



# STAKEHOLDER ENGAGEMENT PLAN

For ULAANBAATAR SUSTAINABLE URBAN  
TRANSPORT PROJECT (USUPT-P174007)

# Stakeholder Engagement Plan

## 1. Introduction

This document is the Stakeholder Engagement Plan (SEP) for the Ulaanbaatar Sustainable Urban Transport Project (hereafter "the project") drafted in March 2021. The SEP is available on the Municipality of Ulaanbaatar website.

The World Bank (hereafter "the Bank") is proposing to provide \$100million, an International Bank for Reconstruction and Development credit to the Mongolian Ministry of Finance for the Project. The executing agency is the Municipality of Ulaanbaatar. The Road Development Agency, the Traffic Control Center, and the Public Transport Service Agency will act as Implementation Entities (IEs).

The SEP is developed based on consultation with the project stakeholders<sup>1</sup> and desk research on stakeholders and identifies engagement methodology. The SEP describes methods for information distribution and consultations during the life of the Project and the approach to grievance redress.

## 2. Objective and Scope

The key objectives of the stakeholder engagement according to the World Bank's ESF, World Bank Environmental and Social Standard (ESS) 10<sup>2</sup> are:

- To establish a systematic approach to stakeholder engagement that will help identify stakeholders and build and maintain a constructive relationship with them, in particular Project affected parties.
- To assess the level of stakeholder interest and support for the Project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow project implementer to respond to and manage such grievances.

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<sup>1</sup> A "Stakeholder" refers to individuals or groups who: (a) are affected or likely to be affected by the Project (project-affected parties); and (b) may have an interest in the Project (other interested parties).

<sup>2</sup> Environmental and Social Framework for IPF Operations. *ESS10: Stakeholder Engagement and Information Disclosure*, 2018.

### 3. Project Description

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<b><i>Component</i></b>	<b><i>Activities</i></b>
<b><i>Component 1. Integrated corridors</i></b>  <i>(est. total cost: US\$ 90 million, IBRD loan: US\$ 81 million)</i>	1.1 Corridor-specific infrastructure investments <ul style="list-style-type: none"> <li>• Type I: corridor rehabilitation &amp; reconfiguration</li> <li>• Type II: corridor upgrading</li> </ul> 1.2 Intelligent Transport Systems (ITS)  1.3 Smart Parking Management System
<b><i>Component 2. Sustainable public transport System</i></b>  <i>(est. total cost: US\$ 15 million, IBRD loan: US\$ 10 million)</i>	2.1 Corridor-specific investments <ul style="list-style-type: none"> <li>• Installation of bus lanes on selected corridors</li> <li>• Improvement of bus stops along project corridors, including the piloting of family-only indoor bus waiting area by volunteering stores</li> </ul> 2.2 City-wide investments <ul style="list-style-type: none"> <li>• Upgrade of bus management systems</li> <li>• Deployment of on-demand transit services</li> </ul>
<b><i>Component 3. Effective institutions for transport planning and management</i></b>  <i>(est. total cost: US\$ 10 million, IBRD loan: US\$ 9 million)</i>	3.1 Strategic studies: (a) vision & strategy; (b) transport infrastructure investment planning and management; (c) road safety; and (d) public transport reform.  3.2 Capacity building and implementation support. <ul style="list-style-type: none"> <li>• Project management and implementation support</li> <li>• Feasibility studies and design</li> <li>• workshops, trainings, conferences, study tours</li> </ul>
<b><i>Component 4. Contingent Emergency Response Component (CERC)</i></b>  <i>(total cost: US \$0)</i>	This zero-dollar component is designed to provide a swift response in the event of an eligible crisis or emergency, by enabling Ulaanbaatar to request the World Bank to reallocate project funds to support emergency response and reconstruction where needed.

Detail description of the Project is in Chapter One of this ESMF.

### 4. Regulatory Requirements

In addition to the World Bank Environmental and Social Standard (ESS) 10, national requirements for stakeholder engagement regulations are below.

The Law on Urban Development (2015, Article 17 and 18) states:

- participatory planning shall be adopted in urban development planning, and consultation with citizens shall be conducted during the implementation of urban planning.

- Decisions pertinent to urban development shall be disseminated and disclosed to the public in a timely manner.
- Utility disruptions are required to be disclosed to residents and entities 24 hours prior to disruptions.

The Law on Environmental Impact Assessment (2012, Article 5 and 18) requires that:

- DEIA process of development plans and programs shall be disclosed to the public through Environmental Authority's website.
- There will be a 30-working day period for submittal of verbal or written public input. The DEIA consultant should organize community consultations that include local government and residents within the area of influence.
- The DEIA should include meeting minutes, comments by local government, and community consultation for local communities in the area of influence.

**5. List of screening and meetings undertaken during project preparation before the appraisal by WBG.**

Stakeholder	Topics	When	Conclusion
Executing and Implementation Agencies	ESMF progress	3/11/2021	Informed relevant MUB agencies
Urban planning and land department of MUB	Resettlement policy framework	3/15/2021	Discussed resettlement procedures and potential implementation arrangement for the Project
Mongolia: Ulaanbaatar Urban Services and Ger Areas Development Investment Program ADB funded Project	Institutional arrangement and E&S procedures	3/16/2021	Institutional arrangements and E&S procedures  Capacity building programs
Executing and Implementation Agencies  NGO representatives of people with disabilities and gender	ESMF review and approval	3/25/2021	NGO representatives highlighted key issues and potential solutions for people with disabilities  NGO representative highlighted gender and social issues in the road and transport sector and potential strategic and engineering design solutions.  MUB and Implementation Agencies engaged with the NGO representatives commented and endorsed the ESMF.

## 6. Stakeholder Identification and Analysis

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. The stakeholder engagement aims to support developing strong, constructive, and responsive relationships that are important for successfully managing a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process. It is an integral part of early project decisions and the assessment, management, and monitoring of the Project's environmental and social risks and impacts.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e., the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project. Community representatives may provide helpful insight into the local settings and act as main conduits to disseminate the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e., confirming that they are legitimate and genuine advocates of the community they represent) remains an essential task in establishing contact with the community stakeholders. The legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on representing their interests in the most effective way. With community gatherings limited or forbidden under COVID-19, it may mean that the stakeholder identification will be on a much more individual basis, requiring different media to reach affected individuals.

Table: Stakeholder identification

Stakeholder	Role in the project	Interest	Influence
World Bank	Financing of the project.	High	High
	Follow up on the fulfilment of the objectives of the project.		
Ministry of Road and Transport Development of Mongolia	Technical design, permits, project steering committee member	Medium	High
Ministry of Environment and Tourism /Municipal Environmental Department	The MoET will provide environmental clearances and may undertake inspections and monitoring at their discretion.	Medium	Medium
Ministry of Finance	Follow up on the fulfilment of the Minister's Regulation 196 on utilization of proceeds of external	Medium	High
	debts incurred by the Government of Mongolia; implementation, administration, financing, monitoring and evaluation of projects and programs funded by such proceeds.		
Municipality of Ulaanbaatar	Executing and implementation agency.	High	High

UB Road Development Department	Project implementing agency.	High	High
	Participate in the project implementation		
Traffic Control Center	Project implementing agency.	High	High
Transport Police	Project implementing agency.	High	High
Public Transport Agency	Project implementing agency.	High	High
Master Planning Agency of Capital City	support, clearance and permission	Medium	Medium
Urban Planning, Architecture and Design Institute of Ulaanbaatar City	support	Medium	Medium
Municipal and District Land Management Agency	Land management agency and division of related districts will provide clearances for land ownership documents, land certificate, land use agreement and cadastral maps.	Medium	High
Municipal Agency for Specialized Inspection	Periodic inspection of construction work	Medium	High
Municipal and District Offices	support	High	Medium
Project Steering Committee	Chaired by the Municipality of Ulaanbaatar and including the Ministry of Finance (MoF), RDA and other project implementing agencies the Steering Committee will provide overall guidance to the Project implementation as per Regulation 196 on utilization of proceeds of external debts incurred by the Government of Mongolia	High	High
Project Management Unit		High	High
Contractor	Project partners	High	High
	Participate in the project implementation		
Consultants/Advisors	Project partners	Medium	Medium
	Participate in the project implementation		
Local research institutes	Potential project partners	High	Low
	Participate in the project implementation		
Civil society organizations	Potential project partners	High	Low
	Participate in the project implementation		
NGOs	Potential project partners	High	Low
	Participate in the project implementation		
Project-Affected public entities	Participate in the project implementation	High/Affected	Low
Project-Affected private entities	Participate in the project implementation	High/Affected	Low

Project-Affected residents	Participate in the project implementation	High/Affected	Low
Project-Affected vulnerable group	Participate in the project implementation	High/Affected	Low
Users (passerby)	Participate in the project implementation	High/Affected	Low

## 7. Methodology

To meet best practice approaches, the Project will apply the following principles for stakeholder engagement:

**Openness and life-cycle approach:** public consultations for the Project (s) will be arranged during the whole life-cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation;

**Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;

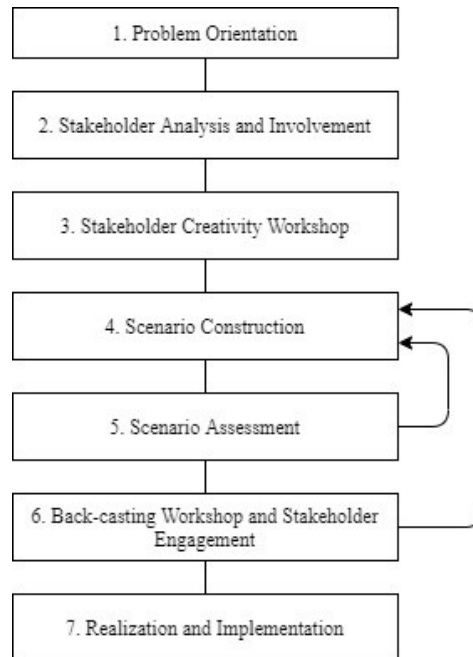
**Inclusiveness and sensitivity:** The participation process for the projects shall be inclusive. First, PMO shall coordinate equal access to information for all stakeholders. Sensitivity to stakeholders' needs is the fundamental principle underlying the selection of engagement methods. PMO shall also highlight the inclusion of vulnerable groups, particularly the elderly, diverse ethnic groups, and persons with disabilities.

**Flexibility:** if social distancing inhibits traditional forms of engagement, the methodology should adapt to other forms of engagement with the stakeholders, including individual telephone calls, and various possible forms of internet communication.

Various stakeholder engagement tools are available. One of the methods is the stakeholder-oriented backcasting approach, focusing on identifying future sustainable alternatives for fulfilling stakeholder's needs. (Quist, 2006) The backcasting method<sup>3</sup> allows integrated approaches for involving a broad range of stakeholders and actors of different groups such as government, companies, public interest groups, and knowledge bodies, defining the problem and searching for solutions and conditions, and developing shared visions.

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<sup>3</sup> Holmberg J (1998) Backcasting: a natural step in operationalizing sustainable development. GreenerManag Int 23:30–51



*Figure 1 Stakeholder Engagement Example using Backcasting Approach*

For effective and tailored engagement, stakeholders of the proposed Project (s) can be divided into the following core categories:

**Affected Parties** – persons, groups and other entities within the project area of influence that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

**Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way; and

**Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the Project (s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project.

Affected Parties include local communities, community members, and other parties that may directly impact the Project. Specifically, the following individuals and groups fall within this category:

- All road users
- Citizens of all ages living nearby
- Business owners
- Vulnerable groups



Other interested parties: the projects' stakeholders also include parties other than the directly affected communities, including:

- Other vendors or service providers and suppliers
- Knowledge bodies, i.e., research institutes, international and national consultants
- Other national and international organizations
- National and local media companies
- Public at large
- All decision-making bodies (listed in Chapter 7)

#### Disadvantaged/vulnerable individuals or groups

It is essential to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups.

The vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals, or natural resources.

Engagement with vulnerable groups and individuals often requires specific measures and assistance to facilitate their participation in project-related decision-making.

Within the Project, the vulnerable or disadvantaged groups may include and are not limited to the following:

- Children
- Youth
- Women
- Elderly
- Poor
- Low income and single headed households
- Temporary residents (rural migrants) without residency and land ownership registration
- Ethnic minority households
- Persons with disabilities (PWD)
- Small businesses that require direct access

#### **Engagement with Persons with Disabilities**

Accessible means of communication is different for each group. Following are examples:

- People who are deaf may require sign language interpretation to understand what is going on at the meeting.
- People who use hearing aids may require a loop system. A loop system facilitates hearing at large meetings.

- People with learning disabilities may require easy-to-read (which are simplified) versions of documents to enable their comprehension of technical details.
- People with mental health difficulties may benefit from pre-meeting contact to overcome their fears of being stigmatized within the gathering. Dealing with concerns about stigmatization will assist the inclusion of all marginalized groups in society.
- People with mobility disabilities using a wheelchair will require a ramp or level access to a building, a lift instead of staircases, sufficient room to move inside the building, and accessible toilet facilities.

## **8. Stakeholder Engagement Activities**

State Emergency Commission (SEC) of Mongolia decided to declare public readiness for disaster protection several times until COVID-19 mitigation measures are effectively enforced. (SEC, 2021)

A precautionary approach will be taken to the consultation process to prevent infection and/or contagion, given the highly infectious nature of COVID-19. The following are some considerations for selecting channels of communication considering the current COVID-19 situation:

- If smaller meetings are permitted/advised, conduct consultations in small-group sessions, such as focus group meetings. If not permitted or advised, make all reasonable efforts to conduct meetings through online channels.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders.
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders and allow them to provide their feedback and suggestions.
- Where direct engagement with Project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators.
- For ethnic minority households, their unique stakeholder engagement needs can be considered and facilitated with translation services, use of specific media channels etc.
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.

## Strategy for information disclosure

Stakeholders	Interest	Communication Method	Project Stage			Accountability
			Pre	Con	Ops	
All stakeholders	Project information disclosure	Regular one-to-one meetings with all stakeholder groups, focusing on vulnerable groups; Announcements, letters, websites				MUB, PMO, district, Khoroo community groups
All stakeholders	Sub-project design requirements	Regular one-to-one meetings with all stakeholder groups, focusing on vulnerable groups; Announcements, letters, websites				MUB, PMO, district, Khoroo community groups
Ministry of Finance	Project approvals	Official letters, meetings				MUB PMO
Utility and urban planning authorities	Utility disruption plans, permits, approval	Official letters, meetings				MUB, PMO
District and Khoroo Governor's Office	Support and collaboration, stakeholder engagement	Official letters, meetings				MUB, PMO
Ministry of Environment and Tourism	Permitting, assessment, approval	Official letters, Publicly available DEIA and EMP				MUB, PMO
General Agency for Specialized Inspection	Permits, inspections, approvals	Meetings				MUB, PMO, RDA
Business owners/residents in right of way (ROW)	Relocation support	Regular one-to-one meetings				MUB, PMO, RDA
Local communities	Traffic disruption, pedestrian access	Public meeting, Construction Notice Board, letters to residents, social media platforms, website, TV, radio, newspaper, UB municipal office website (www.ulaanabaatar.mn)				MUB, PMO, RDA

Institute of Archaeology of Mongolian Academy of Science (MAS)	Construction related chance finds of archaeology items	meeting, official letters				PMO, IE
Ministry of Education, Culture Science and Sports (MECSS)	Archaeology for ger area expansion	Official letter to inform and invite to project initial meeting				PMO, IE
National NGOs	Design inputs, problem identification, knowledge source, Trainings	Regular one-to-one meetings with all stakeholder groups, focusing on vulnerable groups; Announcements, letters, websites				PMO, IE
National Media	Project update	Media releases				MUB, PMO, IE
Donor and multilateral agencies	Project locations	Project Announcements, websites, media releases, meetings				MUB, PMO

## **9. Monitoring and Reporting**

The PMO safeguard staff (environmental and social specialists) will continue to conduct stakeholder engagement in accordance with this SEP and will build upon the channels of communication and engagement already established with stakeholders. In particular, the PMO will seek feedback from stakeholders on the environmental and social performance of the Project, and the implementation of the mitigation measures in the Environmental and Social Commitment Plan.

Consultation and disclosure activities will also be summarized and reported in semi-annual project reports to the World Bank. A number of Key Performance Indicators (KPIs) will also be monitored by the PMO on a regular basis, including the following parameters:

- Number of consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
- Frequency of public engagement activities;
- Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- Type of public grievances received; and
- Number of press materials published/broadcasted in the national media.

## **10. Resources & Responsibilities for Stakeholder Engagement Activities**

The Project Management Office (PMO) will be established within the MUB headed by a Project Director. The MUB will provide overall oversight for project activities including project preparation, supervision, and M&E. The PMO will have funds for implementing stakeholder engagement activities, which have been allocated under the Project.

The PMO will include safeguards specialists who will be responsible for implementing the activities of this stakeholder engagement plan. At this stage of project preparation questions can be directed to the Municipality of Ulaanbaatar.

The MUB will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the project GRM. Project workers will also receive necessary instructions for the labor GRM under the Labor Management Procedure.

## **11. Grievance Mechanism**

Mechanism (GRM) provides an effective approach for resolution of environment related complaints and issues of the affected person/community. PMO formulates the procedures for implementing the GRM and PMO's engineering staff shall undertake GRM's initiatives that include procedures of reviewing and recording complaints and comments, handling of on-the-spot resolution of minor problems, taking care of complaints and provisions of responses to stakeholders at all stages of the Project.

The GRM will be introduced during community consultations and made publicly available in Mongolian language to stakeholders throughout the Project. In the event of a grievance issue, up to four stages will be implemented, as follows.

Stage 1: Resolution at Local Level and Access to GRM. The GRM system enables affected person (local residents, representatives of local business entities, workers of contractors etc) to issue a complaint and/or comments choosing the most comfortable way out of several options such as hotline, in-person, written within the existing government procedure. The affected person's complaint will directly be recorded in the internal central web server of MUB which is linked to all feedback systems. The complaint record includes details such as the comments/grievance issue, the affected person's name, contact and date of grievance.

Stage 2: Complaint Eligibility Assessment and Resolution by MUB. Received complaint is assigned to the relevant personnel either in PMO or to the relevant department/division/unit in MUB. The PMO should take steps to investigate and resolve the issue. This may involve instructing the contractor to take corrective actions. The contractor should implement the redress solution and convey the outcome to the PMO and notify WB. Depending on the type and complexity of the grievance issue, PMO/MUB can solve the issue between 1-30 days after receiving the comment/complaint.

Stage 3: Complaint Resolution by PMO Steering Committee. MUB PMO investigates and organizes multi-stakeholder meeting within 10 days of Stage 3 and then has 10 days to implement solution. A multi-stakeholder group may consist of equal number of government and non-government representatives from local government, implementing agencies, local social services, local community based or civil society organizations, ger area residents, women and disabled communities, private sector and media and should have no conflict of interests with relevant complaint parties.

Stage 4: Higher Authority Resolution. If complaint not addressed, AP may seek legal redress through court system.

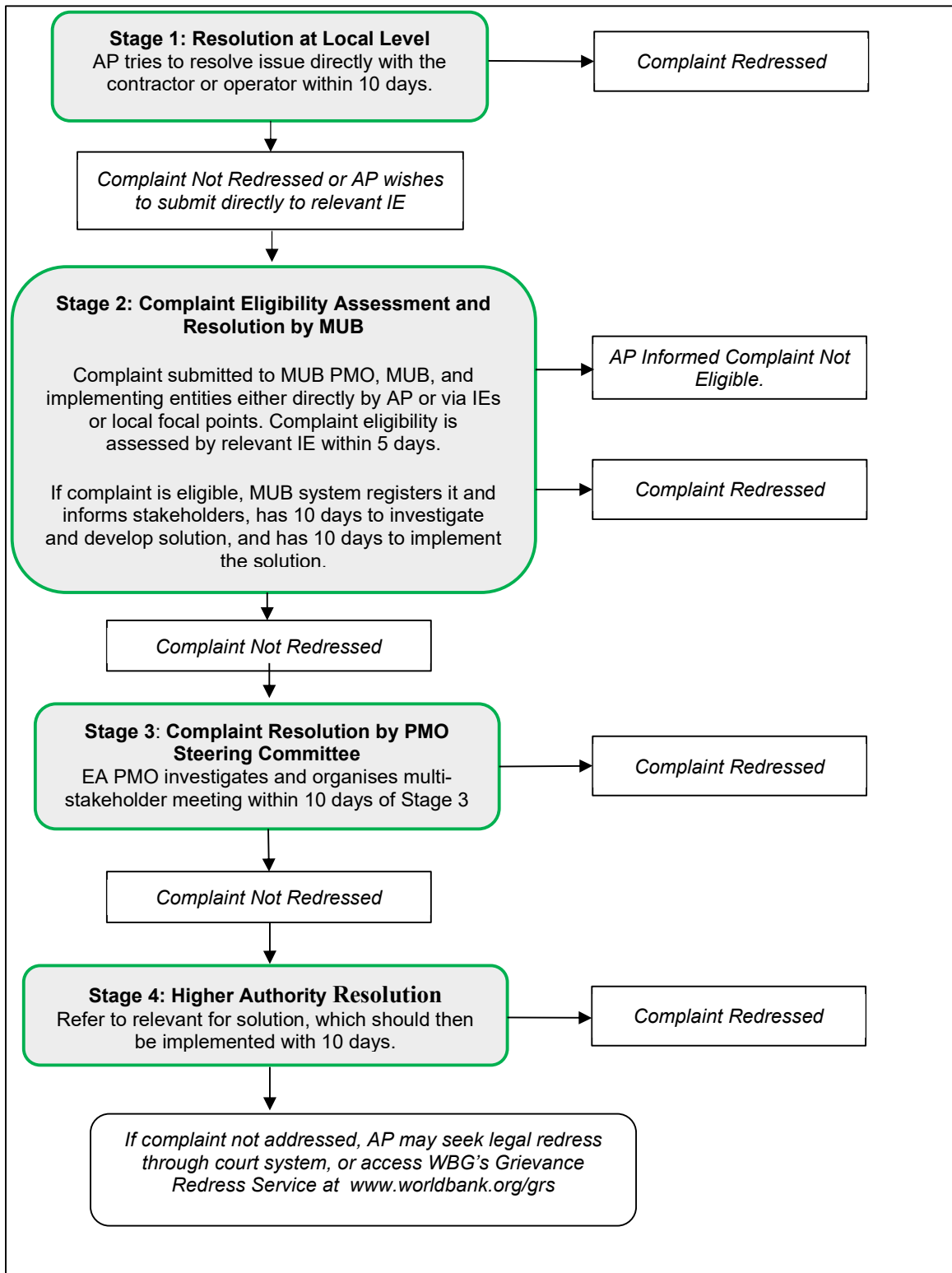
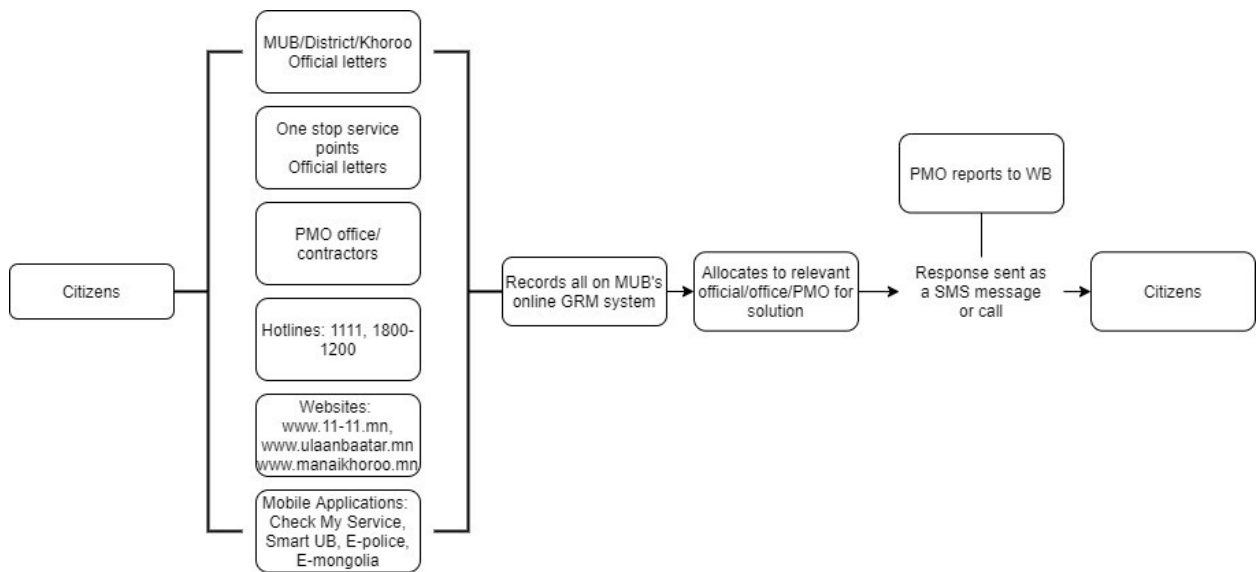


Figure 2 Proposed Project GRM

MUB's grievance redress system is regulated by Mayor's Order No. A/1086. All agencies and projects of MUB are required to implement the GRM system (Figure 5). The USUPT project GRM can be effectively managed based on existing system. The PMO GRM regulation can be developed with improvements to facilitate Implementation Agencies' involvement for better engagement with each and individual project-affected or/and other interested parties at all stages of the Project.



*Figure 3 Project Grievance Redress Management integrated with MUB's smart GRM system*

#### Currently utilized engagement channels

##### 1. Government's 1111 Center and Hotline

Citizens either visit the center which is located in front of Government House or call the hotline.

The Office of the President, Parliament Office, Cabinet Secretariat and Government Agencies all receive information through the center and hotline. Each has one officer in charge of collecting information and delegate to relevant authorities, as well as follow-up on its resolving process. Period to reply back to citizens and solve the requests, complaints are within 30 days.

Reports are registered and posted at the website 11-11.mn .

##### 2. Website

###### a) Municipality of Ulaanbaatar



At their official website [www.ulaanbaatar.mn](http://www.ulaanbaatar.mn) there is a button "Requests, complaints", when you press it directly it connects to the city's portal eservice, where citizens can register with an account and leave information. Upon receiving information, an officer who is in charge will assess their relevance and delegate to relevant authorities. When the requests, complaints received by a relevant official, he/she must solve and reply back within the given period (usually 30 days).

b) Office of the President

At their official website [www.president.mn](http://www.president.mn) there is a section where citizens/entities can leave their comments only. Upon receiving comments, an officer who is in charge will assess the relevance and delegate to relevant authorities accordingly.

When filling the form citizens must include their full name, ID number, address and phone number.

c) [www.manaikhoroo.mn](http://www.manaikhoroo.mn)

The City Governor's Office established the "Manai Khoroo" website for citizens and civil servants. That website's one module is included citizens complain system to receive and resolve complaints and petitions addressed to Ulaanbaatar city's local administration organizations and officials.

This will allow citizens to quickly make their complaints and petitions addressed to Ulaanbaatar city's local administration organizations and officials.

A response regarding the complaint or petition will be given to the person, contacting through phone after relevant organization makes a decision.

3. An official letter (organization) and written complaint/request (citizen)

This is a paper-based option where citizens or entities can also reach relevant government organizations, they want to deliver their complaint, request or feedback. Once a letter is received by an officer, he/she gives reports to executive level officials (director).

\*All procedures of any forms of complaint or requests must be pursuant to Law of Mongolia on "Solving Complaints and Requests addressed to Public servants or Government Organization from citizens or entities".

4. The City Mayor is listening 1800-1200 Call Center

Citizens either visit the center which is located inside of the Dunjingarav center or call the hotline.

The Mayor and City Governor's Office all receive information through the center and hotline. Eight officers in charge of receiving phone calls and information and delegate to relevant authorities, as well as follow-up on its resolving process. Period to reply back to citizens and solve the requests, complaints are within 30 days.



# Complaint Request and Comment Form

## 5. Mobile Application

### a) Check My Service

City Governor's Office and Democracy Education Center has jointly introduced "CHECK MY SERVICE" new mobile application for citizens that is intended to receive and resolve complaints and petitions addressed to Ulaanbaatar city's local administration organizations and officials and also to evaluate activities of the organizations by citizens in Jan 31, 2018.

To use the application citizens should install "CHECK MY SERVICE" application to their mobile phones and register their personal information on the UB1200.mn website. A response regarding the complaint or petition will be given to the person, contacting through phone after relevant organization makes a decision.

### b) Smart UB

This is a Municipality of Ulaanbaatar's official smartphone application. Citizens should install "SmartUB" application to their mobile phones and register their personal information on the UB1200.mn website. A response regarding the complaint or petition will be given to the person, contacting through phone after the relevant organization makes a decision. But since 2019 this "complaint" module has been stopped.

### c) E-police

Traffic violation fines will be charged with the information from citizens. People will be able to report traffic violations to relevant officials via 'E Police' application.

The app developed by Ulaanbaatar city Traffic Control Center and Transport Police Department is aimed at reducing traffic violations, increasing citizens' participation and hazard prevention. To use the application citizens should install an "E-police" application to their mobile phones.

### d) E-Mongolia

E-Mongolia is a digital platform that enables public services to the citizens, entities, and organizations. One of 180 services available out of planned 592 services, is request of road entrance permit for citizens, entities, and organizations.

Date \_\_\_\_\_

Name \_\_\_\_\_

Phone \_\_\_\_\_ Gender \_\_\_\_\_

What are your suggestions, comments, and requests?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you wish to deliver this GRM form in person, please bring it to the following address

Contact info *(PMO/Subproject GRM focal point/Contractor Phone Number)* \_\_\_\_\_

Email *(PMO/Subproject GRM focal point/Contractor Email address)* \_\_\_\_\_

PMO  
Address \_\_\_\_\_

Thank you for the feedback!

~~~~~  
**Receipt for Affected Person:**

On 202.... /year/ ...../month/ ...../date/ your complaint, request, comment form has been accepted by  
...../title/...../name/.

