



# Mongolia

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# 1 Health Care

## General information on health care

Mongolia has a two-tier health system - primary care and specialized care. Health services are provided at the three types of facilities (primary, secondary and tertiary) and over two administrative divisions (the capital and the provinces). Primary health care services are delivered at Family Health Centres, Soum Health Centres and intersoum hospitals. Secondary health care is provided by district and aimag general hospitals and private clinics. Tertiary health care is delivered by multispecialty central hospitals and specialized centers, all located in capital city. As of 2021, a total of 58.7 thousand workers in the health sector are providing medical care to 3,312.3 thousand people living in Mongolia. The number of health workers increased by 8.3 thousand or 13.5 per 10,000 population compared to the average of the last 10 years, and by 2.1 thousand or 3.6 per 10,000 population compared to the previous year. 92.6 percent of total workers are from the health sector, and 7.4 percent are from other sectors. 22.1 percent of medical workers, 23.0 percent of nurses, 5.0 percent of pharmacists, 3.1 percent of junior doctors, 2.2 percent of managers, and 2.3 percent of laboratory technicians. The ratio of doctors and nurses is 1:1.0 at the national level, 1:0.9 in Ulaanbaatar, and 1:1.4 at the provincial level. The ratio of doctor's and nurses varies by province and region, and it is 1:1.4 in Khangai, Western and Eastern provinces, while it is 1:1.2 in central provinces. The total number of diseases registered in outpatient clinics of the population in the last 10 years averaged 8469 per 10,000 population, 6735 per 10,000 male population and 10,154 female population.

Although the Government budgets for health care and over 90% of Mongolians are covered by health insurance, out-of-pocket payments represented 42% of total health expenditures in 2014. Health insurance reforms, the expansion of the health insurance package to outpatient services, high-cost diagnostics and treatments, and medicine reimbursement have combined to push down the share of inpatient care covered by health insurance from 66.3% in 2011 to 47.1% in 2016. Within the health system strengthening initiative, WHO has provided support to the national Government and local authorities to strengthen the delivery of mobile health services. Modern mobile health technology provides cost-effective tools to reach out to rural and remote population groups.

## Availability of medical facilities and doctors

Primary health care service is provided free of charge to all residents of Mongolia and is financed from the general government budget revenue. Primary health care is provided through Family Health Centers (FHC) in urban areas and Soum Health Centers (SHC) in rural areas. FHCs are located in each khoroo of major cities – Ulaanbaatar, Darkhan and Erdenet as well as aimag centres. FHCs consist of four to six family doctors on average and one nurse per doctor.

As of 2021, a total of 4,952 health institutions are operating throughout Mongolia, including 12 specialized hospitals, 15 specialized centers, 5 regional diagnostic and treatment centers, 16 provincial general hospitals, 4 district

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general hospitals, 9 public health centers, rural 6 general hospitals, 321 soum health centers, 208 family health centers, 239 hospitals with private beds, and 1548 private clinics are providing medical care. Specialized hospitals are located in the capital city. They act as a second level of referral while providing highly specialized, high-technology curative and rehabilitative inpatient and outpatient services. In Mongolia, there are around 1500 private hospitals in country. The private sector provides mainly secondary level of specialty services, including dentistry, internal medicine, obstetrics and gynecological care, traditional medicine, and high-tech laboratory services. The cost of treatment also depends on the service obtained. Emergency care is available free of charge to everyone. The closest hospital provides emergency care services when someone has an urgent disease, injury or trauma.

## Health Insurance

Public health insurance is compulsory for all citizens of Mongolia and is paid either through voluntarily monthly contributions equal to 1 per cent of the monthly minimum wage for individuals who are self-employed or unemployed or through automatic deductions equal to 4 per cent (2 per cent from the employer and 2 per cent from of the monthly salary the employee) of the salary for those who are employed. Health insurance is free for minors under the age of 18, retirees, senior citizens and people who are on welfare support. People with no income other than a pension, those serving in the military, and single parents with children between the ages of 2 and 3 will also

receive a discount. State health insurance does not apply to private hospitals. The State Health Insurance Fund covers 16 types of healthcare service including, inpatient services and treatment; outpatient monitoring, care, diagnostic services and laboratory tests; day care treatment and services; primary care services from family or soum health centers; cancer and other palliative care; prenatal and postpartum care; rehabilitative services; forensic health services; and discounts for select prescription medications. Patients could be admitted to hospital for 5-10 days, and the state health insurance pays for the hospital stay.

There are 15 insurance companies that provide private health insurance. Citizens are free to choose from these 15 companies to get health insurance in addition to compulsory insurance. Even if individuals get private health insurance they are obligated to continue with the compulsory insurance. The benefit of additional insurance is increased insurance coverage.

## Admission to medical facilities

If someone is ill, s/he needs to refer first to Family Health Centre (FHC) and see their registered family doctor. Although the consultation is free, individuals need to pay for prescribed medications. If person is insured, some medications are provided at subsidized cost according to the approved list. If the illness cannot be managed by staff at FHC, patient is referred to district health facilities using form 13A for a more detailed diagnosis and specialized service. Further referral could be made to tertiary hospital if required. The procedure is similar in rural areas where first point of contact is

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a soum health center. Rural soum health centers provide both outpatient and inpatient services. The remote herders may contact bagh feldsher based at local health posts. In practice, self-referral to district, province and tertiary hospitals is common. In case of the self-referral, the patients need to pay a penalty fee.

## Availability and costs of medication

There are 1502 registered medicines supplied from 190 companies of 36 countries and domestic drug factories. In general, the costs of medicines is high. Over 362 medicines are approved under Drug Price Discount Programme regulation to be reimbursed by social health insurance. The insured patient takes the medicine from contracted pharmacies at discounted price. However, despite these provisions, the drugs are frequently not available, especially in rural areas. In addition, government implements a medicard programme that provides free of charge medicines to eligible poor identified by the proxy means test and homeless irrespective their insurance status.

Some treatments included in pharmaceutical care are free of charge, including treatment of tuberculosis, third and fourth stages of cancer, mental illnesses and certain medical conditions requiring long-term care such as diabetes, some hormonal disorders, post-transplantation care, brucellosis, glaucoma and HIV/AIDS.



Photo: Unsplash/ CDC 2021

# 1 Health Care

## Access for returnees

**Eligibility and requirements:** The compulsory public health insurance is funded by the payroll contributions from both employee and employer alike. Employees pay 2% of their salary as well as employers pay 2%. If you are unemployed or self-employed, you are expected to purchase state health insurance each year at a monthly price of 1 percent of the minimum wage. The non-working population, such as pensioners, students, and children, are all covered by the general government budget revenue. If you wish to receive public health insurance, you must register and pay the monthly contribution through the [www.emd.gov.mn](http://www.emd.gov.mn) website. According to the Law on State Health Insurance, returnees must compensate all unpaid years of public health insurance, at a rate of 1 per cent of the monthly minimum wage each month, since 2019 to be eligible to participate. Once the missed fees are paid, returnees can receive free services at public hospitals and clinics.

**Registration procedure:** In previous years, health care insurance cards were used to register and track health care insurance payments. Nowadays, people are able to register online through the [emd.gov.mn](http://emd.gov.mn) website, review their payments, and pay for the health care insurance. Returnees are able to pay in bulk for all the missed payments while living abroad.

Once the mandatory health insurance is paid, returnees have the option to benefit from the public medical assistance provided within public health services. For this to happen, the medical condition of the beneficiary should be

assessed by specialized medical staff and an official diagnosis should be issued, based on which the returnee will be referred to specialized hospital for further treatment.

**Required documents:** To register within Mongolian public health services the returnee needs to present to the National Health Insurance Agency the copy of his/her ID and check his status and activate the compulsory health insurance.



## 2 Labour Market

### General information on the labour market

Besides the lack of employment opportunities in rural areas, the labor market in Mongolia characterized by a shortage of skills in certain sectors and a more general mismatch between demand and supply of skills, dependance on seasonal and temporary employment, gender inequalities and specific labor market challenges for certain age groups (both the very young and the generation aged 40 and above). Moreover, almost one third of the economically active is involved in agriculture, where productivity, wages and salaries are comparatively low. Due to the harsh climate, employment is seasonal in many sectors. The employment rate amounted to 53.6 in the fourth quarter of 2021 (www.1212.mn). In 2018, 7.8 percent of the population was unemployed. The unemployment rate was 0.7 percentage points higher for women compared to men. A large share of women - particularly in rural areas - is employed in non-remunerated jobs such as unpaid family work. In addition, on average women earn approximately 10 percent less than men. The average monthly wage in the fourth quarter of 2021 was 1068.1 thousand MNT. The earnings were highest in the financial and insurance business, foreign organizations and mining sector. Average monthly wages were lowest in agriculture, forestry, fishing and hunting. Major sectors for employment include agriculture (30%), wholesale, retail, transport (20%), public administration, health, education, social work (18%), services (9%), construction (7%), mining and quarrying (5%), electricity, gas, water supply (2%), and professional, art, entertainment (2%).

Women are more likely to work as services and retail workers or as professionals, and men as craft and trade workers or as plant and machine operators. The prevalence of certain occupations differs by level of education, poverty status of the household and by location. Active adults with higher education are mostly working as professionals or as legislators, senior officials, and managers. Individuals with primary education predominantly engaged in agriculture. This also applies to active adults from low-income households of which 45% work in agriculture. Informal employment is widespread in Mongolia particularly among herders, unpaid family workers and workers employed in mining sectors. Informal work, defined as self-employment or unpaid work, accounts for 39 percent of total employment. Informal work is predominant form of employment in rural areas (68 percent) and is lowest in Ulaanbaatar (18 percent). Agriculture is the most important employment sector. Although construction accounts only for seven percent of total employment, it is the most important sector for seasonal and temporary workers.

### Finding employment

Ministry of Labor and Social Protection (MLSP) is responsible for policy design. MLSP, the Departments of Labor in provinces and districts and Labor Exchange Offices implement the state employment policy. Private Labor Exchange Officers (mainly in the capital city) provide employment promotion services. A central administrative database keeps records on the unemployed and participants of the activation programs. Job vacancies

## 2 Labour Market

are collected in a unified database that can be easily accessed at office terminals and via the internet. The government offers nine employment promotion programmes focusing on herders, citizens with the age over 40, self-employed, persons lacking vocational skills, entrepreneurs in need of support, experienced seniors, persons with disabilities, youth, graduates of TVET institutions, and unemployed people looking for short-term jobs. The Departments of Labor in provincial and district centers provide occupational and vocational orientation, counseling and information services; job mediation services, vocational training and retraining, promotion of self-employed or citizens running businesses in forms of partnerships and cooperatives; support to employers and public works. Vocational training is provided directly through public training institutes or indirectly, by providing subsidies. In order to benefit from employment promotion services, the unemployed persons need to be registered at the place of residence. In other words, these services are offered to the residents of the communities where the Department of Labor is located. In addition to public institutions, a number of private sector institutions are involved in the implementation of labor market policies, such as Mongolian Employers Federation, Chamber of Commerce, trade unions, private employment services and NGOs.

### Unemployment assistance

In order to receive unemployment benefits, the person needs to have prior insured employment for at least 24 months, of which the last 6 months should be continuous. Registration at the

territorial employment promotion unit is obligatory. The benefit is based on the average wages of the last three months and time employed.

### Further education and training

The vocational training and skills development issue of overseen both by the Ministry of Labor and Social Protection and Ministry of Education. There are 86 TVET centers including 51 public and 35 private TVET centers. To register for the TVET school the individuals need to complete the lower secondary education. For the short-term adult courses, there is no specific educational requirement. There are 355 Lifelong Education Centres throughout the country offering lifelong education and equivalent alternative program. Lifelong education programs include life skills, family education, civic education, ethical, aesthetic education, and scientific education. Equivalency programs include primary, basic, and secondary education, and life-skills based literacy programs.

### Access for returnees

**Eligibility and requirements:** Returnees are eligible to go to their local place of residence of district or khoroo to register as unemployed.

**Registration procedure:** The district or khoroo officer will contact the returnee if there are any job matches to their profile.

**Required documents:** ID card or the residence permit with valid term and documents confirming the education and qualification.

## 3 Housing

### General information on housing

Rent rates are relatively higher in cities than in aimags. An average cost for renting a one-bedroom apartment in the capital Ulaanbaatar would cost approximately EUR 170-350 as of 2022. The cost of a two or three-bedroom apartment rental would be between EUR 210-500 depending upon the location of the house and the facilities. The prices would get considerably lower as one would move towards the other cities, soums and villages.

### Finding accommodation

Most houses are provided on rent through real estate agencies. Usually a one-month rent is taken as a security deposit from the renter. A rental contract is usually made between the landlord and the renter. For legitimacy, the contract can be signed by a notary. Various websites provide options for buying or renting flats in Mongolia: [www.remax.mn](http://www.remax.mn), [www.c21.mn](http://www.c21.mn), <https://www.osmo.mn/>, <https://eturees.mn/>. It is also common to rent apartments from individuals from ads on Facebook and other social media websites.

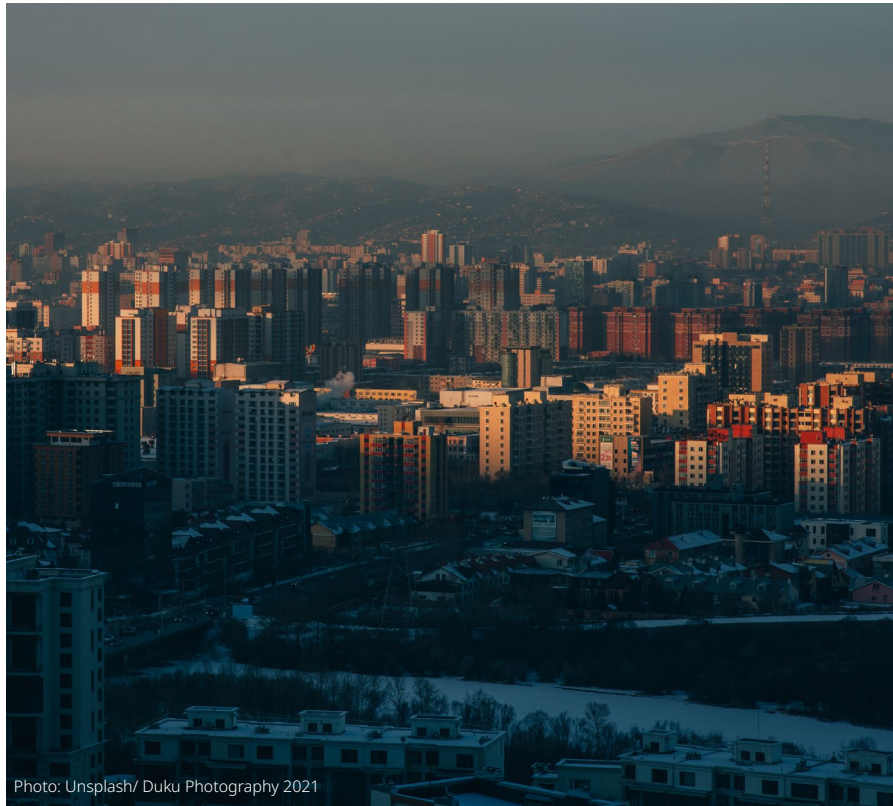


Photo: Unsplash/ Duku Photography 2021

## 4 Social Welfare

### Social Welfare System

Social welfare in Mongolia consists of transfers and services designed to support poor and vulnerable groups such as the elderly, orphaned, and people with disabilities. The main objective, as defined in the Social Welfare Law, is to protect and assist the elderly without social security, people with disabilities, groups of people perceived to be vulnerable, and those assessed to be poor based on a proxy means test. The social welfare system is extensive, offering more than 70 different non-contributory benefits to about 40 percent of households. This does not include contributory pensions and social insurance benefits, nor does it include Child Benefits Program. Most of the social welfare transfers are categorically targeted, with the exception of the Food Stamps Program which targets the poorest five percent of the population.

There are 72 social welfare programs in Mongolia which can be grouped into the following broad categories: (i) social pensions, (ii) social welfare allowance, (iii) community-based welfare services, (iv) allowance for the elderly with state merit, (v) allowance for the elderly, (vi) allowance for people with disabilities, (vii) allowance for mother and children, (viii) food stamp program (FSP), and the (ix) child money program (CMP). Both the FSP and the CMP provide significant support for the poor.

The social allowances are provided to individuals that take care of (i) adopted child; (ii) child-victims of abuse and violence who need safety and protection; (iii) person with disability or elderly person without relatives to provide care;

(iv) sick, elderly, or person with disability in need of constant care. The social pensions and social allowances are provided monthly. The eligibility criteria for elderly and persons with disabilities is defined by the medical and social protection commissions at provincial and district level. The application for the social pensions and allowances must be made to soum and khoroo social welfare workers along with supporting documentation, for example, a medical card and diagnosis. Upon receipt of the application and supporting documents, the decision on provision of the social pensions and allowances is made within 30 calendar days. Once approved, the payment is made to individual's bank account. In special circumstances, the other person or social worker can take the pension or allowance on behalf of the applicant and hand over to him/her in cash.

The current Law on Social Welfare establishes a system where social welfare workers in soum- and khoroo-level administration determine eligibility for social welfare and funds, and then transfer the information to province and district Social Welfare Council respectively. However, these services are only offered to those who are registered at the soum or khoroo.

## 4 Social Welfare

### Access for returnees

**Eligibility and requirements:** According to the Law on Social Welfare, the persons registered in household information database and living in the household with income below poverty line, are eligible for social welfare assistance. The main eligible groups include elderly, persons with disability, full orphan children, persons requiring permanent care, single parents heading households. Some children may be eligible to receive Child Benefits depending on the household income and size. Recipients of the Food Stamp Program include the poorest, most vulnerable 5% of the population.

**Registration procedure:** To receive social welfare assistance, the individuals need to be registered in their respective khoroo/soum administration, undergo the assessment of their income level, apply for the social assistance program and submit copies of their identification card.

**Required documents:** To register, returnee must provide their valid identity card or the residence permit, as the case may be, and documents confirming the registration and qualification.

### Pension system

The pension scheme is available to three population groups: 1. old-age pension, provided for the individual's lifetime, 2. Disability pension, offered until the individual's ability to work is restored or until they become eligible for old-age pension, and 3. Survivor's pension to provide social security for family members in case of death. The pension is paid

on a monthly basis. In Mongolia, every older person receives a pension. The Mongolian old-age pension system comprises both a social insurance and social welfare pension schemes. Mongolia has two parallel contributory pension schemes: a Defined Benefits (DB) pension scheme for those born before 1960 and Notional Defined Contribution (NDC) for those born after 1960. For a DB scheme the individual needs to have at least 20 years of contribution for a full pension and 10-20 years for a reduced pension. For NDC the individuals need to have at least 15 years of contribution for a minimum pension. Under the revision of the old-age pension system, the retirement age varies from 55-57 for women and 60-62 for men based on their birth year, and 50 for mothers with 4 or more children. The retirement age is set to increase by 3 months each year. For detailed information on the retirement age by birth year, please refer to the [ndaatgal.mn](http://ndaatgal.mn) website. The contribution rate for the mandatory insurance is 8.5 percent of reference salary for both the employee and employer. Unemployed, self-employed and herders may have an agreement with the Social Insurance Office for voluntary insurance and pay 11.5 percent of reference income. The range of pensionable income is between minimum wage and ten times minimum wage.

Besides the old-age benefits provided by the contributory (mandatory and voluntary) pension fund, the Ministry of Labor and Social Protection (MLSP) also implements a non-contributory social welfare pension scheme for those women above 55 and men above 60 who have not contributed or do not have required years

## 4 Social Welfare

of qualification to access the contributory pension. The Social Welfare General Office of the MLSP administers the social welfare pension as well as other social welfare programs targeting vulnerable people.

### Access for returnees

**Eligibility and requirements:** All citizens of Mongolia are eligible either for the contributory or social welfare pension scheme.

**Registration procedure and documents:** The individuals applying for the pension need to bring to the Social Insurance Office their Social Insurance Booklet which contains the details of individual's contribution by years and social insurance number, national ID, and letter of dismissal from employer. Individuals voluntarily contributing to the pension scheme must also bring their Contract of Voluntary Social Insurance Contribution. Since 2021, the contributions are not written in the Booklet but recorded online. The individuals may view their contribution through a Social Insurance application. The district and provincial Social Insurance Offices maintain the database of all individual contributions by years matching with the information on Social Insurance Booklet. At the time of retirement and upon request of individuals, the Social Insurance Officer calculates the amount of pension.

### Vulnerable groups

The tax-funded social welfare system plays an important role in providing the public support to members of vulnerable

groups such as older people, orphans, persons with disabilities, infants, women during their maternity and single mothers with many children. In 2005, the government launched Child Benefits Programme (CMP) targeting those living in poverty, expanding it to all children in 2010. In May 2020 the Child Money distribution was increased from 20,000 MNT to 100,000 MNT to all children as a COVID-19 mitigation measure to support households with children. In order to become eligible for CMP, the child needs to be registered at the khoroo and soum social welfare database. The universal maternity allowance is paid during 12 months to all pregnant women irrespective of their activity and employment status.

### Access for returnees

**Eligibility and requirements:** Every Mongolian citizen is eligible to receive welfare and pension benefits by registering with the social worker at their registered khoroo/soum or online through the [Ehalamj.mn](http://Ehalamj.mn) system.



## 5 Education

### General information on education

Mongolia's education system consists of, primary education, secondary education and higher education. The pre-primary education is for children between ages of 2-5 years old. A total of 1454 kindergartens are operating throughout Mongolia in the 2020-2021 school year. Of these, 948 are state-owned and 506 are operating privately, which means there was an increase of 15 kindergartens compared to previous years. Primary education starts at age 6 and lasts for 6 years. The secondary education is for children between ages 12-17 years old and consists of lower secondary (7-9th grade) and upper secondary level (10-12th grade). The education from primary to lower secondary (1st-9th grade) is considered to be compulsory in Mongolia. The academic year starts in September and ends in May. In Mongolia primary, lower secondary and upper secondary education are legally free. However, parents are responsible for the costs of textbooks and school uniforms. Pre-school education is free of charge, however 35.5 percent of pre-school age children in urban areas and 46.1 percent (MICS, UNICEF, 2018) in rural areas still cannot access early childhood education as there are not enough kindergartens. Kindergartens work to a maximum capacity and those kindergartens where demand exceeds capacity organize lottery draw for places. Due to high rates of rural to urban migration, the population of the major cities has grown significantly in the last decades. Consequently, the pressure on social services including education is growing. The student- teacher ratio is high in public schools with schools in suburban areas having to work in two to three

shifts a day. Despite the establishment of new schools in urban areas, there are not enough schools in major cities where the rural population migrates to. The students who do not attend upper secondary education have the option to attend technical and vocational education and training (TVET) schools which offer combined vocational and general upper secondary education. Therefore, graduates from these schools can transfer to universities and colleges. The number of universities and colleges operating in our country in the academic year 2020-2021 is 88, of which 37 (42.1 %) are universities, 45 (51.1%) are institutes, 3 (3.4%) are colleges, 3 (3.4%) are branches of foreign universities. Of these, 65 (73.9) are non-state owned schools, 20 (22.7%) are state-owned schools, and 3 (3.4%) are public/ religious schools. 79 (89.8%) of all schools are located in Ulaanbaatar and 9 (10.2) are in rural areas. At present, higher education response is weak in terms of meeting country's social and economic needs and providing students with the skills required in 21st century for decent employment.

### Cost, loans, and stipends

Out of 839 general education schools in the academic year 2020-2021, 672 are public schools and 167 are private schools. Most private schools are concentrated in urban areas and these schools tend to offer better curriculum and provide quality instruction when compared with those of public schools. Although privately owned general education schools share some of the burden of Mongolian education and ease government responsibility, high tuition fees charged by them

## 5 Education

cause social disparities in education. The central government provides financial support programmes such as subsidies for textbooks, school bags and stationery supplies for disadvantaged students in primary, lower and upper secondary levels. "Disadvantaged" students refer to those who live under the poverty level and orphans. School admission is based on the residency and school and school authorities' decision. However, in densely populated areas, such as Ulaanbaatar, Darkhan and Erdenet cities, Education and Culture Centre also take part in the admission decision.

### Approval and verification of foreign diplomas

As of 2019, non-recognition of high school academic diplomas occurs for Mongolian students who intend to study in foreign countries. Due to considerable

differences (for example, on the lengths of studies or the content of programs), compensatory measures are proposed, such as: adaptation traineeships/period of studies, aptitude tests/exams on differences or repetition of academic year.

### Access for returnees

**Eligibility and requirements:** Schools and kindergartens start their academic year in September and, typically, enroll newly arrived students in August. The child's birth certificate along with parents ID is needed for school and kindergarten enrollment. The schools and kindergartens enroll children who live and are registered in their catchment area. In other words, the residential address of parents needs to be in the school and kindergarten's catchment area.

**Required documents:** For school enrolment of returnee child, the same documents as on kindergarten enrolment are required. Enrolment in first grade is mandatory for all children who reached the age of 7 years in accordance with the school's district – a territory registered within the radius of pre-primary, primary or lower secondary educational institution.



Photo: Unsplash 2016/ Aaron Burden



## 6 children

### General situation of children and infants

Mongolia is a young country where children and adolescents constitute almost third of the population. Yet 28.9 percent of children live in poor households and these children constitute 46% of poor people with an income below the poverty line. Widespread income poverty undermines children's wellbeing. Poverty is highly associated with the number of children and dependency ratio. In addition to monetary poverty, child deprivation is high in many dimensions, highest in access to information, housing and early childhood development, and the deprivation headcount ratio is particularly high for rural children.

Infant Mortality Rate (IMR) and Under 5 Mortality Rate (U5MR) highlight the impact of income poverty and rural disadvantage - Multiple Indicator Cluster Survey (MICS, UNICEF, 2018) show that IMR and U5MR in poorest 20% of

households is 1.5 times higher than in richest 20% of households. IMR and U5MR also correlate with mother's education. For example, U5MR for the children of mothers/caretakers with primary education is 35 and college/university - 11. The Committee on the Rights emphasized inequity as a key challenge in Mongolia. The Gini coefficient for Mongolia is 32.7 (2018) which represents one of the highest rates of inequality among the post-transition countries. In addition to poverty and inequality that have detrimental effects on child development, other vulnerability factors include disability, ethnicity and migrant status. Children of unregistered urban migrants have restricted access to health, education, child protection and other social services due to their unregistered status within a given community. Children in households headed by ethnic minorities, such as the Kazakh or Tsaatan people, are recognized as disadvantaged



Photo: Unsplash 2020/ Tom Schüller

## 6 children

through indicators related to health, education and protection. Children with disabilities have limited access to social services and experience stigma and discrimination. Their enrollment at all levels of education is limited. The current education system for children with disabilities is mainly provided through specialized schools (6) and kindergartens (2) that are based in Ulaanbaatar city. While inclusive education is promoted by policy and legislation, the schools lack an accessible environment, adequate teacher training and community support. In order to ensure realization of child rights and development of children to their full potential, the government implements multi-sectoral programmes in health, education, social welfare, child protection and community development. In 2016, the Law on Child Rights and Law on Child Protection were approved by Parliament. In the same year, the Law on Combating Domestic Violence was enacted, including specific provisions for protecting children from abuse, neglect, exploitation and violence. Since the operationalization of the child helpline 108, the reporting on child protection cases rose steadily. Child protection response at community level is provided by the multidisciplinary teams (MDT) consisting of social workers, community workers, health, education specialists, police officers and the governors of khoroots and soums. The government provides free healthcare to all children under 16 years old. Antenatal and postnatal checks for all pregnant women, mothers and infants are also free of charge. Mongolia has a free, compulsory basic education system. The Child Benefits Programme provides universal benefits to children

in households with a household income below the determined level and plays an important role in protecting children from the effects of monetary poverty. Social welfare and child protection programs target children with specific vulnerabilities such as children with disabilities, orphan children, homeless children and victims of domestic violence.

### (Non-) governmental actors dealing with children's well-being and rights

The Authority for Family, Child and Youth Development (AFCYD) is a government agency in charge of children and youth affairs. It has branches in 9 districts and 21 provinces. The district and provincial departments supervise khoroot and soum social workers and provide methodological guidance. AFCYD collaborates with NGOs and their networks that focus on child development, protection and participation. The NGO network on child protection has 40 members that conduct advocacy, research and service provision to protect children from abuse, exploitation, human trafficking, neglect and violence. Most prominent NGOs and their networks include Mongolian National Child Rights Centre, Mongol Urkh Psychological Institute, School Social Workers Association, Association of Parents of Definitely Abled Children, National Centre Against Violence, National Network on Unacceptable Forms of Child Labor, ECPAT International network in Mongolia, All for Education Network and National Network on Child Development and Participation. Most of these NGOs are located in Ulaanbaatar city and few NGOs have branches in rural areas.

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**The General Agency for Public Health Insurance**  
Chingisiin urgun chuluu, Khan-Uul district, 20th khoroo, Ulaanbaatar 17032, Mongolia;  
+976 18001363

**Ministry of Digital Development and Communications**  
Sukhbaatar square 1, PO Box 785, Ulaanbaatar 15160, Mongolia;  
+976 11330781  
info@mddc.gov.mn  
www.mddc.gov.mn

**National Center for Communicable Diseases**  
Bayanzurkh district, Nam Yan Jugiin street, Ulaanbaatar, Mongolia;  
+976 11458699  
info@nccd.gov.mn  
www.nccd.gov.mn

**Cancer Center**  
Bayanzurkh district, Nam Yan Jugiin street, Ulaanbaatar, Mongolia;  
+976 72724000

**One-stop center for government services**  
Dragon branch/  
Ulaanbaatar city, Songinokhairkhan district, 29th khoroo, Dragon center left wing; phone number: 75771200

**One-stop center for government services**  
Misheel branch/  
Ulaanbaatar city, Khan-Uul district, 2nd khoroo, Misheel construction mall, right wing B block, phone number: 75851200

**One-stop center for government services**  
Dunjingarav branch/  
Ulaanbaatar city, Bayanzurkh district, 26th khoroo, Dunjingarav shopping center D2 block, phone number: 75751200

## 8 At a glance

### Measures to be undertaken before return

- **Family:** Coordinating the return with family members.
- **Pre-departure orientation:** during the pre-departure orientation you may receive information on your flight details, onward transportation and final destination.
- **Register:** IOM Mongolia is offering 8 online training courses free of charge through 3 online platforms for returnees from abroad. The courses are aimed to provide information for reintegration and provide guidance for starting a business or finding employment upon arrival. To take the courses, go to [www.skillup.mn](http://www.skillup.mn) and sign up with your email address. Once registered, you will be able to attend all courses and receive a certificate upon completion.
- **Work experience:** Request certificates of education/ vocational skills undergone during the stay (if any)
- **Medical record:** Obtain your medical record and medical prescriptions (if any).
- **Bank and insurance:** if there are any unresolved matters related to taxes and insurance, resolve them before return.
- **Arrival at airport:** if you are planning your onward transportation below information could be useful:
- **Travelling by bus:** If you are flying to Ulaanbaatar, one of the options for onward travel is by bus. You are reserve and purchase your ticket at <https://eticket.transdep.mn/>

### Measures to be undertaken immediately upon arrival

- **ID Card:** Applying for a valid ID through [www.e-mongolia.mn](http://www.e-mongolia.mn)
- **Return:** No registration is required for Mongolian nationals with any authority.
- **Social welfare:** Pension insurance /employee pension schemes are generally provided by employers. If one has already registered, no reregistration is required. Find more information if you can apply for any social benefits by contacting the Department of Social and Labor Services at your registered district.
- **Health insurance:** Check your health insurance status with [www.edaatgal.mn](http://www.edaatgal.mn) Being covered by public health insurance is mandatory for all Mongolian citizens. If you are not covered you should buy one from Health insurance agency by approaching their central or regional offices Эрүүл Мэндийн даатгал | Эрүүл Мэндийн даатгал ([emd.gov.mn](http://emd.gov.mn)).
- **Vaccination for children:** Mandatory immunization in Mongolia is provided free of charge to the population and is carried out according to the national immunization schedule. Mandatory immunization includes 6 types of vaccines to prevent more than 10 diseases. By vaccinating your children it is important to protect your children from many infectious diseases through their life and prevent the spread of diseases to others.

**Learn more at:**

[www.returningfromgermany.de/en/countries/mongolia](http://www.returningfromgermany.de/en/countries/mongolia)

