

BRIEF PERFORMANCE AND ACCOUNTABILITY REPORT 2015

Communications Regulatory Commission of Mongolia (CRC) has taken the following major actions and implemented the projects and programs.

Planned actions and events

- ❖ In the fiscal year, Committee Meeting of the CRC was held 14 times scheduled, 1 time non-scheduled and it approved 73 resolutions, with the 41 relevant memos and decisions followed.
- ❖ According to the direction and guidance of the Cabinet Secretariat of Government, the CRC provided financial and technical support to organize events such as “Public, Private partnership” conference, “Information Communication 2015” expo, “Online Freedom Coalition” forum and other sectoral events.
- ❖ In accordance with instruction, guidance and hearing procedure of Chairman and CEO of the CRC and Commission Meeting, as of 31 December 2015, the CRC renewed and developed its regulations, terms and conditions and related other legal documents total number of 73.
 - Newly approved and renewed – 21
 - Amended – 15
 - Revoked – 9
- ❖ In the fiscal year, Committee Meeting of the CRC approved license on “IPTV service in Ulaanbaatar” to Mongolia Telecom LLC and Bodi international LLC, license on “FM service and radio frequency in Ulaanbaatar” to MSGM LLC and Ulaanbaatar TV LLC, license on “TV and Radio broadcasting service via satellite” to Unitel LLC, and license on “Clearing house of Mobile number portability service” to U-Planet LLC.
- ❖ According to the section 34.1 of E-Signature Law of Mongolia, ITPTA Chairman’s Order No.71, 2015 and 3.24, 3.3 section of Code of the CRC, CRC meeting approved Amendment of “E-Signature Rules” by Attachments of Resolution No.36 dated on 08 July 2015. This amendments of rules were reflected and changed that responsibility of certification authority for PKI (public key infrastructure), National Data Center will become responsible for handling information security issues, issuing digital signature and certificate for licensing certificate authority, and other related issues.
- ❖ In the fiscal year, the CRC worked on some draft of law amendments, especially on Law on Construction, Law on Children rights and Law on Child protection.
- ❖ In the fiscal year, Committee Meeting of the CRC discussed about draft of “Regulation on next generation mobile communication service” and approved resolution 68, dated on 25 December 2015 based on article 9.1.3, 9.1.10 of Communication Law, article 3.2.4, 3.3 of CRC rules and policy guideline “Implementation guideline for next generation mobile communication service in Mongolia”, approved by the order 10, 2015 of Chairman of Information Technology, Post and Telecommunication Authority.

- ❖ In fiscal year of 2015, the CRC received 73 complaints, suggestions and appreciations from consumers and solved 71 of them and sent answers. Quality of complain resolution is 97.2%. In addition to that, the CRC received 286 complaints, suggestions and appreciations from consumers through to the "11 11" government call center which were established by the new Cabinet in order to contact to all citizens and receive their complaints, opinions, obligations etc., The CRC solved and responded to 280 of complaints quality of resolution is 97.9% in 2015.
- ❖ In the year of 2015, the CRC received 3959 official letters from the other organizations and citizens; 1949 of them registered as letters needed responses and all the letters were registered and delivered to the related staffs to respond. The CRC internal one point service center staff checked whether the letter responses sent in time through to the certain laws and rules. During the year, 1924 response letters sent out of 1949 as of 31 December 2015. From the CRC, there were 2179 official letters sent to total of 16793 organizations and licensees.
- ❖ The CRC has worked with the Newsonic Company on “Postal service registration and monitoring system” and all postal service providers connected to this system since 1 May, 2015.
- ❖ The CRC working group of evaluating tender for the implementation of “e-CRC” system has appointed by the Chairman’s order A/93 dated 6 April 2015. Working group followed the law and processes of announcing, evaluating, making contract and developing assignments etc.,. At the end of the year 2015, system developed company finished designing, coding and structuring the system and started using program for test.
- ❖ According to the section 4.4.3 of High-speed broadband national program, which related to developing internet service speed and quality, the CRC announced international bid for monitoring for internet service quality. In this tender winner was internationally accepted experienced British company named Samknows and the CRC made contract to start a project.
- ❖ During the year, based on information gathered from the core network building operators, core network information database was updated. Besides this, we created database of network service providers’ fiber optic network logged soums and end user terminal equipment manufacturers information. In addition to that the CRC has been working on transferring information database to the dynamic program which could make using and sharing information online.
- ❖ The CRC created engineering and independent professional experts team in order to check standard and level of sound of television broadcasting and made measurements certain broadcasters by modern measuring technology and made analysis on the result.

- ❖ As a part of implementation work for national program “Digital transition from analog television broadcasting to digital”, Information Technology, Post and Telecommunication Authority approved schedule of switching off analog television re-transmission stations by the October 2015. According to this schedule, as a preparation to the transition, the CRC organized seminar “Digital transition and television broadcasting policy and regulation” for local television, radio multi channel broadcasting service providers in 22, 23 April 2015 in Ulaanbaatar. Then for other aimags (provinces)’ television, radio broadcasting service providers the CRC organized 2 day seminar and workshop related to the digital transition. There were more than 40 delegates from 7 provinces such as Sukhbaatar, Dornod, Khentii, Dornogobi, Umnugobi, Dundgobi and Gobi-Sumber.
- ❖ The CRC organized roundtable discussion and meeting named “Communication regulation-2015” in 27 November as one of arrangements on the occasion of the 20th anniversary. Roundtable meeting and discussion was held under 4 main themes which are widely discussed in the sector. During this discussion, delegates from the International Telecommunication Union introduced interesting presentation on unified licensing trend, international experiences and discussed about how to transfer to unified licensing regime.
- ❖ The CRC organized training and seminar to the Game center service providers with Police Authority of Ulaanbaatar, Inspection office, National Emergency Management Agency, National Institute of Mental Health and Khan-Uul, Bayangol, Songino Khairhan district administrations.
- ❖ Universal Postal Union organizes letter competition each year throughout the worldwide and in 2015, Mongolia got approval of organizing this competition nationwide. Under the topic named “The world I dream”, there were 4000 students participated from 200 schools of 9 districts and 21 provinces of Mongolia and national winner’s letter sent to Universal Postal Union.
- ❖ The CRC followed to the Law on Information Transparency and Law on Account Transparency and every quarter of the year we have been updating human resource information on our official website. As of 31 December 2015, total of 49 times of human resource management changes have made and information was updated in time, In addition to that 620 new information and banners, poster were posted to our website.