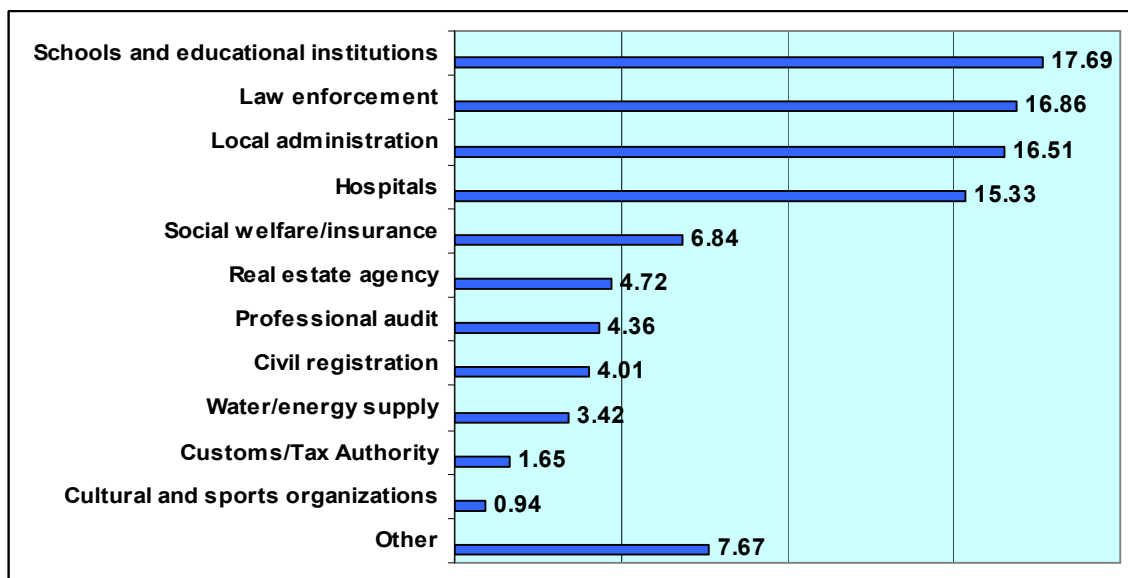


## Results of the pilot project “Government Services – Citizens Monitoring”

Project is sponsored by the Asia Foundation and implemented by the Academy of the Political Education. Project’s goal is monitoring of corruption and red tape in the government services. Activities of the project started on June 25, 2006 in the Darkhan-Uul, Dornod, Dundgobi, Khovd, Khovsgol and Ovorkhangai provinces of Mongolia.

Monitoring is based on citizen’s complaints and information via phone calls and post mail about instances of red tape and corruption, solicitation of bribes by the government agencies and service providers. Project inputs and monitoring results are communicated through the media to the citizen in order to raise public awareness and create a soil for anti-corruption efforts.

During 6 months of the project implementation 848 complaints and information were received from the public and out of that amount 27.94% were about instances of bribe solicitation. Government red tape was involved in 68.86% of all recorded cases. Overview of all information received shows that majority of complaints are about misdeeds in the public schools and educational institutions, law enforcement, local administration and hospitals.



Evaluation of the information received reveals that complaints about schools and educational institutions are most in Darkhan-Uul, Khovsgol and Ovorkhangai provinces. Citizens of Ovorkhangai, Khovd and Dornod provinces complained mostly about red tape in local hospitals. In the Dundgobi province 26.31% of citizens were unhappy with the local administration.