



# **COVID-19 CRISIS RESPONSE IN ICT SECTOR OF MONGOLIA**



**Communications and Information Technology Authority  
Government of Mongolia  
03 July 2020**



GOVERNMENT OF  
MONGOLIA

## 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 30 June 2020, total confirmed cases: 220, all are imported. Of which 176 have recovered.



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## MONGOLIA IN NUMBERS

TOTAL POPULATION: 3.2M



Facebook: 2.2M



Instagram: 400K



Twitter: 44K

Young population under 35 years: 63% Literacy rate: 98%, Rank: 11

IDI Asia, Pacific rank: 14

Internet users: 92%

Mobile subscribers: 3.3M (113%)

Mobile data usage: LTE 5.7TB, 3G 3.5TB

Digital literacy rate: 32%

Active social media users: 70%

World average IQ rank: 12

Access to electricity grid: 80%

Fixed Internet subscribers: 306K

Fixed telephone subscribers: 7.6%

World internet affordability rank: 53

Mobile e-service users: 49%



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## ACTIONS TAKEN BY MONGOLIAN PARLIAMENT

- Parliament adopted a and time limits, as well as approving relevant regimes, 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 procedures, and instructions to be followed during the COVID 19 pandemic. /In 29 of April./
- 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.





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## 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 [www.econtent.edu.mn](http://www.econtent.edu.mn) portal-education contents prepared by the Ministry of Education and Science. Those contents are also freely available on all TV channels, VoD service and “Econtent” mobile application.
- 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.



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Free WI-FI





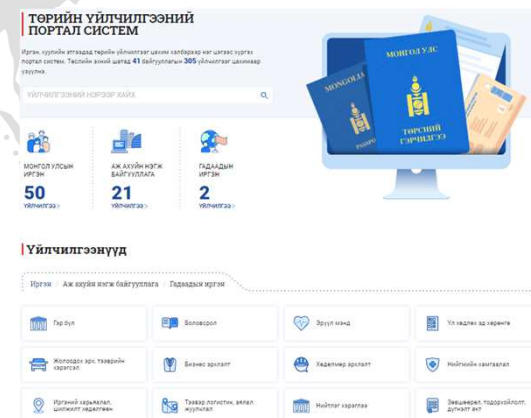
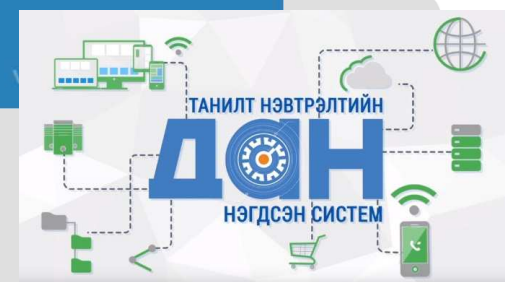
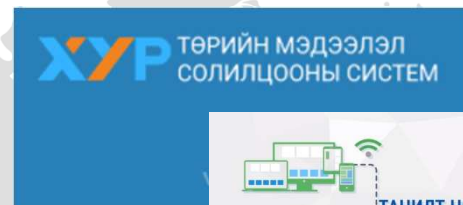


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## ACTIONS TAKEN BY MONGOLIAN GOVERNMENT

### DIGITAL SERVICE ACCESS

- The government has launched “XYP” – ESB system for sharing government data, and “DAN” system, SSO system, for digital identification and authentication of citizen.
- 31 public services are provided over 110 e-Kiosks throughout the country. All of them accept bank cards only.
- Government back office system along with the e-document management system is launched. All government organizations including local agencies have connected to this system; it gives an opportunity streamline all government functions including electronic document exchange among all Government organizations, as well as, to work at home for public employees.
- Public service integrated portal [www.e-mongolia.mn](http://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 within this year. And has developed e-Mongolia mobile application, it provides same services as the above portal.



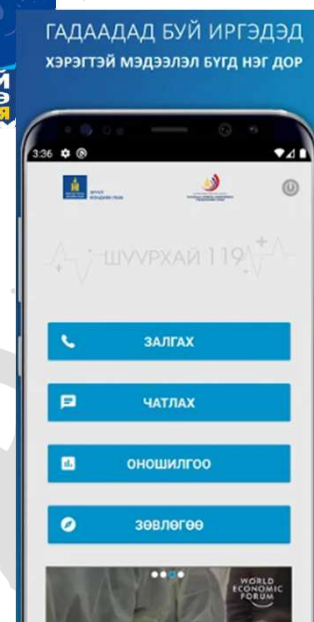


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## ACTIONS TAKEN BY MONGOLIAN GOVERNMENT

### INFORMATION AND GUIDANCE

- Specific for COVID-19 portal recently opened. Through this portal citizens are able to get accurate information, advice, guidance, and interim surveillance review on COVID-19. [www.covid19.mohs.mn](http://www.covid19.mohs.mn)
- COVID-19 related hotline number 119 is launched to public and working for 24/7 hours. (Total received calls: 26K)
- Launched “Shuurkhai 119” /en trans. SOS/ mobile application that provides citizens timely, reliable and accurate information immediately in their mother tongue.
- 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: 358 M, total cost: 2.7M USD)
- 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.





**THANK YOU FOR YOUR ATTENTION**