COVID-19 CRISIS RESPONSE
IN ICT SECTOR OF MONGOLIA

Communications and Information Technology Authority
Government of Mongolia
01 May 2020

HIGHLIGHTS ON COVID- 19

Mongolia-China border length: 4 630km. Border with China was closed since 01 Feb, 2020.

Mongolia-Russia border length: 3 485km. Border was closed since 18 Mar, 2020.

Mongolia`s WHO Risk Assessment on COVID-19: Very high

Suspended all flights and trains step by step (China-> Korea, Japan, Thailand-> Russia, Europe) from 14 Feb- 10 Mar, 2020.

All kinds of education institutions, including universities, schools and kindergartens were closed since 27 Jan 2020. Cancelled all kinds of public gatherings, such as activities of training centers, cyber gaming centers, public tour, children playground center and driving schools, etc.

Conducts only special charter flights to receive Mongolian citizens from abroad.

The first COVID-19 case in Mongolia was confirmed on 10 March 2020.

As of 01 May 2020, total confirmed cases: 38, all are imported. Of which 10 have recovered.
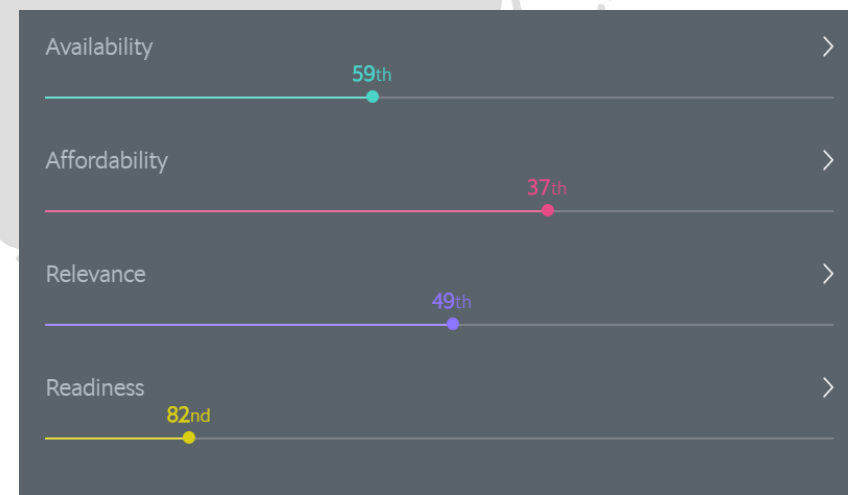
ACTIONS TAKEN BY MONGOLIAN GOVERNMENT

In order to increase digital respond to challenges faced by Covid-19, in collaboration with public and private partnership of ICT sector, the Mongolian Government took following measures:

NETWORK RESILIENCE AND AFFORDABILITY

➢ The closure of 2200 schools and kindergartens has directly affected more than 900K children under age of 18. Telecom operators provide free service access to education contents for them prepared by the Ministry of Education and Science, which are also freely available on all TV channels, VoD service and www.econtent.edu.mn portal.

➢ University and college students are able to access freely to their online lesson portals and feedback platforms between teachers and students.

➢ Telecom operators provide discounted data services and flexible payment for their subscribers. Data usage is very high demand during the quarantine.

➢ Service providers of Video on demand offer discounted and free contents.

➢ Mobile operators cut their tariff on international calls.

➢ Telecom operators provide free WI-FI access for hospitals, as well as free data sim card for people who works in frontline.

Availability	59th
Affordability	37th
Relevance	49th
Readiness	82nd

Ranking in 53 overall, Mongolia performs favorably in supporting Internet inclusion compared with most other lower-middle income countries. Competitive broadband and mobile markets are its main positives.

ACTIONS TAKEN BY MONGOLIAN GOVERNMENT

DIGITAL SERVICE ACCESS

➢ 31 public services are provided over 110 e-Kiosks throughout the country. All of them accept bank cards only.

➢ Government e-document management system is launched . This gives an opportunity to exchange documents by online between all Government organizations, as well as, to work at home for public employees.

➢ Parliament Sessions are going as in online manner. To prevent public gathering and keep social distancing as recommended by WHO, Parliament Session is live-streaming to five halls. Plenary meetings and meetings of standing committees and working groups are organizing via video streaming in the halls, alongside creating a possibility for Member of Parliaments to join the sessions remotely. In case of being physically present to parliamentary activity, a distance between the Members will be kept at two meters, not gathering greater than 20 Member of Parliaments in one place.

DIGITAL SERVICE ACCESS

➢ Public service integrated portal www.e-mongolia.mn to deliver public services through the internet is launched. This portal enables citizens to get over 120 public services without visiting public organizations. It is expecting to be expanded the services up to 200 in near future.

➢ COVID-19 portal recently opened. Through this portal citizens are able to get accurate information, advice, guidance, and interim surveillance review on COVID-19.

➢ Law on State Electronic Communications is under discussion, which enables to have more open and reliable access of public services, facilitate e-communications between public organizations, provide re-engineering at government level and enable public open data.

ACTIONS TAKEN BY MONGOLIAN GOVERNMENT

ADDRESSING THE HEALTH CRISIS

➤ Mobile operators send special warning and advisory SMS (specially prepared by Ministry of Health and WHO) free of charge to all their subscriber's in daily basis, since end of January. (Total SMS: 230M, total cost: 1.7M USD)

➤ COVID-19 related hotline number 119 is launched to public and working for 24/7 hours. (Total received calls: 13K)

➤ Livestreaming of 11am daily press briefing of Ministry of Health with a sign language interpreter on COVID-19 updates and information through TV, radio and social media platforms. Totally 111 briefing was provided up to date. (Total views via social media: 10M)

➤ Parliament adopted a Law on COVID-19 prevention, fight, and mitigation of its socioeconomic impact. It reflects regulations, authorizing the Government to take necessary measures, such as calling quarantine and traffic movement and time limits, as well as approving relevant regimes, procedures, and instructions to be followed during the COVID 19 pandemic.

ACTIONS TO BE TAKEN IN NEAR FUTURE

➢ To launch "Shuurkhai 119" /*en trans.* SOS/ mobile application that will provide citizens timely, reliable and accurate information immediately in their mother tongue.

➢ To enable Public service integrated portal www.e-mongolia.mn on mobile devices as an application and expand the services up to 200.

➢ To prepare special equipped vehicles of emergency mobile communication.

➢ To establish mobile communication base stations in necessary rural areas.

➢ To integrate all available education portals into one platform and allow free access.

➢ To develop integrated data application delivering official information and guidelines by Ministry of Health and State Emergency Commission on Covid-19 to citizens.

➢ To develop location and movement monitoring system related with COVID-19 patients or lockdown citizens.