

## **Openness and transparency of Government information and services**

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The Public Management Information System (PMIS) project of United Nations Development Program (UNDP) and Government of Mongolia implemented in 1997-1999 provided grounds for building network infrastructure for Ministries, agencies and government organizations, enabling establishment of the Wide Area Network and connecting government organizations with each other.

Since then, each government organization has its own local area network, infrastructure and necessary software and applications in place to enable operation and functionality of government organizations smoothly.

Each government organizations nowadays have their own website. In addition, there are a number of sector-specific applications developed and widely used by government organizations. These include, for example, the Government Financial Management System, Taxation Information System, Customs Information System, Social Welfare Information System, and other systems.

However, according to recent study conducted by MIDAS NGO about availability of information and services to citizens through ICTs, the websites 1) are not regularly maintained and information is outdated; 2) there is a lack of information sharing between government organizations and 3) uncertainty of how this information and services are delivered to citizens.

### **Questions to Think About**

What are obstacles for delivering information and services to citizens? Is it possible to provide access to available systems and software on-line from government organizations, so that the citizens for example, can track spending of budgets for schools, hospitals, etc. as well as to ease to communicate with government officials, officers in charge and directly with responsible person?