United Nations Development Programme
Country: Mongolia
Project Document

UNDAF Outcome(s):	Accountability and transparency in governing institutions enhanced. People's participation in governance increased
	3. Capacity for democratic and participatory governance enhanced in national and local governing institutions
Expected CPAP Output(s):	**3.2.2** Feedback mechanisms such as public hearings, citizens' forum, Parliament Advocacy Centres (PACs), e-governance supported to disseminate information; discuss reforms and collect citizens' feedback for law and policy makers
Implementing partner:	The State Center for Civil Registration and Information of Mongolia
Responsible Parties:	Office of the Deputy Prime Minister, Information and Communication Technology Authority, the National Statistics Office, State Social Insurance General Office, Mongolian Taxation Authority, Customs General Administration, Labour and Welfare Service Bureau

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Narrative

The project will build on achievements gained through the previous implementation experience and efforts in improving the quality and efficiency of public service delivery and the civil service performance as an important element for strengthening accountability and responsiveness of governance institutions at all levels. The objectives of the projects are: a) to expand the online connection of the state civil registration to central soum level for timely registration of primary population data, b) to improve quality control over the system for high accuracy and reliability of data and c) to strengthen capacities of local SCCRI personnel in effectively using the new system for improved public service delivery. Moreover, it aims to create web-based service applications for the public as a basis for improving access to information and development of e-governance in the country. Project objectives support the realisation of goals and targets expressed in the Government Action Plan (2008-2012) and the Resolution 78 on the "National programme on establishment of integrated civil registration and information system" of the Government of Mongolia. It also contributes towards the sustained efforts to create a system of MDG monitoring which is based on timely, relevant, reliable and disaggregated data. In this connection, civil registration is a vital source for population data, which in turn can serve as an efficient tool for MDGs needs assessment and allocation of resources. A customer-driven approach to enable citizens providing feedbacks on public services and service performances will be one of the critical project strategies.

Programme Period:	**2007-2011**
CPAP Programme Component:	**Fostering Democratic Governance**
Project Title:	**National Integrated Database for Civil Registration**
Atlas Award ID:	_____
Start date:	**April 2009**
End Date	**April 2010**
PAC Meeting Date:	**06 March 2009**

Estimated annualized budget:	_____
Total resources required	**$100,000**
Total allocated resources:	_____
• Regular	
• Other:	
o DGTTF	**$100,000**
o Donor	_____
o Donor	_____
o Government **contribution**	**in kind**
Unfunded budget:	_____

Agreed by (Implementing Partner):

Date:

Agreed by UNDP:

Date:

Acronyms and Abbreviations

CGA   Customs General Administration
CP   Country Programme
CPAP   Country Programme Action Plan
CSO   Civil Society Organisations
DGTTF   Democratic Governance Trust Fund
ICT   Information Communication and Technology
ICTA   Information and Communication Technology Authority
LWSB   Labour and Welfare Service Bureau
MoJHA   Ministry of Justice and Home Affairs
MDGs   Millennium Development Goals
MSWL   Ministry of Social Welfare and Labour
MTA   Mongolian Taxation Authority
NSO   National Statistics Office
NPD   National Project Director
PAC   Project Appraisal Committee
PB   Project Board
PI   Press Institute
SCCRI   State Center for Civil Registration and Information
SSIGO   State Social Insurance General Office
UNDAF   United Nations Development Assistance Framework
UNDP   United Nations Development Programme

I. SITUATION ANALYSIS

UNDAF (2007-2011) affirmed promoting greater transparency and accountability of public institutions requiring people's improved access to information, zero tolerance for corruption and depoliticizing and revamping country's civil service is one of the aspects for improving democratic governance in Mongolia. Capacity development in government, private sector and CSOs is critical for effectively managing the transformations underway in the country and ensuring the attainment of national development goals as well as the MDGs. The Country Programme Document of 2006 asserted UNDP's support in participatory civil service performance assessment–obtaining citizen's feedback over the quality and efficiency of public service delivery and the civil service performance as an important element for strengthening accountability and responsiveness of governance institutions at all levels. UNDP is to support national initiatives in this area through capacity building, empowerment, and involvement in assessing the performance of government agencies.

National commitment to develop ICT and strengthen systems for civil registration

In the National Development Strategy[1] of Mongolia, developing Information and Communication Technology (ICT) is viewed as the main accelerator of the Mongolia's social and economic development in the 21st century. Introduction of e-banking services, e-payment, e-commerce, non-cash circulation and e-services in social welfare sector and creating favourable environment for the development of ICT sector in terms of software, technology, legal framework, organizational structure and its service delivery are some of the strategic objectives to be achieved in a long run.

At the current stage, the usage of web applications and development of ICT infrastructure is dissimilar throughout the country. The PC usage rate of citizens in urban areas is about 94.1% while in rural areas it's about 66.8% and almost 45% of students in rural areas do not have ICT education. The percentage of regular internet users was 56.7% in 2009 with a tendency to increase but in rural areas is around 41%. Moreover, in 2009, the percentages of public and private organizations that have web sites with regular updates are 18.5% and 10.4% of those take part in e-businesses specifically in e-purchase[2]. The main reason of low PC and internet usage in urban areas was high cost attached to these yet in rural areas was the lack of ICT knowledge that results in complication and complexity of applications. It is essential to increase PC usage, improve the quality of internet services for sharing information on the Government policies and on public services. More active investment and programs to enhance the quality of ICT infrastructure and web services for better public services is needed to respond global tendency in e-services.

Responding towards existing needs, the Government of Mongolia highlighted the need to improve monitoring the implementation of government decisions and to strengthen the system for civil registration in its Action Plan (2008-2012) as part of an objective to establish transparent and open governance, and statehood with rule of law. Fulfilling necessary conditions to transfer civil registration data through an electronic registration system is a short-term objective where the expected outputs of this project would feed well into the realisation. The Resolution 78 of the Government of Mongolia on the national programme on establishment of integrated civil registration and information system aimed to convert a paper-based archive into an electronic version for a comprehensive database, to upgrade registration of population, households, residential addresses and voter's list and to strengthen capacities of the civil registration personnel at local levels in delivering services with more efficiency, effectiveness and transparency. Further, passing a law that will allow a separate registration of people of voting age and giving the right to the General Election Committee to oversight a voter's registration and implementing the project "Citizen's smart I.D." which is to be used for multi-purpose are some of the major plans to be implemented.

The current UNDP response in Mongolia

In support of the national efforts, a three year pilot project to 'Support the National Poverty and MDG Monitoring and Assessment System (PMMS)' was signed with the Government in mid 2005, with the objectives: 1) to support the establishment of a comprehensive, integrated and decentralized system of monitoring and assessment for achievement of poverty reduction goals and MDGs; and 2) to promote

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[1] MDG-based Comprehensive National Development Strategy of Mongolia is to be implemented in two phases: first, to achieve the Millennium Development Goals and intensive development of its economy in 2007-2015, and second, to make a transition to knowledge-based economy in 2016-2021.

[2] "Current ICT usage and its future tendencies among businesses in Mongolia", Research project findings by the IT Park, Jan 2009, Ulaanbaatar.

the use of monitoring information for improving implementation and policy reform. Within the scope of the PMMS project, branch offices of the SCCRI in 21 aimags and 9 districts were connected with the central office via online connection and processes to collect, transfer and maintain database of the civil registration became faster and effective.

Through the project 'Access to Justice and Human Rights' implemented by the MoJHA, Legal Aid Centres have been established in all 21 provinces and 8 districts of the capital city. To date 1,534 individuals have been provided with legal counselling, attorney and referral services, provided legal aid to the poor involving 156 criminal cases. UNDP will continue to provide support in capacity building to these centers and advocacy campaign for increased number of target clients. Creation of national integrated database for civil registration is critical to enable improved access to justice and public services by vulnerable and poor segment of the population.

Key priority gaps for 2009-2010

The State Center for Civil Registration and Information (SCCRI) is a government agency, under the MoJHA, responsible for maintaining civil registration database and providing organizations and individuals, at their request with information and references related to the civil registration. SCCRI and its district and aimag level branch offices have only internal information network, a large amount of work and data transfer is performed manually, and vital records are not accessible by public agencies such as health and social insurance, which results in delays in service delivery. Moreover, because of lack of access to a timely registration system and knowledge about relevant procedures, migrant citizens are at a high risk of being deprived of access to basic social services at their destination.

Initial effort to establish national integrated database for civil registration was conducted between 2007-2009 at the SCCRI as part of the PMMS project, connecting branch offices of the SCCRI in 21 aimags and 9 districts with the central domain via online connection. Old process of sending data collected in aimags to the central office used to take about a month but, through this electronic network, it takes now about 5-10 minutes. The SCCRI used to update civil registration data once in a quarter but now it can be updated within an hour (see below illustration). Information flow between the domain server and units are upgraded with Oracle 10g program and opportunities to review and revise information from servers at all destination is provided.
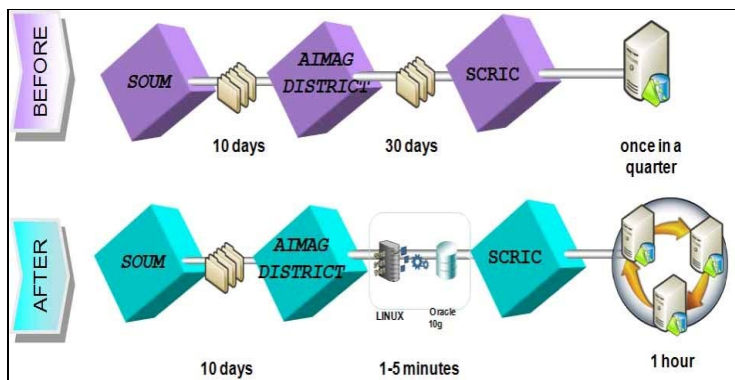
Aimags=provinces, soums=villages

Furthering initiatives taken, there is a need to connect central soums via online connection with 21 aimag centres, so that civil information transfer process from soums to aimags, and from aimags to the central SCCRI office is advanced, quality control over information flow is improved and, ultimately, the public service is delivered with high efficiency. Connecting central soums, which are the primary units of the local administration where more than 40% of aimag population resides, with an electronic registration mechanisms, creating web-based service applications for the public and building capacities of local registration officers are some initial steps that need urgent action. Currently, the primary data is collected in soum level in about 10 days but with e-connection time and efforts spent on the same procedure will be reduced to 1-5 minutes.

An initial output of improving service delivery of the SCCRI will result in increased information flow, information database creation to be used for better social welfare and other public services and in accurate estimation on voter's list. It would also feed into sustained efforts to create a system of MDG monitoring which is based on timely, relevant, reliable and disaggregated data. Civil registration is a vital

source for population data, which in turn can serve as an efficient tool for MDGs needs assessment and allocation of resources.

II.   STRATEGY

This project will be implemented as continuation of efforts initialized under PMMS project. The project will build on the achievements gained through the previous experience and efforts in improving the quality and efficiency of public service delivery and the civil service performance as an important element for strengthening accountability and responsiveness of governance institutions at all levels.

The objectives of the projects are: a) to expand the online connection of the state civil registration to central soum level for timely registration of primary population data, b) to improve quality control over the system for high accuracy and reliability and c) to strengthen capacities of local SCCRI personnel in effectively using the new system for improved public service delivery. Moreover, it aims to create web-based service applications for the public as a basis for e-governance development.

The project expects two main mutually supporting outputs in order to respond to the gaps identified in the situation analysis:

Output 1

Service delivery and efficiency of the SCCRI is improved with online connection

Output 2

Capacities of SCCRI personnel in effectively using the new system for improved public service delivery is strengthened at central and local levels

An important element of the project strategy is to reinforce previously established **national capacity** and to expand this capacity into local level actors such as local SCCRI unit, administrators, local officers in registering, maintaining and assuring quality of information via newly introduced online system. Raising awareness of local residents in applying services online, inquiring through call centers and leaving comments on the web forum for the betterment of services are essential parts of the capacity building strategy. The project will find innovative approaches including mass media in delivering capacity building support.

The project will attempt to pursue **customer-driven approach** in the area of enhancing the system for civil registration and improving public service delivery. Introduction of participatory civil service performance assessment–providing online feedbacks over the quality and efficiency of public service delivery and the civil service performance will be an important element of this strategy. Review of legal environment and assessment on possibilities of granting limited online access to a number of public agencies will be conducted to ensure improved coordination of public services for the benefit of citizens as ultimate beneficiaries. Some state agencies of initial assessment include National Insurance Administration, General Tax Administration, State Social Insurance General Office, Customs General Administration, the National Statistics Office, Central Bank as well as ministries and consular offices overseas.

Furthermore, the project will ensure **gender concerns and pro-poor approaches** are systematically addressed and voices of vulnerable groups such as people with disabilities will be reflected in all processes. Civil registration database shall be better disaggregated by gender and employment status of citizens recorded so that the poor citizens have fewer complications to receive certifications and other social benefits. Awareness raising and capacity building programmes shall also ensure involving people from these groups as broadly as possible.

III. RESULTS AND RESOURCES FRAMEWORK

Intended Outcome as stated in the Country Programme Results and Resource Framework:

3. Capacity for democratic and participatory governance enhanced in national and local governing institutions

Outcome indicators as stated in the Country Programme Results and Resources Framework, including baseline and targets:

3.2.2 Feedback mechanisms such as public hearings, citizens' forum, Parliament Advocacy Centres (PACs), e-governance supported to disseminate information; discuss reforms and collect citizens' feedback for law and policy makers

Applicable MYFF Service Line:

Partnership Strategy: Office of the Deputy Prime Minister, NIA, GTA, SSIGO, LWSB, CGA, the NSO, the Press Institute

Project title and ID (ATLAS Award ID):

INTENDED OUTPUTS	OUTPUT TARGETS FOR (YEARS)	INDICATIVE ACTIVITIES	RESPONSIBLE PARTIES	INPUTS
Output 1 Service delivery and efficiency of the SCCRI is improved with online connection	**Targets for 2009** Connection of central soums to civil registration units in 21 aimag's via online connection to enable registration, maintenance and update of primary civil information efficiently	• Software development to connect central soums • Online connection of central soums to the aimag domain • Procure necessary equipment • Install cable in needed locations • Assess/review legal environment and possibilities of granting with access to relevant state agencies • Create web-based applications for the public	SCCRI, UNDP CO, NIA, GTA, SSIGO, LWSB, CGA, NSO, Software/IT Company, Local Governments	National professional Studies and research Travel Procurement Project management Miscellaneous
	Target for 2009 Quality assurance is improved by introducing electronic ways of control	• Install double-sided scanner-A4 size in aimag units	SCCRI, Software/IT Company, Local Governments	
Output 2 Capacities of SCCRI personnel in effectively using the new system for improved public service delivery is strengthened at the central	**Target for 2010** Capacity of relevant parties in utilizing newly introduced program is improved	• Provide training opportunities to the SCCRI personnel working in local units on registering, maintaining and assuring quality of the data in the new system	SCCRI, Research/Training Institutions, Local Governments	National Professional Studies and training contract Travel Rental of premises Rental of transportation Audio visual

and local levels				productions, printing, publications, IT costs
				DSA-meeting participants
	Targets for 2010 Public awareness on the benefits of the new system and ability of using web-based services are improved	• Launch of the integrated civil registration database in soums • Introduction of selected web-based services for citizens through mass media • Publish handouts, create links to most used web pages • Send sms to the public about web-based services • Establishing a Call Center for FAQs and for providing web-application status response to customers	SCCRI, UNDP CO, the Press Institute, Mobile phone operators, Local Governments	Connectivity charges Contingency Stationary, other office supplies

IV. ANNUAL WORK PLAN BUDGET SHEET

Year: 2009-2010

EXPECTED OUTPUTS	PLANNED ACTIVITIES	TIMEFRAME					RESPONSIBLE PARTY	PLANNED BUDGET		
And baseline, indicators including annual targets	*List activity results and associated actions*	Q2-09	Q3-09	Q4-09	Q1-10	Q2-10		Funding Source	Budget Description	Amount
Output 1 Service delivery and efficiency of the SCCRI is improved with online connection	1. 1 Software development to connect central soums	V	V				SCCRI, Software Company	DGTTF	71400- National professional salary	10,000
	1.1.1 Install double-sided scanner-A4 size in provincial units	V					SCCRI, Software Company	DGTTF	74700-Technical assistance cost	1,000
Baseline: Primary civil registration and data transfer at the soum level are inefficient, lack of quality control over data transfer between units									72800- Information technology equipment	15,000
	1.2 Online connection of central soums to the aimag domain		V	V			SCCRI, Software/IT Company	DGTTF	74700-Technical assistance cost	10,000
Targets: 1. Civil registration units at the central soum will be connected with aimag domain for improved efficiency 2. Quality control over the data transfer will be improved	1.2.1 Procure necessary equipment		V				SCCRI, UNDP CO	DGTTF	72800- Information technology equipment	10,000
	1.2.2 Install cable in needed locations		V	V			SCCRI, Software/IT Company	DGTTF	74700-Technical assistance cost	5,480
	1.3 Assess/review legal environment and possibilities of granting with access to relevant state agencies		V	V			SCCRI, UNDP CO, Research Institution	DGTTF	72100- Studies and research contract	1,000
	1.4 Create web-based applications for the public		V	V			SCCRI	DGTTF	74100- Professional services	4,000
Output 2 Capacities of SCCRI personnel in effectively using the new system for improved public service delivery is strengthened	2.1 Provide training opportunities to the SCCRI personnel working in local units on registering, maintaining and assuring quality of the data in the				V		SCCRI, Research/Training Institution, Local Governments	DGTTF	73100- Rental of premises	1,600
									73400- Rental of transportation	1,000
									71600- DSA-meeting participants	4,000

							Responsible party	Fund	Budget Description	Amount
at the central and local levels	new system								72500-Stationary, other office supplies	1,000
									74500-Sundry	1,000
Baseline:	2.2 Launch of the integrated civil registration database in soums				V	V	SCCRI, UNDP CO, Local Governments	DGTTF	73100- Rental of premises	500
SCCRI personnel, particularly at local units, lack knowledge and ability in effectively using the new system									73400- Rental of transportation	1,000
Targets:									71600- DSA- meeting participants	2,000
1. Capacities of SCCRI personnel in using the new system is strengthened									72500-Stationary, other office supplies	500
2. Public awareness raised on newly introduced e-services									74500-Sundry	1,000
and ways of providing feedback over the service quality	2.3 Introduction of selected web-based services for citizens through mass media					V	SCCRI, UNDP CO, the Press Institute	DGTTF	74100- Professional services	1,500
	2.3.1 Publish handouts, create links to most used web pages				V	V	SCCRI	DGTTF	74200- Audio visual productions, printing, publications, IT costs	400
	2.4 Send sms to the public about web-based services					V	SCCRI, Mobile phone operators	DGTTF	74100- Professional services	1,500
	2.5 Establishing a Call Center for FAQs and for providing web-application status response to customers				V	V	SCCRI	DGTTF	74100- Professional services	5,000
									72100- Communication service	2,600
Project Administration	Project Administration cost	v	V	V	V	V	UNDP CO	DGTTF	71400- National professional salary	10,800
	Project Evaluation				V	V	UNDP CO	DGTTF	74100- Professional services	5,000
	Communication budget 1%	V	V	v	V	V	UNDP CO	DGTTF	74100- Professional services	1,360
	1% UNDP Advocacy	V	V	V	V	V	UNDP CO	DGTTF	74100- Professional services	1,360

	External ATLAS access cost	V	V	V	V	V	UNDP CO	DGTTF	74100-Professional services	400
TOTAL										100,000

V. MANAGEMENT ARRANGEMENTS

The project will be implemented by the SCCRI and be executed by UNDP Mongolia. As an implementing agency, the SCCRI assumes overall management of the project and is responsible for the attainment of project objectives, including tasks of activity planning, the supervision of the project implementation and financial accountability; the assessment of progress and technical quality; reporting to the Executing and Funding Agencies; and participation in monitoring and evaluation. The UNDP Results Based Management Guide (RMG) will be used as a guide for the project implementation.

Project Board: The management decisions for the project will be provided by the Project Board (PB) when general guidance is required. It shall consist of the Senior Beneficiary (Government agencies, local governments, CSOs), the Executive (Project Director of the project) and the Senior Supplier (UNDP CO). In order to ensure UNDP's accountability, the final decision making rests with UNDP in accordance with its applicable regulations, rules, policies and procedures. Project reviews by this group shall be made at designated decision points during the running of the project, or as necessary when raised by the Project Coordinator. Appointments to the PB will be on an honorary basis and no fees will be paid.

The Project Board contains three roles:

- Executive representing the project ownership to chair the group,
- Senior Supplier role to provide guidance on the technical feasibility of the project, and
- Senior Beneficiary role to ensure the realization of project benefits from the perspective of project beneficiaries.
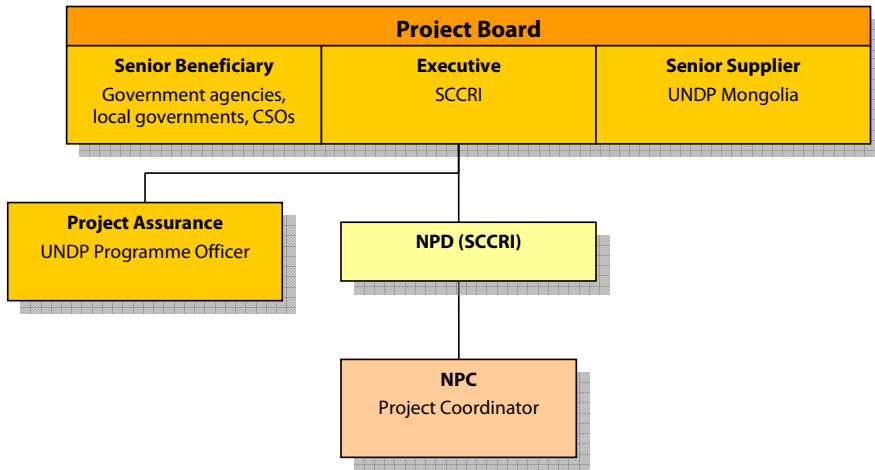
Terms of reference for the NDP is provided in Annex 2.

National Project Director (NPD) shall be a senior level official appointed by the SCCRI. The NPD will be responsible for ensuring the proper implementation of the project on behalf of the Government and will provide guidance to the National Project Coordinator (NPC) in this regard. Appointments to the NPD will be on an honorary basis and no fees will be paid. An alternate NPD can be nominated by the SCCRI to ensure smooth operation of the project in the absence of NPD. Terms of reference for the NDP is provided in Annex 3.

Project Assurance: is the responsibility of each PB member. The Project Assurance role supports the PB by carrying out objective and independent project oversight and monitoring functions. This role ensures appropriate project management milestones are managed and completed. It can be delegated and for this project, the UNDP Programme Officer in charge of governance portfolio will hold the Project Assurance role.

National Project Coordinator: The National Project Coordinator (NPC) has the authority to run the project on a day-to-day basis on behalf of the PB within the constraints laid down by the P B. The NPC's prime responsibility is to ensure that the project produces the results specified in the project document, to the required standard of quality and within the specified constraints of time and cost. Terms of reference for the NDP is provided in Annex 4.

Project Organisation Structure

Project Board

Senior Beneficiary	Executive	Senior Supplier
Government agencies, local governments, CSOs	SCCRI	UNDP Mongolia

Project Assurance
UNDP Programme Officer

NPD (SCCRI)

NPC
Project Coordinator

VI. MONITORING FRAMEWORK AND EVALUATION

Project monitoring and evaluation will be conducted in line with the UNDP Programme and Operation Policies Procedures and on the basis of a Monitoring Framework and Evaluation to monitor achievements against intended outputs. Review meetings, involving all stakeholders, will be held in every six months from the start of the project to discuss progresses and tackle on issues faced.

On quarterly basis, the progress of the project implementation will be monitored by the following methods and tools:

➢ The Implementing Agency shall develop annual and quarterly work plans for UNDP CO clearance. It must also submit financial report as indicated in the National Execution manual.

➢ A quality assessment shall record progress towards the completion of key results, based on quality criteria and methods captured in the Quality Management table below.

➢ An Issue Log shall be activated in Atlas and updated by the Project Assurance to facilitate tracking and resolution of potential problems or requests for change.

➢ Based on the initial risk analysis identified (see annex 1), a risk log shall be activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation.

➢ Based on the above information recorded in Atlas, a Quarterly Progress Reports (QPR) shall be submitted by the NPC to the PB through Project Assurance, using the standard report format available in the Executive Snapshot.

➢ a Monitoring Schedule Plan shall be activated in Atlas and updated to track key management actions/events

Annually:

➢ **Annual Progress Report** shall be prepared by the NPC and shared with the PB. As minimum requirement, the Annual Progress Report shall consist of QPR elements and a summary of results achieved against pre-defined annual targets at the output level.

➢ **Annual Project Review**. Based on the above report, an annual project review shall be conducted during the fourth quarter of the year or soon after, to assess the performance of the project and appraise the Annual Work Plan (AWP) for the following year if extended. In the last year, this review will be a final assessment. This review is driven by the PB and may involve other stakeholders as required. It shall focus on the extent to which progress is being made towards outputs, and that these remain aligned to appropriate outcomes.

➢ According to UNDP procedures, the project may be a subject to annual financial and performance audit. UNDP Co will designate an external and an independent entity to carry out the final evaluation of the project.

Quality Management for Project Activity Results

OUTPUT 1: Service delivery and efficiency of the SCCRI is improved with online connection		
Activity Result 1 (inc 1.1)	Software development to connect central soums and install double sided scanner	Start Date: 2nd Q of 09 End Date: 3rd Q of 09
Purpose	To develop a software for connecting central soums to the aimag SSCRI domain	
Description	A qualified IT institution will be hired through competitive process to develop software and a double sided scanner will be installed for improved control over data transferred	
Quality Criteria -Software is developed -Scanner is installed	**Quality Method** - Selection of a qualifies IT institute/company	**Date of Assessment** By the end of 2nd Q- 09

OUTPUT 1: Service delivery and efficiency of the SCCRI is improved with online connection		
Activity Result 2 (inc 2.1)	Online connection of central soums to the aimag domain	Start Date: 3rd Q of 09 End Date: 4th Q of 09
Purpose	To connect central soums to the aimag SSCRI domain	
Description	A qualified IT institution will be hired through competitive process to make connections	
Quality Criteria -Online connection is fully performed	**Quality Method** - Selection of a qualifies IT institute/company	**Date of Assessment** By the end of 4th Q- 09

OUTPUT 1: Service delivery and efficiency of the SCCRI is improved with online connection		
Activity Result 3 (Atlas Activity ID)	Assess/review legal environment and possibilities of granting with access to relevant state agencies	Start Date: 3rd Q of 09 End Date: 4th Q of 09
Purpose	To assess possibilities of increasing the number of beneficiaries from the expanded connection	
Description	Responsible parties mentioned in the project document are possible beneficiaries and will participate in the assessment	
Quality Criteria -Assessment with concrete recommendations is developed and shared with counterparts.	**Quality Method** - Involve responsible partners in the assessment actively	**Date of Assessment** By 4th Q- 09

OUTPUT 1: Service delivery and efficiency of the SCCRI is improved with online connection		
Activity Result 4 (Atlas Activity ID)	Create web-based applications for the public	Start Date: 3rd Q of 09 End Date: 4th Q of 09
Purpose	To improve efficiency of public services and improve access to information	
Description	Web-based services for the public will be created so that one no longer needs to stand in a long queue	
Quality Criteria -Efficiency of the SCCRI is improved	**Quality Method** - Interactive web-based services are created	**Date of Assessment** By the end of 4th Q- 09

OUTPUT 2: Capacities of SCCRI personnel in effectively using the new system for improved public service delivery

	is strengthened		
Activity Result 1 **(Atlas Activity ID)**	Provide training opportunities to the SCCRI personnel working in local units on registering, maintaining and assuring quality of the data in the new system	Start Date: 1st Q of 10 End Date: 1st Q of 10	
Purpose	To strengthen capacities of SCCRI personnel to work effectively on newly introduced system		
Description	Training on how to effectively conduct civil registration and transfer data by using the new system will be conducted for SCCRI personnel working at central and local levels		
Quality Criteria -Capacities of SCCRI personnel in effectively using the new system is strengthen	**Quality Method** - Participatory training method is used	**Date of Assessment** By the end of 1st Q- 10	

OUTPUT 2: Capacities of SCCRI personnel in effectively using the new system for improved public service delivery is strengthened		
Activity Result 2 **(inc 2.3)**	Launch of the integrated civil registration database in soums	Start Date: 1st Q of 10 End Date: 2nd Q of 10
Purpose	To raise awareness among the public about the new system and encourage people to benefit from the system	
Description	Launch will be for increased public knowledge and demand over the new system as well as the web-based services introduced	
Quality Criteria -Public awareness is improved about the new system and new services	**Quality Method** - Conduct the launch with relevant representation and mass media involvement -Hand outs and info booklets are published for the public diseemination	**Date of Assessment** By the end of 2nd Q- 10

OUTPUT 2: Capacities of SCCRI personnel in effectively using the new system for improved public service delivery is strengthened		
Activity Result 4 **(Atlas Activity ID)**	Send sms to the public about web-based services	Start Date: 4th Q of 10 End Date: 4th Q of 10
Purpose	To raise awareness among the public about the new system and encourage people to benefit from the system	
Description	Contract will be signed with a cell phone operator to disseminate information	
Quality Criteria -Public awareness is improved about the new system and new services	**Quality Method** - Sms is sent to cell phone users	**Date of Assessment** By the end of 4th Q- 10

OUTPUT 2: Capacities of SCCRI personnel in effectively using the new system for improved public service delivery is strengthened		
Activity Result 5 **(Atlas Activity ID)**	Establishing a Call Center for FAQs and for providing web-application status response to customers	Start Date: 1st Q of 10 End Date: 2nd Q of 10
Purpose	To improve responsiveness and accountability of the SCCRI	
Description	Call center for FAQs will be established to provide responses to the public inquiries and inform on the status of their on-line application	
Quality Criteria	**Quality Method**	**Date of Assessment**

-Responsiveness and accountability of the SCCRI is improved	- Call center is operationalized	By the end of 4th Q- 10

VII.   LEGAL CONTEXT

This document together with the CPAP signed by the Government and UNDP which is incorporated by reference constitute together a Project Document as referred to in the SBAA [or other appropriate governing agreement] and all CPAP provisions apply to this document.

Consistent with the Article III of the Standard Basic Assistance Agreement, the responsibility for the safety and security of the implementing partner and its personnel and property, and of UNDP's property in the implementing partner's custody, rests with the implementing partner.

The implementing partner shall:

a)   put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;

b)   assume all risks and liabilities related to the implementing partner's security, and the full implementation of the security plan.

UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this agreement.

The implementing partner agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document".

ANNEX 1: RISK ANALYSIS

Project Title: National Integrated Database for Civil Registration	Award ID:	Date:

#	Description	Date Identified	Type	Impact & Probability	Countermeasures / Mngt response	Owner	Submitted, updated by	Last Update	Status
1	Environmental difficulty faced in online connection of soums	04 Mar, 09	Environmental	P=3 (medium)	Make sure connection activities are well planned and the project team is well prepared	PO			
2	A segment is missing from the procured equipment	04 Mar, 09	Operational	P =2	Provide concrete and full list of items required and closely follow-up on the procurement process	PO			
3	Lack of commitment and participation by the responsible partners in the assessment	04 Mar, 09	Strategic	P =2	Keep the counterparts informed on the status and explain them of their contribution towards making the system used for full capacity	PO			
4	Quality control over the data transfer is low	04 Mar, 09	Regulatory	P=1	Train SCCRI personnel in quality control	PO, SCCRI			

ANNEX 2: Terms of References for the Project Board

The purpose of establishing an outcome board with governmental and non-governmental representations, is to set a mechanism of providing policy advice and guidance to the project, monitor delivery of project outputs, expand overall accountability to project beneficiaries and contributors for the proper and effective use of the UNDP resources. The Outcome Board will have representation of UNDP (DRR/P), the SCCRI (Secretary), working group under the Deputy Prime Minister, Representative from SCCRI local units and a Representative of CSOs (tba) and will meet on a frequency agreed by all members.

Specific Tasks and Responsibilities

- The board will meet on the date announced to ensure the project is being executed appropriately towards the realization of its expected outcomes;
- Provide policy advice and consultations with the project team on major issues faced and make collective recommendations and modifications to work plans;
- Provide guidance to the project management team in the monitoring of the project;
- Provide recommendations on significant plans and substantive products produced by the project;
- Assist the project with networking and building professional relations with relevant governmental and non-governmental organizations;

Length of appointment

The Board of the NIDCR will be appointed on a voluntary basis and is active till April 2010 unless requested by an individual member to resign. Board members might change due to personal or professional reasons.

ANNEX 3: Terms of References for the National Project Director

The **National Project Director** (NPD), appointed by the SCCRI, is a government representative, responsible for supporting implementation of the project. The NPD serves as the focal point on the part of the SCCRI and as such ensures effective communication between the government and other relevant national stakeholders/actors and monitors the progress towards expected outputs and strategic results under the project.

Specific roles and responsibilities of the NPD, in close collaboration with UNDP CO and the SCCRI, include the following:

- Undertake project advocacy at the policy level (high officials of the parliament, cabinet, line ministries, government agencies and other public sector institutions, civil society, private sector and the donor community) to ensure national commitment and contribution to the project objectives;
- Undertake policy level negotiations and other activities to facilitate effective and efficient project implementation and maximize its impact;
- Provide policy guidance to the PIU (Project Implementation Unit) congruent with national policies, including for the selection of local consultancy, training and other specialist services;
- Ensures that the project document revisions requiring Government's approval are processed through the Working group under the Deputy Prime Minister, in accordance with established procedures;
- Participate in the finalization and approval of the Project Annual and Quarterly Work Plans and budget, in close discussion with the UNDP, to maximize the leverage of the project resources in order to achieve the desired overall state of development and immediate objectives set in the project document; s/he may also approve individual payments on a day-to-day basis;
- Supervise and approve the project budget revision and NEX delivery report;
- Review jointly with the PMU success indicators and progress benchmarks against expected project outputs so that progress can be assessed, and review and clear Annual Project Progress and Terminal Reports;
- Conduct regular monitoring sessions with UNDP and the PMU, including Project Appraisal Committee (PAC) Meeting, Annual Project Review Meetings to measure progress made or achieved towards the project objectives, and comment on Project Review and Evaluation Reports;
- Report regularly to the Project Board on the project progress, in conjunction with the PMU staff;
- Assess on regular basis staff work performance in the PMU, including that of National Project Coordinator;

- Establishes close linkages with other UNDP and UN supported as well as other donor or nationally funded projects/programmes in the same sector

ANNEX 4: Terms of References of the National Project Coordinator

Under the direct supervision of the National Project Director and guidance from UNDP CO, the National Project Coordinator (NPC) will assist in the design, formulation, implementation, and monitoring of project activities by ensuring the services provided by short-term consultants or contractors are of good quality, liaise between the SCCRI and UNDP CO on project related matters.

Specific roles and responsibilities include:

- Assist in the formulation, implementation, and monitoring of substantive project activities in line with the prodoc and work plans;
- Provide guidance and consultation to short-term consultants, including production of knowledge projects and reports, ensuring the services provided by are adequate and of good quality;
- Ensure the participation and involvement of relevant stakeholders, in project activities so as the process is inclusive, participatory and transparent;
- Develop annual and quarterly project work plans, revisions and reports with resource estimations, and submit for review and approval in a timely manner to ensure that the project activities remain relevant to the project document's objectives and priorities, and produce expected outputs;
- Liaise between and coordinate with other relevant programmes/projects, explore possibilities for and undertake positive synergies between them;
- Travel to the SCCRI branches when required to assess the project implementations and to provide necessary assistance.

Qualifications: Advanced university degree in ICT development, public administration or related discipline, a minimum of 3 years work experience in a government agency or project management in an international organization; proven ability to effectively communicate with senior government officials, good understanding of ICT and public administration issues in general and posses good communication skills both in English and Mongolian.