



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA<sup>1</sup> assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org).

Islamic Republic of Iran

27/03/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

[www.egovernment.ir](http://www.egovernment.ir)  
[www.iran.gov.ir](http://www.iran.gov.ir)

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services<sup>3</sup>:

[www.iran.gov.ir](http://www.iran.gov.ir)

- b. E-participation<sup>4</sup>:

- There are some systems (such as [ITRC](#), [National Cyber Space Research Center](#), [Cyber Research Institute Of SBU](#), [UT Cyber Space Policy Research Center](#)) that provide analytical services based on social media and news data.
- [www.foia.iran.gov.ir](http://www.foia.iran.gov.ir)
- <http://www.ppp.egovernment.ir/en>
- The Cabinet Office publishes new Tenders and Bidding on its [web site](#) and citizens can participate in the process by inserting their opinions.
- Iranian public demands portal: <http://111.iri.ir/>
- Registration and response to mobile operators customers compliances portal for CRA: <https://195.cra.ir/>
- Many governmental portals have online poll systems. Such as:
  - o Presidential public relations portal: <http://www.saamad.ir/Portal/Home/>

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup> **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

o Response to compliances portal for budget and planning organization:  
<http://ertebat.mporg.ir/User/Default.aspx>

c. Open government data:

<https://data.gov.ir/>

d. Public procurement:

[www.setadiran.ir](http://www.setadiran.ir)

e. Other major portals at the national level:

- Response to requests of governmental information and documents based on the Free Access to Information Act: <https://foia.iran.gov.ir>
- E-Licenses single window: <http://bemcenter.ir/>
- Iranian E-Box portal: <https://inbox.iran.gov.ir/>
- Mobile government portal: <https://mob.gov.ir/>
- Abroad trade single window: <http://irica.ir/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

- Executive Council of Information Technology and E-Government Development Commission: [www.egovernment.ir](http://www.egovernment.ir)
- Ministry of Information and Communication Technology: [www.ict.gov.ir](http://www.ict.gov.ir)
- Information Technology Organization of Iran: [www.ito.gov.ir](http://www.ito.gov.ir)

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

- Budget and planning organization: [www.mporg.ir](http://www.mporg.ir)
- Budget allocation portal: [gb.mporg.ir](http://gb.mporg.ir)
- National development indices portal: <https://satra.mporg.ir/>

b. Education

- Up to basic education:**
- Ministry of Education: [www.medu.ir](http://www.medu.ir)

<sup>5</sup> CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

**For Graduate education:**

- Ministry of Science, Research and Technology: [www.msrt.ir](http://www.msrt.ir)
- Educational deputy of Ministry of Health and Medical Education: [www.dme.behdasht.gov.ir](http://www.dme.behdasht.gov.ir)
- Azad university: <https://www.iau.ac.ir/>

c. Health

Ministry of Health and Medical Education: [www.behdasht.gov.ir](http://www.behdasht.gov.ir)

d. Social Protection and Welfare

- Welfare deputy of Ministry of Cooperatives, Labor, and Social Welfare: <https://dsw.mcls.gov.ir/>
- Social Security Organization: <http://tamin.ir/>
- Stat Welfare Organization of Iran: <http://www.behzisti.ir/>

e. Employment and Decent Work

Deputy Director for Entrepreneurship Development and Employment of Ministry of Cooperatives, Labor, and Social Welfare: <https://karafarini.mcls.gov.ir/>

f. Environment

Department of Environment: <https://doe.ir/>

g. Energy/Water

- Ministry of Energy: <http://www.moe.gov.ir/>
  - o National Water and Wastewater Engineering of Iran: <https://www.nww.ir/>
  - o Tavanir Organization: <https://www.tavanir.org.ir/>
  - o There are 36 Urban Water and Wastewater Companies which their portals are listed on: <http://www.moe.gov.ir/Sites-of-Water-Electricity/Water-and-sewage-urban-companies>
  - o There are 30 Rural Water and Wastewater Companies which their portals are listed on: <http://www.moe.gov.ir/Sites-of-Water-Electricity/Water-and-sewage-rural-companies>
  - o There are 15 Thermal Power Generation Companies which their portals are listed on: [http://www.moe.gov.ir/Sites-of-Water-Electricity/Institutions-research-and-training-\(1\)](http://www.moe.gov.ir/Sites-of-Water-Electricity/Institutions-research-and-training-(1))
  - o Iran Grid Management Company: <https://www.igmc.ir/>
  - o There are 16 Regional Electricity Companies which their portals are listed on: <http://www.moe.gov.ir/Sites-of-Water-Electricity/Regional-power-companies>
  - o there are 39 Electric Energy Distribution Companies which their portal are listed on: <http://www.moe.gov.ir/Sites-of-Water-Electricity/Electric-power-distribution-companies>
  - o Renewable Energy and Energy Efficiency Organization: <http://www.satba.gov.ir>
  - o Iran Water and Power Resources Development Company: <http://www.iwpc.ir/>
- Ministry of Petroleum: <http://www.mop.ir/>
  - o National Iranian Gas Company: <http://www.nigc.ir/>
  - o National Iranian Oil Refining & Distribution Company: <http://www.niordc.ir/>
- Atomic Energy of Iran: <https://www.aeoi.org.ir/>

h. Finance/Taxation

- Ministry of Economic Affairs and Finance: <http://www.mefa.gov.ir>
- Tax Affairs Organization: <http://www.intamedia.ir/> ; [e3.tax.gov.ir](http://e3.tax.gov.ir) ; [www.evat.ir](http://www.evat.ir)
- Central Bank: [www.cbi.ir](http://www.cbi.ir)

i. Industry/Trade

- Ministry of Industry, Mine and Trade: <http://www.mimt.gov.ir/>
  - Front office services portal for ministry of Industry, Mine and Trade: <http://khedmat.mimt.gov.ir/#a>
  - Industry, mining and trade Information and services portal: <http://behinyab.ir/>
  - Comprehensive portal of warehouses: <https://www.nwms.ir/>
  - Securities and Exchange Organization: <https://www.seo.ir/>
  - Iran Energy Exchange: <http://www.irenex.ir/>
  - Iran Fara Bourse: <https://www.ifb.ir/>
  - Iran Mercantile Exchange: <https://www.ime.co.ir/>
  - Tehran Stock Exchange: <http://tse.ir/>
- Also there are single windows for business and abroad business:**
- Abroad trade single window: <https://epl.irica.ir/>
  - Iran Comprehensive Trade System: <https://www.ntsww.ir/>

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?  
(Maximum 250 words)

Yes, there is. It is a long time that sustainable development is a main theme in almost every high level policy and socio-economic development plan of Islamic Republic of Iran. The table in [Attachment 1](#) shows how Sustainable Development Goals have been incorporated in the 6th 5years National Development Plan of Iran (2017-2021).

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

Yes, there is. Refer to "E-Government development roadmap of I.R. of Iran" that includes two parts: "The Bylaw of Development of e-Services of Executive Bodies" and "Administrative and Technical Criteria of E-Government Development" ([Attachment:2](#)) for up to the end of 2017, and from the beginning of 2018 up to the 2022 we will implement the "IRAN Smart Government Master Plan" ([Attachment: 3](#)). Also there is a cabinet enactment for [23 prioritized projects](#).

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan. Yes, Please refer to appendix C of "E-Government development roadmap of I.R. of Iran" ([Attachment:2](#))
- is aligned with the national development strategy. Yes, The E-Government development roadmap of Iran is aligned with 5th and 6th 5years National Development Plan. Refer to articles 67 to 69 of 6th 5years National Development Plan ([Attachment 4](#)).
- is aligned with the Sustainable Development Goals (SDGs). Yes, Chapters 1, 2, 4 of Administrative and Technical Criteria of E-Government Development (Part 1 of [attachment:2](#)) is aligned with goals 8, 9 and 12 SDGs.
- is aligned with sub-national/local digital development strategy. Yes, 100% of Iran metropolitans have digital strategy. Such as Tehran Municipality which has an ICT Master Plan. ([Attachment: 5](#))
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-

government is accessible by the most vulnerable groups<sup>6</sup>. Yes, According to Article 12 of [standard guideline for executive buddies' websites and provincial portals](#) all governmental portals should adapt to Web Content Accessibility Guidelines (WCAG).

Makes specific reference to e-participation, digital inclusion and/or engagement. Iranian public demands portal: <http://111.iri.ir/>

makes specific reference to the use of social media in the government. Many Iranians officials have social media accounts in the Twitter and Instagram, such as: president: @HassanRouhani, Minister of Foreign Affairs: @JZarif, Minister of ICT:@azarijahromi, First vice president: @Eshaq\_jahangiri, Parliament Members: @alimotahari\_ir, @mah\_sadeghi and etc. Mayor of Tehran: @pirouzhanachi and so many others.

Makes specific reference to the use of new technologies<sup>7</sup> such as artificial intelligence, blockchain, big data  
(If any checked, please explain further. Maximum 250 words)

### III. Legal Framework

Is there any legal framework on:

access to information such as Freedom of Information Act. Yes, there is.

– [The Law on Publication and Free Access to Information](#).

– [Bylaw of the Law on Publication and Free Access to Information](#) .

– [Bylaw of the article 8 of Law on Publication and Free Access to Information](#) .

– [Bylaw of the article 18 of Law on Publication and Free Access to Information](#) .

personal data protection including digital security. Yes, there is. "[Citizen right charter](#)" – Articles 30 to 42

open government data. [Bylaw of government data center creation](#). Article 1 provision C .

digital identity. All Iranians have a unique national ID at the time of birth and later Smart National ID Card for citizens of age 15 and above will be issued. Refer to this URL: <https://www.sabteahval.ir/tab-603.aspx>

digital certification/signature. [E-commerce bylaw](#).

e-procurement. [Government E-Procurement Services bylaw](#), Article 50 of Permanent Decree of Development Plans, [Article 9](#) in the 6th 5years National Development Plan of Iran.

Digitally publishing government expenditure<sup>8</sup> .

- [Chapter one of e-commerce bylaw](#).

<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup> Also referring to emerging technologies

<sup>8</sup> Related to SDG Indicator 16.6.1

- Annual budget law.
- Also some of governmental and public organizations such as [Ministry of Culture and Islamic Guidance](#) and [Tehran Municipality](#) publish their contracts and financial supports.

Data interoperability. Iran e-government interoperability framework ([Attachment 6](#)). The related portal is: <https://www.ieaf.ir/>

Digital government as a right. [Part “p” of article 67](#) in the 6th 5years National Development Plan of Iran.  
(If any checked, please provide name of the legislation and links. Maximum 250 words)

#### IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes     No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Yes, it can be found on these URLs:

<https://payesh.iran.gov.ir/>

<https://ito.gov.ir/documents/20181/32435/doc110007557>

#### V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes     No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

- Users can vote for any of the governmental services on the [Smart Government Portal](#).
- Based on user voting option to e-services apps on [M-GOV](#) APP, android and IOS local markets (such as CAFEBAZAR).

#### VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

- There is [Approved policies](#) by National Cyber Space center about “organizing Social Media”
- Many Iranian authorities (such as president, minister of foreign affairs, minister of ICT, parliament members, etc.) and also governmental and public organizations (such as ministries, municipalities, etc.) have social media accounts. They publish their policies and decisions in these platforms (such as Twitter, Instagram, [Bale](#), [Soroush](#), [Gap](#) and etc.). So many users and

citizens are constantly engaging in contributions and deliberation on public policies and services, and officials get public opinions about their policies and decisions.

## VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI)    Blockchain    Big data    Smart cities  
 Robotics    Internet of Things (IOT)    Quantum computing    Virtual reality  
 Augmented reality    Other:

(Please explain further including relevant links. Maximum 250 words)

- Requirements, Criteria and Operational Process of [Fintechs](#) have been approved.
- [Road map](#) for Internet of Things (IOT) (<https://iot.itrc.ac.ir/>) and [Requirements](#) of IOT in the National Information Network (NIN) have been approved.
- [Road map for Big Data](#) has been published (<https://bigdata.itrc.ac.ir/>).
- [Smart cities](#) road maps for metropolises. (Tehran's urban management comprehensive system of ICT)
- [Strategic document](#) of Cognitive Science and Technology.
- A strategy for developing applicable services based on [Block Chain](#) is published.
- A strategy for improving [Applicable Quantum Technologies](#) in the ICT is published.

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

- Yes, [Vice Presidency for science and technology](#) has been established for supporting and strengthening the scientific and research activities of the country's elites since 12 years ago. The most important missions of that is facilitating:
  - o Exchanges between supply and demand sections of technology and innovation
  - o Commercialization of achievements of technology and innovations
  - o Development of knowledge-based companies
- [Innovation and Prosperity Found](#) has been established for providing financial support and services to knowledge-based institutions and companies.
- [National Elites Foundation](#) has been established for planning and policy-making to identify, direct, economical and spiritual supporting of elites (in two categories of superior and elite talents); attracting, preserving, applying and supporting them in order to promote the production of science, technology, art, literature and culture, for balanced development of the country.

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?

(Max. 250 words)

[3.6 of 5](#) Based on user voting option M-Gov app on android local market (Cafebazar).

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

1.79% (according to [2018 national budget](#) and [Iran 2018 GDP](#))

19. What is the proportion of persons employed in central government organizations routinely using ICTs?  
(Max. 250 words)

1.79%, detail statics can be found on <http://karmandiran.ir/>

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

All of central government organizations are connected to the internet, so 100% of their employees have access to the internet, detail statics can be found on <http://karmandiran.ir/>

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

[In the ICT monitoring system](#), digital literacy based on international indicators is monitored by these indicators:

- Required ICT skills and knowledge to use digital tools
- Learning ability of using digital tools

## IX. International and Regional Cooperation<sup>11</sup>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?  
(Max. 250 words)

Yes, Iran is a member of [APCICT](#)/ UNCEFACT

Islamic Republic of Iran is 30th country in Asia-Pacific to institutionalize "Academy of ICT Essentials for Government Leaders"

On 27 July 2015, [APCICT launched the Academy of ICT Essential](#) for Government Leaders ('Academy') in the Islamic Republic of Iran. The launch was in partnership with Information Technology Organization of Iran (ITO). Following the launch, three 4-day training of trainer workshops took place in Tehran. The workshops covered Academy module 5 "Internet Governance" (27-30 July), module 3 "e-Government Applications" (3-6 August), and module 7 "ICT Project Management" (17-20 August). 150 mid- to senior-level government officers participated in each of the workshops. The launch and workshops built on ITO and APCICT's collaboration to localize all eleven Academy modules into Persian.

Also I.R. of Iran is member of [Asia PKI Consortium](#) that its objectives are to promote interoperability among PKIs in countries/areas in the Asia/Oceania Region and to activate e-commerce utilizing the PKIs in the Region.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?  
(Max. 250 words)

Iran has done lots of important e-government initiatives according to its e-government roadmap and master plan. The government is interested to share its valuable experiences with other countries (such as Afghanistan, Iraq, Azerbaijan, etc.) to expand their capacity for delivering online services.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>



Yes, According to the technical and executive directives of E-Government development of Iran – approved in the sixth session of the IT supreme council – the secretariat of the partnership projects and non-governmental (private and cooperative) investment in E-services provision of the Islamic Republic of Iran is the provider agency. The technical and administrative document of E-Government development has been approved at September 2, 2014 by the president and then declared to government agencies. According to this directive, in order to establish executive and technical coordination between agencies, all the projects, plans, and requirements related to government E-services development are to be assessed and evaluated in E-Government development commission by the IT supreme council. The secretary of the council is responsible for E-Government development, integrity of the E-Government information system. Further information on: <http://ppp.egovment.ir/en>  
Also ITO has planned to complete some of national IT project such as development of [E-BOX](#) and [Open DATA](#) platform by PPP.

#### X. Contact and Additional Information

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Organization:	Information Technology Organization of Iran (ITO)

##### 1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

According to the Administrative and Technical Criteria of E-Government Development approval, ITO is responsible for evaluating of e-government and e-services maturity through governmental agencies in Iran. So, ITO evaluates governmental e-services and portals at least twice a year since 2017 and completes information about their maturity level. Periodic reports published on the <https://payesh.iran.gov.ir/>.

##### 2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.  
We appreciate your participation.