

E-Mongolia 4.0 — Mongolia's AI-Enhanced National Digital Government Platform

AI in the Public Sector · Good practice · Mongolia

Quality score: 60/100

Evidence strength: Observational / pre–post

Summary

E-Mongolia (2020) consolidates 1,263 public services from 87 agencies. By 2025: 1.8 M active users (88% of adults), 46 M transactions, USD 30 M annual savings. Version 4.0 (May 2024) added AI voice search and smart service recommendations; backed by UNDP and ADB.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-06-25

Ministry of Digital Development, Innovation and Communications (MDDIC) — accessed 2026-06-25

E-Mongolia official platform — accessed 2026-06-25

UNDP Mongolia – AI Readiness Partnership — accessed 2026-06-25

UN PAGE – AI development planning tool — accessed 2026-06-25

ADB – E-Government Digital Transformation Project — accessed 2026-06-25

Oxford Blavatnik – How to build a digital nation: perspectives from Mongolia — accessed 2026-06-25

UN SDG Fund – Strengthening digital e-Mongolia services — accessed 2026-06-25

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