

Mongolia

The One-Stop-Shop (OSS): A response to the challenge of providing quality social services in Mongolia, the most sparsely populated country in the world.

Starting in 2007 and implemented nation-wide since 2013, the One-Stop-Shops (OSSs) deliver social protection and employment counseling services, as well as notary and banking services at *aimag* (provincial) and *soum* (district) levels.

Gathering representatives from different government agencies (including social insurance, social welfare, and employment departments), the OSS has offered the Government an opportunity to enhance the legal framework of public service provision and improve accessibility, awareness, and transparency of services provided.

Now commonly used by the population, the OSS provides an opportunity for local administrations to improve coordination and the quality of public services provided to their population.

National social protection floors (SPFs) guarantee access to essential health care and basic income security for children, persons of working-age, and older persons.

185 countries have adopted the Social Protection Floors Recommendation, 2012 (No. 202), an approach to achieve universal social protection.

This brief presents a successful country experience of expanding social protection.



Main lessons learned

- Even the most sparsely populated country in the world can guarantee universal access to social protection to its population.
- The OSS is a single delivery point that enables people to access information on existing programmes and avail social services and transfers. It therefore contributes to the extension of social protection coverage.
- In addition, mobile OSSs deliver services at the doorsteps of those who cannot travel to an OSS facility, such as older people or herders who cannot leave their livestock.
- With a common delivery point for all programmes, the OSS enhances coordination between institutions in charge of social protection and employment promotion while reducing duplication and inefficiencies. It also diminishes the dichotomy between social welfare and social insurance and fosters the creation of a comprehensive social protection system.
- The OSS could be used to establish a common monitoring and evaluation system of the social protection system and local development plans.

1. The challenge of delivering quality services in remote areas of the most sparsely populated country in the world

With a population of 2.8 million inhabitants and a density of less than two people per square kilometre, Mongolia is the most sparsely populated country in the world. Driven mainly by the mining sector, Mongolia's economy has grown rapidly in recent years.

Mongolia has a well-developed social protection system (social insurance, social welfare, and active labour market policies), providing social benefits and employment services to people at each stage of life. In 2012, 97.8 per cent of the population was covered by the Social Health Insurance Fund (mandatory insurance subsidized for specific and vulnerable groups).

However, delivering social services and transfers across a very sparsely populated country is challenging. In many cases obtaining a public administrative service in Mongolia requires visiting several service-providing departments, which can be located at considerable distances from each other. Therefore, applying for services can be time-consuming, entail transportation costs and, in the case of citizens traveling from remote *soums* (rural districts) to *aimag* (provincial) centres, additional costs, such as boarding and lodging. Moreover, information is sometimes inaccurate, insufficient, and/or difficult to obtain.

Launched in 2007 with support from the Swiss Development Cooperation and implemented by the Human Security Policy Study Centre, a non-governmental organization (NGO), the One-Stop-Shop (OSS) Project established facilities where citizens can receive several kinds of public services and a number of privately delivered notary and banking services. These accessible and customer-oriented "one-stop shops" aimed to increase accessibility, transparency, and efficiency of public service delivery, as well as reduce corruption and transaction costs.

Based on this initial pilot project, the OSS was extended to the whole country in 2013 by adoption of Government Decree No. 153 and its related Regulation on One-Stop-Shop activities.

2. Officers from different schemes and programmes gather in a single room at the local government office

The main feature of the OSS in Mongolia is that it brings together, in one unique room, officers from different social protection schemes, employment programmes, and other public and private services. As stated by Decree No. 153 of 2013 on the establishment of OSSs, such facilities are to be implemented in all administrative sub-divisions of Mongolia: Ulaanbaatar districts, *khoroos* (sub-divisions of Ulaanbaatar districts), *aimags* (provinces), and *soums* (rural districts). In each location, the OSS is placed under the responsibility of the Head of the Governor's Office.

All following schemes, programmes, and services need to be represented in the OSS facility:

- social insurance;
- social welfare;
- employment promotion;
- land management;
- civil registration; and
- bank and notary services.

To answer specific local needs, additional services can also be included in the OSS (e.g. veterinary and livestock services).

Officers working in the OSS are civil servants and salaried workers of the schemes, programmes, and services they represent. They report directly to their institutions of origin and there is no reporting line between them and the Head of the Governor's Office. The latter is responsible for ensuring the smooth functioning of the OSS facility.



To increase access to services and deliver services at the doorsteps of those beneficiaries who cannot travel (e.g. older persons, herders), a mobile OSS facility (a van) was piloted in 2011 in Bagakhangai district of Ulaanbaatar.

REFERENCES

International Labour Office (ILO). 2012. *Social Protection Floors Recommendation, 2012 (No. 202)*. International Labour Conference, 101st Session, Geneva, 2012 (Geneva). Available at: http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:R202.

—. 2015. *Mongolia: Assessment based national dialogue on social protection and employment promotion*. Workspace on the ILO social protection platform. Available at: <http://www.social-protection.org/gimi/gess/ShowProject.action?id=2287>.

Peyron Bista, C; Amgalan, L.; Sanjjav, B.; Tumurtulga, B. 2015. *Assessment based national dialogue on social protection: Definition and cost of a social protection floor in Mongolia* (Ulaanbaatar, ILO).

van Langenhove, T. 2015. *Fact-findings, local assessment report and recommendations for the further development of the OSS, 2015* (ILO working document).

Swiss Agency for Development and Cooperation. 2013. *Factsheet – Governance and decentralisation programme: Module 4.1*. (Ulaanbaatar). Available at: https://www.eda.admin.ch/content/dam/countries/countries-content/mongolia/en/resource_en_229882.pdf.

—. 2013. *Swiss Cooperation Strategy, Mongolia, 2013-2016*. (Bern). Available at: https://www.eda.admin.ch/content/dam/countries/countries-content/mongolia/en/resource_en_219861.pdf.

—. 2015. *Project webpage*. Available at: <https://www.eda.admin.ch/countries/mongolia/en/home/international-cooperation/projects.html/content/projects/SDC/en/2012/7F08183/phase2.html?oldPagePath=/content/countries/mongolia/en/home/internationale-zusammenarbeit/projekte.html>.

This Building Social Protection Brief was produced by Thibault van Langenhove and Céline Peyron-Bista from the ILO. It was revised by Valerie Schmitt and Isabel Ortiz of the ILO.

The editor of the series is Isabel Ortiz, Director of the Social Protection Department, International Labour Organization (ILO). For more information, contact:

ortizi@ilo.org.

Visit our website: www.social-protection.org



INTERNATIONAL LABOUR OFFICE

4, route des Morillons
1211 Genève 22
Switzerland



www.facebook.com/SPplatform

www.linkedin.com/groups?gid=6707223

www.twitter.com/soc_protection

www.youtube.com/user/SPFinAsia

