the Program, services provided to citizens will become quick and accessible despite of difference in time and distance, as the possibility for state online registration is created

4.1.9. By implementing objective 9 of the Program, information inconsistency will be eliminated and service promptness is ensured through exchange of integrated state registration database information on citizens, properties and legal entities among government and non-government organizations.

Five. Program impact and indicators.

5.1. Social impact of the Program:

5.1.1. Condition for quick and easy access to online registration information and services will be created.

5.1.2. Electronic information use of government organizations will be increased, thereby paper based documentation will be reduced.

5.1.3. It would have real impact on the service accessibility and quality, execution of core responsibilities of the registration body.

5.1.4. There will be enabling condition where anyone can equally access the registry services.

5.1.5. Customer satisfaction will be ensured, since the service accessibility will be improved.

5.2. Economic impact of the Program:

5.2.1. Information accuracy of government organizations will be improved and service bureaucracy will be reduced.

5.2.2. The number of documents requested from citizens and companies will be decreased, thereby it will save time and cost.

5.2.3. Since it will reduce the number of citizens physically coming to the registration authorities, traffic jam and associated air pollution would also decrease.

5.3. Program criteria

No.	Program goal and objectives	Criterion	Baseline 2018	Expected level	
				year	indicator
Impact indicators					
Goal	to create enabling condition for fast and accessible online public services by improving the integrated state registration system in stages, digitizing original documents, increasing electronic usage, ensuring information security and strengthening the state institutional memory	Time spent on receiving state registration service will be reduced	3-14 days	2021	5 minutes-3 days
		Stages of providing registration body's service will be decreased.	100%	2021	reduced by 30%
		The number of documents requested from citizens and companies will be reduced.	100%	2021	reduced by 50%.

		The cost incurred by citizens and companies will be decreased.	100%	2021	reduced by 30%.
		Budget expenditure related to providing state registration service will be reduced.	100%	2021	reduced by 20%
		The number of citizens coming to the registration body will be decreased thereby traffic and associated air pollution will reduce.	100%	2021	reduced by 3-4% (in terms of cars)
Outcome indicators					
objective 1	Upgrading and improving the techniques, technologies, hardware and software used by the registration body	Total of 15 software programs will be developed for registration of archives as well as citizen, property, and legal entity	33% (5 software programs will be developed)	2019	60%
				2020	86.6%
				2021	100%
		Minimum 80 percent of hardware, servers and computers used in registration system will be upgraded.	15%	2019	45%
				2020	90%
				2021	100%
		67 khoroo of UB city, 33 most populated soums will be connected to the integrated state registration system in stages.	From total of 152 khoroo, 330 soums 85 khoroo, 29 soums will be connected.	2019	152 khoroo
				2020	42 soums
				2021	62 soums

objective 2	Digitalizing original documents and ensuring preservation and security of archive funds	To have a blueprint that meets all requirements for archive buildings and a building constructed according to relevant standards.	0%	2019	40%
				2020	70%
				2021	100%
		Software programs and hardware technologies necessary for digitalizing archive original documents will be provided.	20%	2019	100%
		2020	100%		
objective 3	Improving infrastructure and expanding the production of civil documents	The state specialized manufacturer capable of typing and printing confidential format of Mongolian citizenship ID cards and standard electronic passports will be operationalized.	0%	2019	60%
				2020	100 %
		Equipment and accessories, necessary for preparing ID cards, will be purchased.	0%	2019	100%
		Conditions for typing in the national electronic passports will be created.	0%	2019	100%

objective 4	Creating an integrated management system for improving the quality and storing capacity of database on citizens, legal entities and properties	Information quality of state registration body will be enhanced and database for the registration of citizens, legal entities and properties will be improved.	85%	2019	100%
		Administrative unit codification and addressing will be standardized.	88.5% /1565 administrative units/	2019	100% /total of 1768 administrative units/
objective 5	Creating a GPS based integrated database;	By creating an integrated address pool based on GPS, address registration of citizens, legal entities and properties will be updated.	0%	2019	50%
				2020	70%
				2021	100%
		The number of a square land unit stored in the state registration database on property rights will be connected with cadaster database and coherent operation will be ensured.	20%	2019	50%
				2020	70%
				2021	100%
		Typing of citizens' home addresses, registered in the state	0%	2019	20%
				2020	50%

		registration database, in the electronic memory of ID cards will be systematized and addresses will be stored in the electronic memory of ID cards.		2021	100%
objective 6	Building and strengthening the capacity of registry staff in line with advanced technological requirements	The capacity of registry staff will be built in line with advanced technological requirements and strengthened in line with advanced technological requirements	0%	2019 - 2021	30 employees
		Central registration authority and primary registration units will be provided with qualified and skilled human resources.	0%	2019 - 2021	1000 employees
		Capacity of IT staff will be built and stable work environment will be created.	0%	2019 - 2021	28 employees

objective 7	Promoting the use of civil identification cards, by installing electronic data of digital signatures in the electronic memory of ID cards	Digital signatures will encrypted in newly issued ID cards, chip files will be created, and card printing system as well as PKI activating software program will be developed.	80 %	2019	100%	
		By upgrading PKI applet of ID cards, issued to citizens, 2048 bits key combination encryption software program will be developed.	80 %	2019	100%	
		Software that recognizes digital signature information stored in the electronic memory of ID cards will be developed.	80 %	2019	100%	
		Issuing digital signatures to citizens through primary registration units will commence and put into service.			2019	5%
				0.6 %	2020	10%
				/3000 citizens/	2021	15.6% /500000 иргэн/

objective 8	Creating enabling condition for citizens to receive transparent, fast, and accessible public services, by converting the existing state registration service into electronic format.	12 additional services will be fully connected to government service e-machines.	9 services	2019	12 services
		By developing online registration system for citizen, legal entity and property registry, 18 different services will be converted to electronic format.	-	2019 - 2021	18 services
objective 9	Enabling information exchange among citizens, government and non-government organizations.	By ensuring the implementation of “the Regulation on the Creation and Use of State Database”, registration body will program its regular services and supply to “National Data” Center.	40%	2019	100%
		Information required for maintaining state registration will be acquired from government and non-government organizations and put into service.	-	2019	20%
				2020	50%
				2021	100%

Six. Program Funding

6.1. Program actions will be funded from following sources:

- 6.1.1. State and local budget;
- 6.1.2. Foreign loan and assistance;
- 6.1.3. Other sources, not prohibited by law

Seven. Program Management and Organization

7.1. The state central administrative body in charge of legal affairs shall bear the responsibilities for coordinating cooperation among stakeholders from government and non-government organizations, private sector, and international organizations, providing management and organization, and monitoring the implementation of actions undertaken within the program framework, while the state administrative body in charge of state registration shall be responsible for organizing implementation of the program at the national level and providing professional and methodological guidance.

7.2. The state administrative body in charge of state registration is responsible for organizing information dissemination and public advocacy of the program.

Eight. Program Monitoring and Evaluation

8.1. The state administrative body in charge of state registration shall submit the report on program implementation to the central state administrative body in charge of justice within the timeframe specified in the general regulation on Policy Implementation Monitoring and Evaluation.

8.2. The state central administrative body in charge of legal affairs shall monitor and evaluate the annual implementation of the program and submit it to the Cabinet Secretariat within the timeframe specified in the general regulation on Policy Implementation Monitoring and Evaluation.

8.3. The state central administrative body in charge of legal affairs shall have independent evaluation conducted at least 18 months after the commencement of the program in case of necessity and submit its report to the Cabinet Secretariat.

8.4. The Cabinet Secretariat shall review the reports, specified in the sections 8.2 and 8.3 of this program and present to the Cabinet discussion.

8.5. Based on the findings and recommendations, discovered during the monitoring and evaluation of the program implementation progress, the program action plan and the indicators can be amended in accordance with relevant laws and regulations.

8.6. The conclusions and recommendations of the program progress and outcome evaluation shall serve as the basis for developing a relevant policy paper.