

## Bi-annual CFRM Report

|                                                           |                                                  |
|-----------------------------------------------------------|--------------------------------------------------|
| <b>Country Programme:</b>                                 | <b>Mongolia</b>                                  |
| <b>Reported period:</b>                                   | <b>01 Jan 2026 – 31 July 2026</b>                |
| <b>Prepared by name/surname and position:</b>             | <b>Ankhbolor Ochirjantsan, MEAL/CFRM Officer</b> |
| <b>Link to the Power BI CFRM dashboard if applicable:</b> | <b>N/A</b>                                       |

### 1. Update on the CP's bi-annual CFRM activities

| Activity                                                         | Date          | No. of participants |    |       | Location            | Remarks                                                                                                                                                                                                   |
|------------------------------------------------------------------|---------------|---------------------|----|-------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                  |               | M                   | F  | Total |                     |                                                                                                                                                                                                           |
| PIN Mongolia CFRM policy, updated version 2026                   | 27 Jan 2026   | -                   | -- |       | PIN Mongolia office | <a href="#">Sharepoint link</a>                                                                                                                                                                           |
| CFRM staff training                                              | 27 Jan 2026   | 2                   | 11 | 13    | PIN Mongolia office | All staff present attended. Updated CFRM policy and relevant CFRM materials were shared.                                                                                                                  |
| CFRM partners' refresher training and experience-sharing meeting | 06 Feb 2026   | 2                   | 8  | 10    | PIN Mongolia office | 4 representatives from 4 partner organizations, 4 PIN project managers, and 2 MEAL staff participated. The session included a CFRM refresher, experience sharing, and reflection on joint implementation. |
| CFRM promotion animation                                         | 26 May 2026   | -                   | -  | -     | PIN Mongolia office | <a href="#">Sharepoint link</a>                                                                                                                                                                           |
|                                                                  | <b>Total:</b> | 4                   | 19 | 23    |                     |                                                                                                                                                                                                           |

During the reporting period, two CFRM capacity-strengthening activities were conducted. On 27 January 2026, a CFRM refresher training was provided to PIN Mongolia staff, with all staff present at the office participating. The session introduced the updated CFRM policy, which had been revised in line with the latest changes from the HQ MEAL Unit and reviewed by the Regional MEAL Advisor and Country Director. Relevant CFRM materials and updated files were also shared with staff to support consistent implementation of the mechanism.

As part of the session, the MEAL team presented a brief comparison of the 2024 and 2025 CFRM reports and facilitated a short reflection with staff on lessons learned, challenges, and possible improvements for future CFRM implementation. Staff noted that the lower number of feedback cases received in 2025 compared with 2024 could also indicate a need to strengthen CFRM awareness during project activities.

No specific implementation challenges were raised. Suggested improvements focused mainly on making CFRM information more accessible and engaging, including translating the feedback section of PIN Mongolia's website into Mongolian, using short and interactive CFRM videos during trainings and events, sharing CFRM reminder videos through social media, and strengthening awareness of the feedback mechanism among partner organizations. Staff also positively reflected on the interactive format of the refresher training.

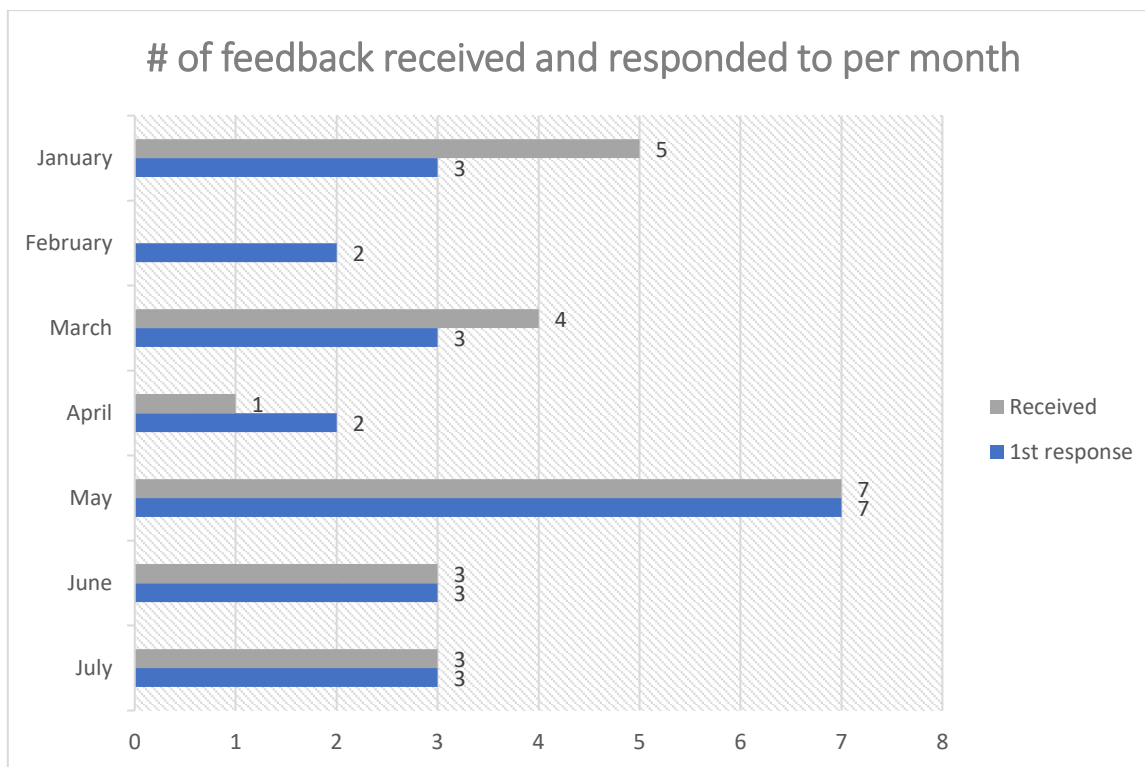
On 6 February 2026, PIN Mongolia organized a CFRM refresher and experience-sharing meeting with four partner organizations: Development Solution, Mongolian Sustainable Finance Association, Faro Foundation, and Breathe Mongolia. The meeting provided an opportunity to refresh partners' understanding of CFRM, exchange organizational practices for receiving and responding to feedback, and reflect on CFRM implementation in jointly implemented activities. All partners reconfirmed their commitment to include CFRM information in their quarterly reports to PIN, and PIN's MEAL team committed to sharing updated CFRM communication and reporting materials to support more consistent documentation and implementation across projects.

During the reporting period, PIN Mongolia also strengthened its CFRM awareness and communication materials. A new CFRM promotion animation was developed based on the Mongolian context to make the mechanism easier to understand and more relevant to local audiences. The animation was shared through PIN Mongolia's social media channels to increase public awareness of CFRM. CFRM handout materials were also printed, while the existing brochures and information cards were updated to reflect the latest CFRM information and communication channels. These materials will be used during project activities, trainings, events, and partner engagement to further strengthen awareness and accessibility of CFRM.

## 2. Basic information about bi-annually CFRM entries

### 2.1. CFRM entries overview

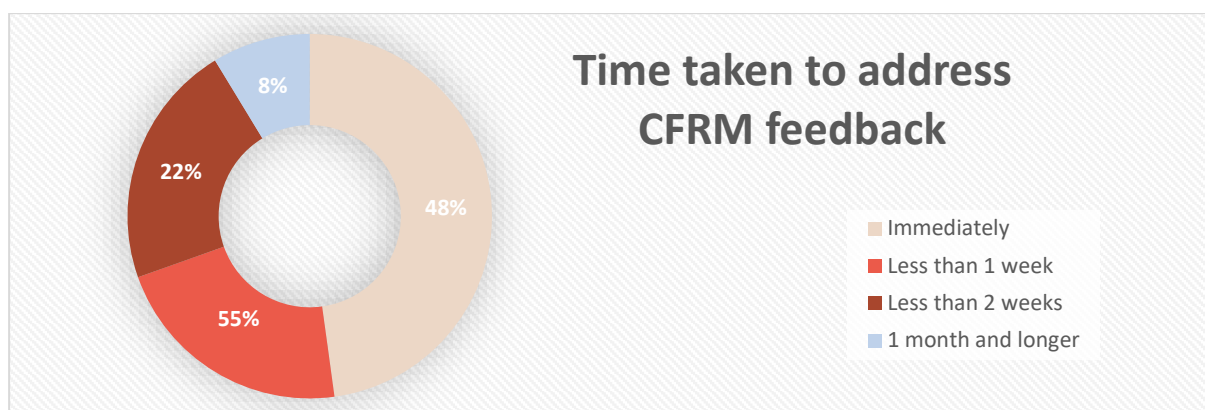
|                                                                                                            |                            |
|------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Total number of CFRM entries for the reported period/year</b>                                           | <b>23 (Jan-July, 2026)</b> |
| <b>Total number of CFRM entries for the previous reported period/year</b>                                  | <b>29 (Jan-July, 2025)</b> |
| <b>Increase/ decrease in % of feedback in comparison to last year/ reporting period</b>                    | <b>20.7% decrease</b>      |
| <b>Total number of CFRM entries closed by the end of the reporting period/year</b>                         | <b>23 (100%)</b>           |
| <b>Total number of CFRM entries on review/not closed and transferred to the next reporting period/year</b> | <b>0</b>                   |



During the reporting period, 23 CFRM entries were registered, compared with 29 entries during the same period in 2025. This represents a decrease of 20.7%. All 23 entries were closed by 31 July 2026, resulting in a 100% closure rate, and no cases were transferred to the next reporting period. May recorded the highest volume with seven entries (30.4%), followed by January with five and March with four. No new feedback was received in February; however, two first responses were provided in February for cases received in January.

## 2.2. Time taken to address CFRM feedback

|                                                                                                              |      |
|--------------------------------------------------------------------------------------------------------------|------|
| Average number of days it takes to record feedback to logbook after it was received                          | 16.9 |
| Average number of days it takes to provide 1 <sup>st</sup> response to feedback from the day it was received | 4.0  |
| Average number of days it takes to close the case loop and communicate the final result to the complainant   | 5.9  |

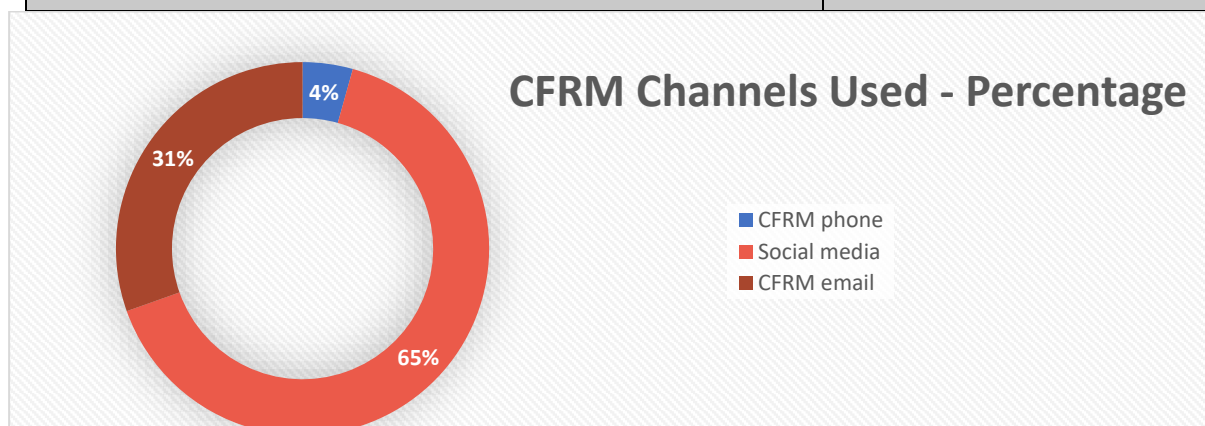


The average time to provide a first response was 4.0 days, while the average time to close the case and communicate the result was 5.9 days. Twenty-one of the 23 entries (91.3%) were closed within two weeks, including 11 entries closed immediately. Two CHIP cases required 34 and 37 days to close because they involved technical or service-related support.

The average time between receipt of feedback and formal entry into the CFRM logbook was 16.9 days. This largely reflects the current administrative practice of consolidating and recording routine feedback at the end of each month, particularly as the majority of feedback is received through social media. Feedback is nevertheless monitored continuously throughout the month, and any serious, sensitive, or urgent case requiring attention is registered and followed up immediately rather than waiting for the month-end logging process. During the reporting period, 8 of the 23 entries were formally recorded within one week of receipt, including cases requiring more timely attention. Therefore, the registration interval should not be interpreted as a delay in monitoring or responding to feedback. Going forward, maintaining regular monitoring while considering more frequent logbook updates could further strengthen the timeliness and accuracy of CFRM documentation.

## 2.3. CFRM channels used

| CFRM Channel                | Status | Received entries - frequency |
|-----------------------------|--------|------------------------------|
| Social media - PIN Mongolia | Active | 8                            |
| Social media - Agaar Neg    | Active | 7                            |
| CFRM email                  | Active | 7                            |
| CFRM phone                  | Active | 1                            |
| Total Entries:              |        | 23                           |



Social media was the most frequently used access route, accounting for 15 entries (65.2%): eight were received through the PIN Mongolia Facebook page and seven through the Agaar Neg Facebook page, which is the dedicated Facebook page of the CHIP project. Email accounted for seven entries (30.4%), while one entry (4.3%) was received through the hotline. The high proportion of feedback received through Facebook is likely linked to the fact that much of the project information, announcements, and outreach are shared through these pages. This highlights the importance of social media as a key CFRM access channel and reinforces the need for regular monitoring of both Facebook pages, clear response responsibilities, and backup coverage during staff absence.

## 2.4. Feedback by category

Feedback and complaints per category:

| Feedback and complaints per category | Frequency | Percentage |
|--------------------------------------|-----------|------------|
| Request for information              | 12        | 52.2%      |
| Request for assistance               | 11        | 47.8%      |
| Positive feedback                    | -         | -          |
| Negative feedback                    | -         | -          |
| Moderate grievance                   | -         | -          |
| Major grievance                      | -         | -          |
| <b>Total:</b>                        | 23        | 100.0%     |

All entries were classified as requests for information or assistance. No positive feedback, negative feedback, moderate grievance, or major grievance was recorded during the reporting period. The most common issues concerned CHIP products and after-sales support, organizational collaboration and partnership requests, invitations to consultations or surveys, and information on SOGE ESG/Green Labels.

No feedback or complaints related to environmental and social categories were recorded during the reporting period.

Feedback reported outside of CP:

|                                                          |   |
|----------------------------------------------------------|---|
| Number of appeal cases transferred to PIN HQ             | 0 |
| Number of cases reported to PIN Safeguarding focal point | 0 |
| Number of cases reported to PIN Protection focal point   | 0 |
| Number of cases referred to other organizations          | 1 |

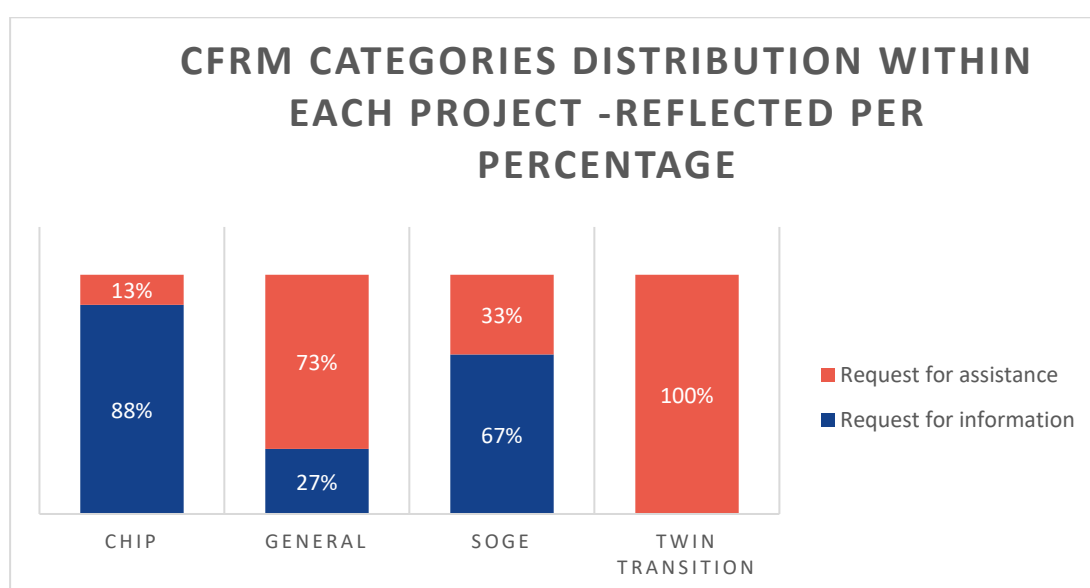
One request from UNESCO concerning inclusive AI capacity-building was forwarded to Faro Foundation, a PIN partner organization, as it was considered more relevant to the nature of the request. No appeal, safeguarding, or protection cases were identified among the registered entries during the reporting period.

## 2.5. CFRM feedback by project

| Project | Frequency | Percentage |
|---------|-----------|------------|
|---------|-----------|------------|

|                                           |           |              |
|-------------------------------------------|-----------|--------------|
| General/not related to a specific project | 11        | 47.8         |
| CHIP                                      | 8         | 34.8         |
| SOGE                                      | 3         | 13.0         |
| TT                                        | 1         | 4.3          |
| <b>Total:</b>                             | <b>23</b> | <b>100.0</b> |

General entries represented the largest share, with 11 cases (47.8%), followed by CHIP with eight (34.8%), SOGE with three (13.0%), and TT with one (4.3%). Within General entries, requests for assistance accounted for 72.7%, reflecting collaboration, project proposal, and organizational support requests. CHIP entries were predominantly requested for information (87.5%), mainly concerning product components, price, installation, applications, technical support, and supplier contacts. Two of the three SOGE entries were requested for information on ESG/Green Labels, while the TT entry was a request for assistance.



## 2.6. Summary description of CFRM feedback received

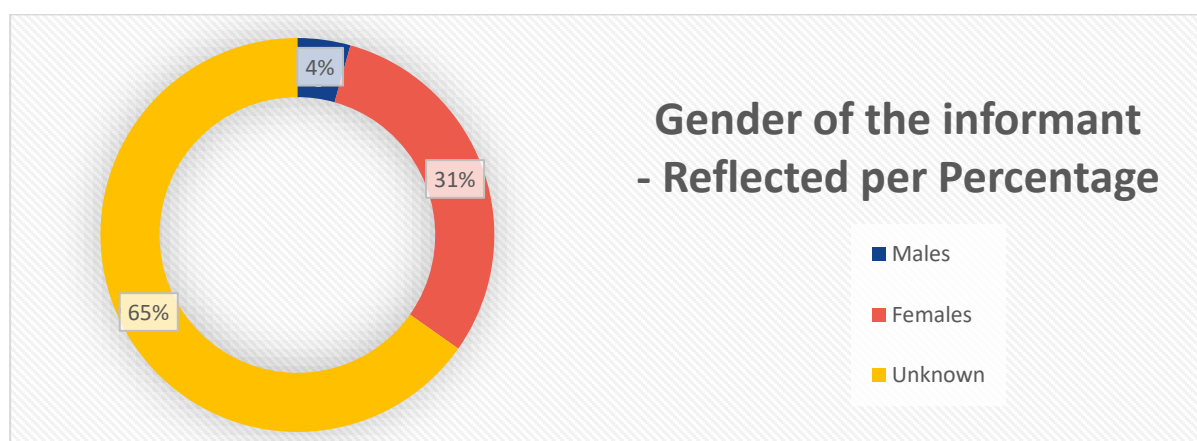
| CFRM issue/s - summary                                                                                                 | Project/s       | Location                                                    | Frequency |
|------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------------------------------|-----------|
| Questions on CHIP components, prices, installation, controller/application use, technical repair and supplier contacts | CHIP            | Mostly not recorded; one case mentioned Sukhbaatar Province | 8         |
| Requests for collaboration, project proposals, referrals, training or organizational support                           | General         | Mostly not recorded; one case mentioned Dundgovi Province   | 7         |
| Invitations to consultations, roundtables and surveys, or requests for institutional input                             | General         | Not recorded                                                | 4         |
| Information and assistance on obtaining ESG/Green Labels and contacting issuing organizations                          | SOGE            | Not recorded                                                | 3         |
| Request for the project coordinator to call them                                                                       | Twin Transition | Not recorded                                                | 1         |

### 3. Basic information about CFRM subject/informant

#### 3.1 Gender of the informant

| Gender        | Frequency |
|---------------|-----------|
| Male          | 1         |
| Female        | 7         |
| Unknown       | 15        |
| <b>Total:</b> | <b>23</b> |

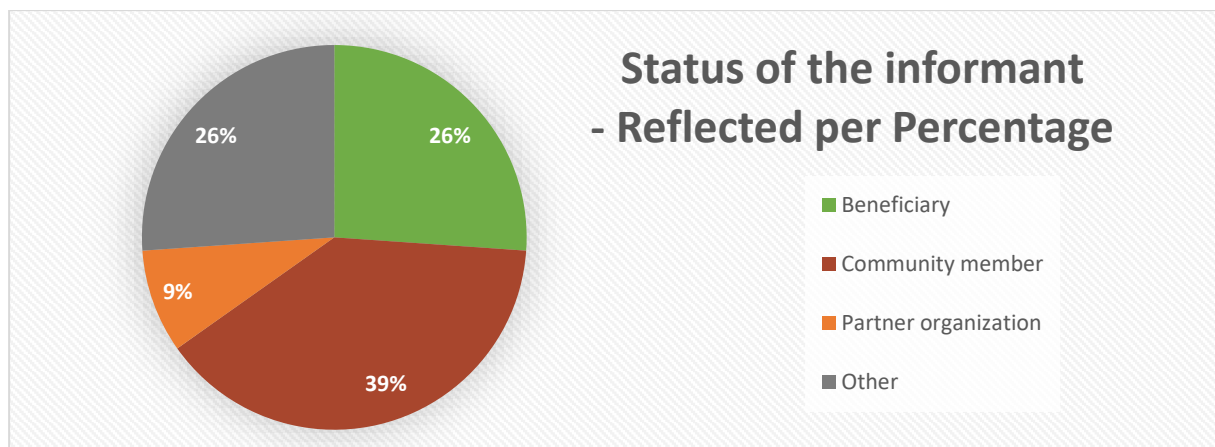
Gender was recorded as female for seven informants (30.4%) and male for one (4.3%). Gender was unknown for 15 entries (65.2%); of these, eight were received through social media and seven through the CFRM email from various stakeholders, where gender information was generally not available or collected. Therefore, the high proportion of unknown gender mainly reflects the nature of these communication channels rather than a gap in CFRM accessibility.



#### 3.2 Status of the informant

| Status                             | Frequency | Percentage |
|------------------------------------|-----------|------------|
| Beneficiary                        | 6         | 26.1       |
| Community member (not beneficiary) | 9         | 39.1       |
| Partner organization               | 2         | 8.7        |
| Other stakeholders                 | 6         | 26.1       |
| <b>Total:</b>                      | <b>23</b> | <b>100</b> |

Community members who were not beneficiaries formed the largest informant group, with nine entries (39.1%). Beneficiaries and other stakeholders each accounted for six entries (26.1%), and partner organizations accounted for two (8.7%). No entries were recorded from government representatives or service providers. The pattern is consistent with the high number of general collaboration requests and public inquiries received through social media and email.



## 4. Challenges and recommendations

| CFRM activity/ area         | Challenge- what happened?                                                                                                                                                                                                                                                                                   | Recommendation- how can we improve?                                                                                                                                                                              | Responsible person to follow up            | Due date |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------|
| Timely logbook registration | Formal logbook registration took an average of 16.9 days, as routine feedback, particularly from social media, is generally consolidated at the end of the month. Two cases were entered 69 and 72 days after receipt, partly due to ongoing conversations and the Mongolian Lunar New Year holiday period. | Use ActivityInfo to make CFRM registration timelier and more organized. Continue recording urgent or serious cases immediately, while entering routine feedback more regularly to reduce delays and manual work. | CFRM focal point and project focal persons | Ongoing  |
| Digital channel monitoring  | Social media accounted for 65.2% of all registered entries, highlighting its importance as a key CFRM access channel and the need for regular monitoring of project Facebook pages.                                                                                                                         | Maintain regular monitoring of social media channels and consider periodic experience sharing with CFRM focal points from other CPs on good practices for managing feedback received through social media.       | Communications and CFRM focal point        | Ongoing  |

End of the report