

## **Citizens' Monitoring**

### **Summary report**

#### **1. Introduction**

We believe citizen-centered development is indeed, a sustainable development. Access to information is essential to the health of democracy for two reasons. First, it ensures that citizens make responsible, informed choices rather than acting out of ignorance. Second, information serves a “checking function” by ensuring that elected representatives uphold their oath of office and carry out the wishes of those who elected them.

The local populations lack capacities to monitor public services and no such initiatives have been undertaken in the target soums. Without skills and information, civil society is not able to fulfil its leading role in scrutinizing, monitoring and evaluating government decision-making and holding public officials to account. So, one of the project objectives is to build capacity of the ordinary citizens.

It was planned to train a total of 100 citizens and that trained citizens formed into a Monitoring team ( total of 20 monitoring teams) and conduct three-phase monitoring on the local government transparency and public services.

The project Research, Monitoring and Evaluation (RME) developed a model monitoring tool and offered the Citizens monitoring teams. The tailored monitoring methodology developed by the trainees is the main indicator for this output.

#### **2. Monitoring skills building training**

The project conducted monitoring skills building training lasted two days, for a total of 100 citizens in the 20 soums in July and October 2014. Each training had five participants who ere selected by the participants of the Citizens' Workshops. The first day of the trainings focused on monitoring methodology. On the second day, participants selected local public organizations to be monitored and developed their methodology and tested their methodologies

#### **3. Monitoring Methodology**

95 citizens worked in the 19 soums and each team consisted of five members; 57 monitoring team members gathered information via questionnaires completed by 1795 citizens and public officials questioned, interviews with 208 persons and 38 monitoring team members processed and analyzed the data and produced the reports.

They also analyzed the existing laws, regulations, procedures and other related documents.

#### **3. Monitoring results**

During a period of 30 July 2013 and 21 October 2014, the citizens conducted monitoring in 19 soums out of 20. No monitoring conducted in one soum: Asgat soums of Sukhbaatar aimag because the team was splited.

The team mebers moved to the public offices and to the Aimag centers. It was planned to conduct three-phase monitoring during the project life. As result a total of 42 monitoring conducted against 60 planned. Three-phase monitoring conducted in 10 soums: Khujirt, Bugat, Orkhon, Battsengel, Altai, Tsagaan Uul, Munkhkhaan,

Tasgaannuur, Zuungovi and Buyant. Two-phase monitoring conducted in 3 soums; Ulziit, Tes and Ulaankhus, and one monitoring conducted in 6 soums: Kharkhorin, Ulaan Uul, Bayannuur, Naran, Sukhbaatar and Tolbo.

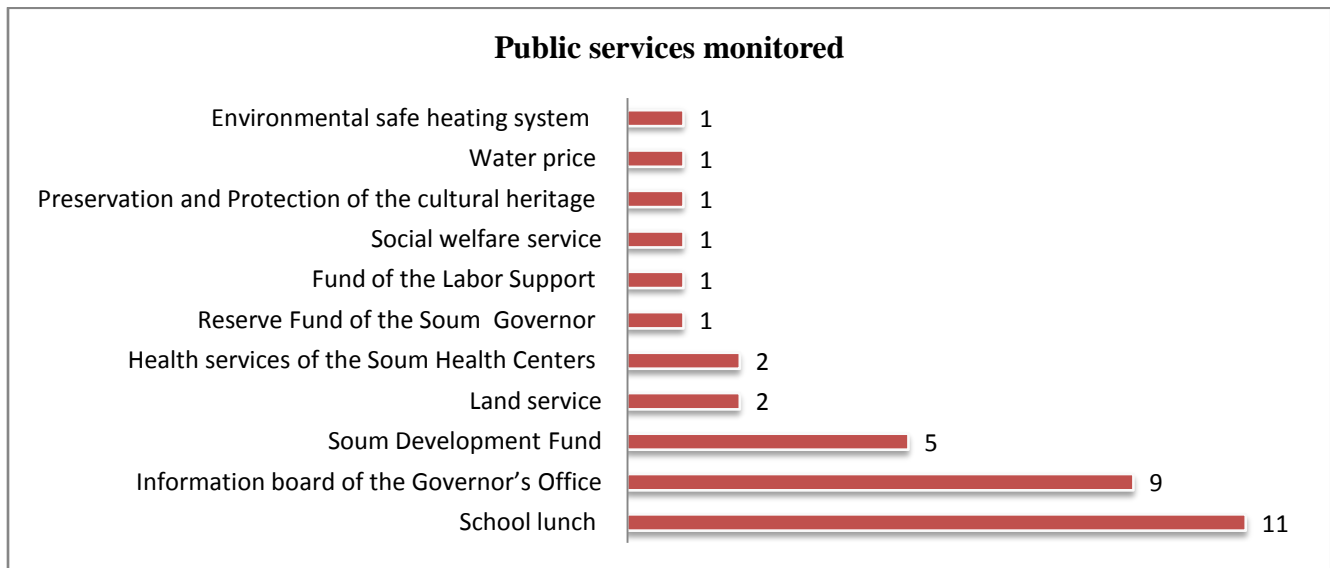
The monitoring reports and recommendations were discussed by the local citizens and authorities at the 31 community round tables (against 60 planned) involved a total of 668 local citizens (208) and public officials (460). Recommendations of the Citizens' Monitoring Teams have been accepted by the local authorities and public services improved.

Table below shows types of public services and numbers of monitoring. In other words, the citizens selected the public services which retain most attention and gain public interests.

Table 1: Monitored public services by Soums

Nº	Aimag	Soum	1 <sup>st</sup> monitoring	2d monitoring	3d monitoring
1	Sukhbaatar	Munkhkhaan	Soum Development Fund	School lunch	Public hospital
		Asgat			
		Naran	Soum Development Fund		
		Sukhbaatar	School lunch		
2	Uvurkhnagai	Khujiirt	School lunch	Information board of the Governor's Office	Monitored the implementation of recommendations
		Kharkhorin	Environmental safe heating system		
3	Bulgan	Bugat	School lunch	Information board of the Governor's Office	Monitored the implementation of recommendations
		Orkhon	Reserve Fund of the Soum Governor	School lunch	Monitored the implementation of recommendations
4	Arkhangai	Ulziit	Information board of 4 public organizations such Health center, public school, Soum development Fund and Land Office	Information board of the Governor's Office	
		Battsengel	School lunch	Soum Development Fund	Monitored the implementation of recommendations
5	Khovd	Altai	Health service	Soum Development Fund	Monitored the implementation of recommendations
6	Uvs	Zuungovi	Information board of Governor's Office and Health Center	Labor Support Fund	School lunch
		Tes	Information Board of Governor's Office	Social welfare service	
7	Khuvsgul	Tsagaan Nuur	School lunch	Land service	Information board
		Ulaan Uul	Information board of the Governor's Office		
		Tsagaan Uul	Water price	Preservation and Protection of the cultural heritage	Monitored the implementation of recommendations
8	Bayan Ulgii	Buyant	Land service	School lunch	Monitored the implementation of recommendations
		Tolbo	Soum Development Fund		
		Ulaankhus	Information board of the Health Center	School lunch	
		Bayannuur	School lunch		

The following graph shows what public services were under citizens' concerns. Highest was school lunch and information boards were their second priority because this is legal obligation imposed to public bodies by the RTI law to disclose information via information boards.



### ***Impact of Monitoring***

Some success stories are below:

- In Tsagaan Uul soum of Khuvsgul, water prices decreased. The monitoring team tracked why water is expensive in the soum and reason was the old water truck spent a lot of petrol. The Governor's Office purchased a new water truck.
- In Tsagaan Uul soum of Khuvsgul, the citizens also tracked the situation and raised the issues of the preservation of the culture of the ethnic minority group Khotgoid, and the Governor's Office allocated budget and premise for this special purpose.

**Tsagaan Uul soum of Khuvsgul aimag**  
**Water price**

**1 litter of water = 5 MNT**

**New water track was purchased because old truck used a lot of fuel. Petrol is expensive**









- In Altai soum of Khovd aimag, pregnant women enabled to be under clinical pregnancy control and vaccination became timely as results of the citizens monitoring in the Soum Health Center.
  - The Monitoring team of Altai soum of Khovd aimag also monitored the Soum Development Fund and they disclosed that re-payments of the loans allocated from the Fund were not timely and funds misused. The report was discussed by the local community and now, the Fund's expenditure is under the citizens' control.

**Altai soum of Khovd aimag: Health Center**


Results: **Permanent women clinical pregnancy control**



**Vaccination on time**

- Lack of medicines
- Lack of beds in hospitals



- Bagh doctors do not have schedule to go around
- Lack of fuel for ambulance



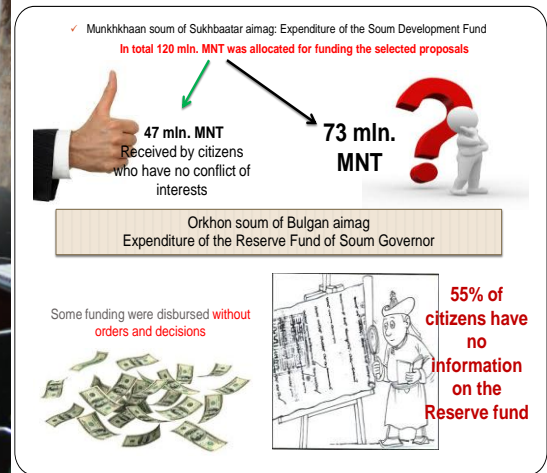
- In Khujirt soum of Uvurkhangai aimag, the Monitoring team found out that a Supplier of the school lunch was in the Commission to supervise the food quality and the person was replaced by another one.



- Orkhon soum of Bulgan aimag, the citizens monitored the expenditure of the Governor's Reserve Fund and Office makes reports open to the citizens on timely basis in time accepting the recommendations of the monitoring team.



- Monitoring team of Orkhon soum of Bulgan aimag monitored the school lunch. As a result, parents, students and teachers involved to the training on healthy food as result of acceptance of the recommendations of the citizens team monitored school lunch.



- In Battsengel soum of Arkhangai aimag, school started producing the weekly menu of the school lunch and getting it adopted by school principal, and it is open to the students, parents and other people coming to school as result of monitoring.
- In Battsengel soum of Arkhangai aimag, the list of the creditors of the Soum Development Fund after acceptance of recommendations of the Monitoring team.



- In Buyant soum of Bayan Ulgii, the citizens monitored the public school and in accordance with their recommendation, a decision to build the new school has been taken and budget is approved.
- In Buyant soum of Bayan-Ulgii monitored the function of the Parents' Oversight Commission at public school. As result, the Commission was re-formed and takes control over the school activities.



- In Kharkhorin soum of Uvurkhangai soum there was only monitoring, but team monitored the heating system in the soum which affect air pollution. Most of families use coal in winter as well as firewood. The team asked the citizens what could be the best way and delivered their recommendation to support the initiatives of using briquettes. The team recommended that the Soum Development Fund should allocate funding for producing briquettes as one of priorities in the Soum. The recommendation was accepted by decision makers, but no actions taken by now.



#### 4. Problems and Challenges

- Planned monitoring period was long and during this period trained team members have been changed by several reasons. Some moved to work in the public organizations, or left the soums for aimag centers or another soums seeking better opportunities, etc.
- The project signed the contracts with Monitoring Team members for two years and small amounts of fees were disbursed for this period. Of course, it is not stimulation, if people were waiting for their fees

To be paid for works already preformed. It should have been much better, if we signed the short-term contract for each monitoring.

- Many members faced protests of the public officials who were saying team members were looking for facts to accuse them or seeking or calling team members retailers who looking for bad and negative things so on. Of course, this is an issue of the present culture and we need to be keep to change this culture.
- Generally, reports produced by the citizens are not good quality because many of them still lack skills to work with documents and data and analyze the findings.

The above mentioned challenges show that continued efforts should be taken to building capacity and skills of the citizens and transfer the existing knowledge and skills on monitoring their services to many citizens as possible.

## 5. Best Practice

Best practice of the citizens' monitoring shared at the at the UNDP-GoM joint Consultative workshop "Good practices and initiatives on the implementation of the Law on Information Transparency and Right to Information held on 24 December 2014 in the Conference Hall of the National Legal Center.



Ms. Kh.Chimgee, the Citizens' monitoring team leader from Buyant Soum of Bayan Ulgii aimag where Kazakhs, Mongolian national minorities dominate, presented on their experiences of monitoring which tracked school lunch and land service in the soum. She stressed that while conducting monitoring the monitoring team members learnt the skills; 1) how to seek and receive information and where to approach, ii) demand the officials to properly respond to the information requests, iii) take own responsibilities before the works and iv) to communicate and express themselves. She sees

advantages of monitoring for the public offices i) to understand weaknesses of the public services, ii) try to find any other ways to improve the public services, iii) be open to the communities, understand their duties to provide information via web sites and information boards. Ms. Chimgee also highlighted that thanks to the community round tables, the citizens influenced the soum decision makers and leaders of the public service offices and citizens, particularly to i) collaborate and be in regular contacts with soum authorities; ii) to take the right decisions by joint discussions and implement decisions; iii) to take two-side oversight and iv) to see the real results.