



SMART ULAANBAATAR

DEPUTY GOVERNOR OF THE CAPITAL CITY IN CHARGE OF
INNOVATION AND TECHNOLOGY M.KHALIUNBAT

SEPTEMBER 24, 2019

1. Getting an information



Information on public services is available for citizens through the following:



Via message



Call Center



www.eservice.ulaanbaatar.mn



In person

2. Welcoming service, providing information



Citizens can get a complex information on public services



Welcoming service

- Provides information on a public service that citizens need and give consultation
- Will direct to a relevant window
- In case, citizens don't need a window service, the welcoming service official will direct them to self-service hall

Electronic self-service hall



Citizens can get public service from the "Self-service hall", which is equipped with computer and internet. In case, citizens need help, an instructor is available there.

3. Getting a service ticket



Sequential system

- Can set up an appointment with customers in advance (Online/CallCenter)
- Reduces the load of waiting room
- Customers flow becomes predictable and manageable in advance.
- Determines customers service type and manages flow.
- Helps to improve the quality of customer service and to schedule meetings with employees.

When getting a sequence number, customers can register their mobile phone number, which will send a message to customer when it's close to customers' number.

The sequence number is issued to a customer who has completed necessary materials to get the relevant service.

4. Getting a service



Customers get service at the relevant window in accordance with their sequence number.



Window service

- Receives materials from customer and sends it to relevant agencies.

5. Evaluating



Citizens evaluate the public service.



By evaluating

- Services can be improved based on feedbacks from customers.



By getting a feedback

- Availability of making comparisons for services provided by integrated service centers, districts and khoroos.
- Constantly improving services based on data analysis
- Displaying evaluations through the ERP system

Integrated E-service portal of Ulaanbaatar



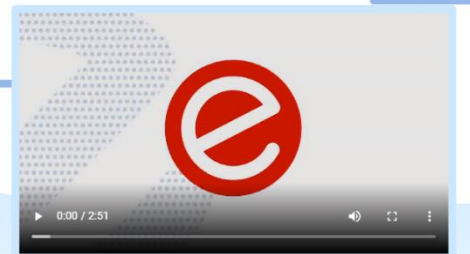
Goal: Reducing stages and bureaucracy of public services provided to citizens and entities, and providing more transparent and prompt services.



Төрийн үйлчилгээний талаарх мэдээлэл авах, үйлчилгээний хүсэлтийг цахим хэлбэрээр гаргах, гаргасан хүсэлтийнхээ шийдвэрлэлийн авцыг харах болон үнэлгээ өгөх шинэ стандарт бүхий цахим үйлчилгээний нэгдсэн портал систем нийслэлийн хэмжээнд нэвтрэлээ.

ИРГЭН

АЖ АХУЙН НЭГЖ



- ✓ Citizens can get public services online, without going anywhere in person.
- ✓ Government will not require again the information it already has from citizens.
- ✓ Citizens will evaluate the service providing agents
- ✓ Customers will monitor the decision implementation
- ✓ Integrated identification system will be used for public key infrastructures.
- ✓ Payments and fees can be paid online.

51 services became electronic.

129 public and private organizations

10584 citizens took online services

220992 people got e-service



CALL CENTER, DATA AND STATISTICS



1800-1200

Integrated service center of Ulaanbaatar

Four operators are receiving 300 to 500 calls from citizens through the direct number, losing around 20 percent of the total calls.

310005

Rapid management and coordination center of Ulaanbaatar

Two operators receive 50 to 60 call to the direct number, through four shifts.



7004-4040

Public transportation agency of Ulaanbaatar

One operator is receiving 100 to 120 call through the direct number, losing around 20 percent of the total calls.

7012-8012

Professional Inspection Agency of Ulaanbaatar

Four operators receive 50 to 60 calls to the direct number, through four shifts.



CALL CENTER 1800-1200



Receives calls for **24 hours.**



Provides instruction and consultation through **automatic responder.**



Provides possibilities of responding to **every call** from citizens



Will **directly control** petitions and complaints received through operators and governing agencies.



Will provide the possibility **to determine** which sector and which governing agency receives the highest number of petitions and complaints.



Provides citizens with information /phone number, emails/ and will be able to see all previous **call history.**



Records citizens feedbacks and complaints.



Provides possibility of **making decisions** based on needs of citizens.





BY OPERATING DIRECT PHONE CONNECTING CITIZENS WITH THE GOVERNOR OF ULAANBAATAR



**INCREASES
CITIZENS
SATISFACTION**



**WILL FULLY CONTROL
FEEDBACKS AND
COMPLAINTS**



**ALLOW MAKING
ANALYSIS**



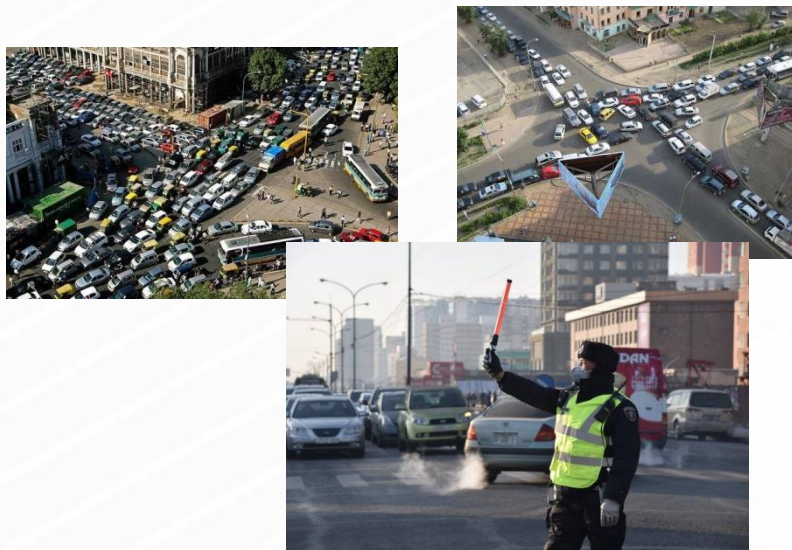
**AVERAGE TIME FOR
SOLVING CITIZENS
PROBLEMS DECREASES**



**CITIZENS
EVALUATE
SERVICES**



INTEGRATED TRANSPORT SYSTEM SOLUTION FOR ULAANBAATAR



ULAANBAATAR = 450'000 CARS


 =
 

1 POLICEMAN = 1300 CARS



 =
 2018 OH
380 MILLION MNT



 =
 
800 MNT TAX






 Traffic management system



 Automatic payment collection system of toll roads



 Violation detection system for cars parked in prohibited area


 E-payment system at checkpoints


 Traffic signal monitoring


 Public transport system management


 E-payment system for parking


 Parking information and management system



INTEGRATED TRANSPORT SYSTEM SOLUTION FOR ULAANBAATAR



RESULTS



Regulating negative impacts from the vehicle increase by using technology



Automatization of vehicle registration, reliability



Detailed data and statistics on vehicles



Vehicle parking control



Traffic movement control



Payment collection of toll roads



Availability of vehicle calculations planning



Tax and insurance control process



SURVEILLANCE CAMERA

LIST OF CAMERAS AND THEIR STATISTICS,

CAMERA TYPE

MOVABLE
561

STILL
1140

CAMERA PURPOSE

**SURROUNDING
CONTROLLING**
1511

**TRAFFIC
CONTROLLING**
190

CAMERA SPECIFICATIONS

1.3MP
113

2MP
1329

3MP
238

4MP
21

CONNECTING TYPE

**FIBER
OPTIC CABLE** **1353** **WIRELESS** **348**

TOTAL DAMAGED: 600

TOTAL OPERATING: 1101

CHALLENGES FACING



Organizations don't meet relevant regulations and standards



Don't get technical task and solutions from professional agencies



Maintenance is not done due to lack of solutions for operating expenses



Organizations use different camera system, and don't use any official software



Lack of people in charge of monitoring camera usage

RESULTS



TV control system usage will increase for protecting public order



Possibility of installing cameras in advance at places with the high number of crime and violations



Making real analysis based on camera data



Unit in charge of the camera usage and service will become certain



Possibility of quick detection of crime and violations on streets













Possibility of installing cameras meeting standards



PAID PARKING

ZONE PAYMENTS OF SHORT-TERM PAID PARKING

-  Ticket purchase possibilities
-  Ticket inspector
-  Ticket sells points and KIOSKS
-  Stores
-  In relation with the **blue zone**, text a message at 1302
-  In relation with the **green zone**, text a message at 1303
-  Application
-  Parking fee
-  Stickers for residents living in a paid zone
-  Discounted rate for people with disabilities

Fully electric cars will be exempt from fee at the short-term paid parking.



The electronic information board will display the number of empty parking lots of the short-term paid parking



Warning board



PAID PARKING



PARKING A CAR

PAYMENT SOLUTIONS



Message
/Paying with their units/



Application
/smartcar app/



Ticket
/purchasing parking ticket with cash/



Vehicles parked in the parking will be check with their plate numbers

Time and price for vehicle parking



Allowed time for parking – **60 minutes**



2000 MNT



1000 MNT



500 MNT

- ! Not paying the parking fee
- ! Parking longer than allowed time
- ! Parking in a restricted zone will result in



Locking the wheel



Loading the car



Fining





**THANK YOU FOR YOUR
ATTENTION!**