Respondent

‹   84 | Anonymous ⌄ | **151:48**   ›
Time to complete

1. Country name *

| Islamic Republic of Iran |

Contact information

2. Your name *

| Reza Bagheri Asl |

3. Title *

| Secretary |

4. Organization *

| Secretary of the Executive Council of Information Technology |

5. Email *

bagheriasl@ito.gov.ir

6. Please select whichever applies *

(•) I am authorized and fully knowledgeable to respond to this questionnaire.

( ) A group of government agencies responded to the questionnaire collectively.

( ) I am authorized but I did not have the full information to respond to this questionnaire

( ) I mostly provided my own opinion/assessment rather than official information.

( ) [Other]

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

   Note: E-government and digital government are used interchangeably in this Questionnaire.

   www.iran.gov.ir www.egovernment.ir http://mardom.ir/ https://gservice.aro.gov.ir

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

   ☐ www.iran.gov.ir ☐ Mobile Government App: https://cafebazaar.ir/app/ir.hami.gov ☐ http://khadamat.mardom.ir/ ☐ https://gservice.aro.gov.ir ☐ Also, a part of government e-services is available to users via private sector software platforms such as AP (Asan Pardakht-https://cafebazaar.ir/app/com.sibche.aspardproject.app).

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

- According to the enactment of the 16th session of the Executive Council of Information Technology (https://egovernment.ir/storage/app/media/it-decisions/it-decisions-16-1.pdf), all government organizations are obliged to publish their information in accordance with the 14 approved indicators in their portals under the name of "Shafaf" (transparent) subdomain. This issue has been done and is constantly monitored and the results have been made available to the public through the "Shafaf" subdomain of its website. - "Free access to information" portal: https://iranfoia.ir/web/guest/home - Commission for "Publication and Free Access to Information" https://foia.farhang.gov.ir/ - Public opinion poll on the quality of service providing of the executive organizations during the outbreak of Coronavirus https://gservice.aro.gov.ir/Service/ServicePolls - Judiciary public participation portal https://regmosharekat.eadl.ir/ - Judiciary Public Relations portal https://moshaver129.eadl.ir - Poll on how to apply the restrictions on employee presence in the workplace (teleworking) from the perspective of employees http://porseshnameh.aro.gov.ir/Pages/View/Default.aspx - National Public-Private Partnership Portal https://ppp.mporg.ir/ - Iranian public relations portal: https://111.ir/ - Registration and response to mobile operators customers compliances portal for CRA: https://195.cra.ir/ - Some executive organizations conduct public opinion polls on their portals on draft laws and regulations, for example: o Ministry of Interior https://moi.ir/fa/rahbord-mosharekat o شرکت توانیر: Power Generation and Transmission Company(Tavanir) https://www.tavanir.org.ir/law-survey.php o Thermal power plants Holding company http://shekayat.tpph.ir/SitePages/mosharekat.aspx o Organization of Municipalities and Village management of the country: https://imo.org.ir/Modules/ShowFramework.aspx?FrameworkPageType=SEC&RelFacilityId=20&FormId=1&Tablename=rahbordmosharekat&stemplateID=1! - Most executive organizations conduct polls on each of their services, for example: o Information Technology Organization of Iranhttps://ito.gov.ir/fa/eram o Ministry of Interior : https://moi.ir/fa/nazarsanji-ekhadamat o Ministry of Foreign Affairs: https://mfa.gov.ir/portal/helpdeskdata/4989/342/%D8%AA%D8%B9%D9%88%DB%8C%D8%B6-%D8%B4%D9%86%D8%A7%D8%B3%D9%86%D8%A7%D9%85%D9%87 o Organization of Municipalities and Village management of the country https://imo.org.ir/RReport/56PJJ6--.aspx - Public relations and receiving corruption reports portal of the Ministry of Economic Affairs and Finance: https://bazresi.mefa.ir/ - Report on the actions of the Ministry of Cooperatives, Labor and Social Welfare: https://www.mcls.gov.ir/fa/doulat/eghdamat - Most of the governmental portals have poll systems. Such as: o Ministry of I.C.T: https://www.ict.gov.ir/fa/feedback o Ministry of Culture and Islamic Guidance: http://sokhan.farhang.gov.ir/Pages/Home.aspx?ReturnUrl=%2f o Ministry of Economic Affairs and Finance: Electronic collection and analysis of public opinion - Receive popular suggestions for improving service delivery – o Interactive network of young Iranian economic analysts: https://Econet.mefa.ir

10. Please provide link(s) for portal(s) providing following services/features:
    - Open government data

https://data.gov.ir/

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

> https://setadiran.ir/setad/cms

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

> ☐ E-Licenses single window: http://bemcenter.ir/ ☐ Iranian E-Box portal:
> https://inbox.iran.gov.ir/ ☐ Mobile government portal: https://mob.gov.ir/ ☐ Iran National
> Portal of Laws and Regulations: http://qavanin.ir/Law/ ☐ Apply for birth certificate: Request
> for issuance of duplicate birth certificate https://www.sabteahval.ir/default.aspx?tabid=8524
> ☐ Apply for building permit: After submitting the application in person, the steps of the
> process can be viewed online from this address (https://services6.tehran.ir/urbanmodule) ☐
> Apply for business license: Applications for business license are made through the National
> Licensing Portal of the country (https://sam.g4b.ir/) and are issued by the Chamber of Trade
> Unions (https://iranianasnaf.ir/default.aspx). ☐ Apply for death certificate:
> https://death.sabteahval.ir/ ☐ Apply for environmental permits: https://eservice.doe.ir/ ☐
> Apply for government vacancies online: https://estekhdam.karmandiran.ir/#!/index ☐ Apply
> for land title registration: https://eservice.doe.ir/ ☐ Apply for marriage certificate: Apply for
> celibacy certificate https://www.sabteahval.ir/default.aspx?tabid=429 ☐ Apply for personal
> identity card: https://www.ncr.ir/idcard/ ☐ Apply for social protection programs: Portal of the
> Internet Services of the Police of the Islamic Republic of Iran (https://police.ir/index.jsp?
> siteid=1&fkeyid=&siteid=1&pageid=6528) ☐ Apply for visa: https://evisa.mfa.ir/fa/ ☐ Pay
> fines: https://www.rahvar120.ir/ ☐ Pay for utilities (water, gas, electricity): It is mostly done by
> privately designed applications such as AP (Asan Pardakht-
> https://cafebazaar.ir/app/com.sibche.aspardproject.app), 724
> (https://cafebazaar.ir/app/ir.sep.sesoot) and Banking Applications. On the website of the
> utility companies, it is also possible to pay the bills and view the subscription file.
> https://saapa.ir/home , https://www.tpww.ir/fa/billing , https://ghabzino.com/gas ☐ Register
> a business: https://irsherkat.ssaa.ir/Design/EstablishmentRequest/Index.aspx ☐ Register a
> motor vehicle: https://sakha.epolice.ir/ ☐ Submit change of address:
> https://www.ncr.ir/changeAddress/ ☐ Submit income taxes: https://my.tax.gov.ir/ ☐ Submit
> Value Added Tax: https://www.evat.ir/

13. Please provide name and link of the government agency/department/ministry
at the national level in charge of e-government. If more than one exists, please
list all. *

> ☐ Executive Council of Information Technology and E-Government Development
> Commission: www.egovernment.ir ☐ Ministry of Information and Communication
> Technology: www.ict.gov.ir ☐ Administrative and Recruitment Organizations:

https://www.aro.gov.ir/ ◻ National Center for Cyberspace: http://www.majazi.ir/ ◻
Information Technology Organization of Iran: www.ito.gov.ir

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

◉ Yes

◯ No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Reza Bagheri Asl

16. Title *

Secretary

17. Organization *

Secretary of the Executive Council of Information Technology

18. Email *

bagheriasl@ito.gov.ir

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

- ⦿ Yes

- ○ No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

> Pursuant to Part 3 of Article 1 of the 13th session of the Executive Council of Information Technology enactment (https://egovernment.ir/storage/app/media/egifwg-decisions/Approvals-12st%20MeetingFinallSign.pdf), all government agencies determined and introduced their e-government developing executers, which operates under the direct supervision of the minister. For this reason, there is currently a network of e-government developing executers in government agencies who, in addition to reporting on the performance of their relevant organization, are responsible for coordinating the design and implementation of inter-organization e-services. On the other hand, in order to manage communication traffic between government organizations and provinces, "Provincial and Cluster Information Exchange Centres" are on the agenda, some of which are currently active and in service. The duties of cluster information exchange centres are set out in Chapter 4 of the Technical and Executive Criteria for the Development of e-Government and their list is set out in the first appendix of the same document (https://egovernment.ir/storage/app/media/it-decisions/it-decisions-05.pdf).

Sectoral agencies/departments/ministries

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

21. Planning/development *

> ⧠ Budget and planning organization: www.mporg.ir ⧠ Budget allocation portal: gb.mporg.ir ⧠ Monitoring and evaluation system of the country's development programs: https://6dpr.mporg.ir/

22. Education *

Up to basic education: ☐ Ministry of Education: www.medu.ir For Graduate education: ☐ Ministry of Science, Research and Technology: www.msrt.ir ☐ Educational deputy of Ministry of Health and Medical Education: https://dme.behdasht.gov.ir/ ☐ Azad university: https://www.iau.ac.ir/

23. Health *

Ministry of Health and Medical Education: www.behdasht.gov.ir

24. Social Welfare (social inclusion, social protection, etc.) *

☐ Welfare deputy of Ministry of Cooperatives, Labor, and Social Welfare: https://dsw.mcls.gov.ir/ ☐ Iranian Social Security Organization: http://tamin.ir/ ☐ Stat Welfare Organization of Iran: http://www.behzisti.ir/ ☐ "Kara" portal: delivery of a letter of introduction for receiving comprehensive rural and nomadic employment facilities (https://kara.mcls.gov.ir/default/Home/Main_Header) ☐ Internship portal: receiving loans in the form of internships for university graduates (https://karvarzi.mcls.gov.ir/).

25. Employment and Labour *

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

26. Environment *

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

27. Justice *

- Judiciary: https://eadl.ir/ - Judicial Electronic Services Portal - https://www.adliran.ir - Online registration and authentication Portal of the judiciary: https://sana.adliran.ir - Judiciary Public Participation Portal: https://regmosharekat.eadl.ir/ - Judiciary Public

Relations Portal: https://moshaver129.eadl.ir - Online Judicial Services Front offices
Scheduling (Turn Giving) Portal: http://nobat.kdke.ir - Ministry of Justice:
http://www.justice.ir/

28. Economy/finance *

⬚ Ministry of Economic Affairs and Finance: http://www.mefa.gov.ir ⬚ Tax Affairs
Organization: http://www.intamedia.ir/ ; e3.tax.gov.ir ; www.evat.ir ⬚ Central Bank: www.cbi.ir
⬚ Central Insurance (Regulatory body): https://www.centinsur.ir/ ⬚ General Treasury
Accounting Portal and Management of Government Employees' Salaries and Wages, debt
and money market and capital management (barter and clearing subsystem), digital facility
and credit promissory note, and integrated information system of state-owned companies
have been launched that can only be accessed via internal government network. ⬚ Taxpayers
Complaints Portal: https://inta.tax.gov.ir/Pages/Action/ShowContent/35417

29. 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://csw.irica.ir/ ⬚ Comprehensive trade system:
https://www.ntsw.ir/

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-
19 pandemic? *

◉ Yes

◯ No

◯ [Other]

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

> - Corona control headquarters, which is the decision-making authority in the process of dealing with the disease: https://coronomy.ir/ - Kara portal from the ministry of cooperatives labour and social welfare to provide facilities and give loan to corporations affected by Corona: https://corona-kara.mcls.gov.ir/ - Unemployment insurance during the Corona: Due to the Corona outbreak and the need to observe social distance and prevent stakeholders from visiting labour offices and social security branches, the unemployment insurance application system has been launched so that unemployed workers can use their legal benefits and support: https://prkar.mcls.gov.ir/Login - The registration portal of guilds and industries of the Ministry of Health and Medical Education to start activities by observing sanitary protocols: https://eoh.behdasht.gov.ir/login - Corona vaccination registration portal of the Ministry of Health and Medical Education for the announced age groups: https://salamat.gov.ir/ - Tehran Corona control Headquarters: http://tc.sbmu.ac.ir/ - Corona training guides: https://behdasht.gov.ir/step2corona

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

- ◉ Yes

- ◯ No

33. Please provide link and detail.

> In the annual budget law, the "e-government development program" (code 100205700) is considered for the executive organizations. see page 78 with the following address: http://www.mporg.ir/FileSystem/View/File.aspx?FileId=0221cc15-82ad-41f2-a805-efc17357a4a9

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

○ Yes

○ No

35. Please provide link and detail.

> - In the annual budget law, the "Provision and development of digital economy and business infrastructure program" (code 1302006000) is considered for The Ministry of Information and Communications Technology. see page 111 with the following address: http://www.mporg.ir/FileSystem/View/File.aspx?FileId=0221cc15-82ad-41f2-a805-efc17357a4a9 - Iran's digital transformation document has been codified and is in the approval process by the government cabinet: https://media.cabinetoffice.ir/uploads/org/2021/04/06/161770407727603400.pdf

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

○ Yes

○ No

37. If yes, please provide link and detail.

> ☐ The Law on Publication and Free Access to Information. ☐ Bylaw of the Law on Publication and Free Access to Information. ☐ Bylaw of 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

38. Is there any legislation, law or regulation on data privacy and/or protection? *

○ Yes

○ No

39. If yes, please provide link and detail.

> "Citizen right charter" – Articles 30 to 42:
> http://egovernment.ir/storage/app/media/documents-
> laws/en/Citizen%20right%20charter%20.pdf The privacy bill has been codified by the
> government and is in the approval process by the parliament

40. Is there any legislation, law or regulation on cybersecurity or similar? *

(●) Yes

(○) No

41. If yes, please provide link and detail.

> - General policies of the country in matters of "Security of Generate and Exchange of
> information and communication space (AFTA) announced by the Supreme Leader:
> http://qavanin.ir/Law/TreeText/190135 - Resolution of the Supreme Security Council of the
> Information Exchange Space entitled AFTA Document - This council was merged with the
> Supreme Council of Cyberspace in 2016: https://kerman.ict.gov.ir/fa/sanad/afta-
> %D8%B3%D9%86%D8%AF-%D8%A7%D9%81%D8%AA%D8%A7 - Announcing the
> formation of the Supreme Council of Cyberspace: https://farsi.khamenei.ir/message-
> content?id=19225 - Resolution of the Supreme Council of Cyberspace entitled
> "Requirements to prevent and confront the Fake news content on cyberspace":
> http://www.majazi.ir/circularinformation/90868-
> %D8%A7%D9%84%D8%B2%D8%A7%D9%85%D8%A7%D8%AA-
> %D9%BE%DB%8C%D8%B4%DA%AF%DB%8C%D8%B1%DB%8C-
> %D9%85%D9%82%D8%A7%D8%A8%D9%84%D9%87-%D8%A8%D8%A7-
> %D9%86%D8%B4%D8%B1-
> %D8%A7%D8%B7%D9%84%D8%A7%D8%B9%D8%A7%D8%AA-
> %D8%A7%D8%AE%D8%A8%D8%A7%D8%B1-
> %D9%85%D8%AD%D8%AA%D9%88%D8%A7%DB%8C-
> %D8%AE%D8%A8%D8%B1%DB%8C-%D8%AE%D9%84%D8%A7%D9%81-
> %D9%88%D8%A7%D9%82%D8%B9-%D8%AF%D8%B1-
> %D9%81%D8%B6%D8%A7%DB%8C-%D9%85%D8%AC%D8%A7%D8%B2%DB%8C.html?
> t=%D8%A2%DB%8C%DB%8C%D9%86-%D9%86%D8%A7%D9%85%D9%87-
> %D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-
> %D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA - Computer Crime Law:
> http://qavanin.ir/Law/TreeText/123407

42. Is there any legislation, law or regulation on digital identity? *

◉ Yes

◯ No

43. If yes, please provide link and detail.

> ⬜ Resolution of the Supreme Council of Cyberspace entitled "Valid identity in cyberspace": http://www.majazi.ir/circularinformation/86808-%D9%86%D8%B8%D8%A7%D9%85-%D9%87%D9%88%DB%8C%D8%AA-%D9%85%D8%B9%D8%AA%D8%A8%D8%B1-%D8%AF%D8%B1-%D9%81%D8%B6%D8%A7%DB%8C-%D9%85%D8%AC%D8%A7%D8%B2%DB%8C-%DA%A9%D8%B4%D9%88%D8%B1.html?t=%D8%A2%DB%8C%DB%8C%D9%86-%D9%86%D8%A7%D9%85%D9%87-%D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-%D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA ⬜ The Digital Identity Document has been prepared by the government and is ready for approval and signification by the National Cyberspace Center.

44. Is there any legislation, law or regulation on digital signature? *

◉ Yes

◯ No

45. If yes, please provide link and detail.

> ⬜ Electronic Commerce Law approved by the Islamic Parliament of Iran: http://qavanin.ir/Law/TreeText/86054 ⬜ Executive Regulations of Article 32 of the Electronic Commerce Law approved by the cabinet: https://www.gica.ir/portal/Index?74 ⬜ Resolutions of the e-Certificate Policy Council and CP / CPS documents: http://www.rca.gov.ir/?part=circular&inc=circularcategory&id=14

46. Is there any legislation, law or regulation on e-procurement? *

◉ Yes

○ No

47. If yes, please provide link and detail.

> Government E-Procurement Services bylaw, Article 50 of Permanent Decree of Development Plans, Article 9 in the 6th 5years National Development Plan of Iran. written authorization regarding the execution of all transactions of executive organizations, including purchases, tenders and auctions in the "e-Government Procurement Portal" approved by the Cabinet: http://qavanin.ir/Law/TreeText/257677

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

● Yes

○ No

49. If yes, please provide link and detail.

> ⬜ The annual budget law ⬜ According to the law of free access to information can be requested through the portal of free access to information ⬜ Resolution No. 1 of the 16th session of the Information Technology Executive Council, entitled "Promoting the Transparency of the Executive Organizations": https://egovernment.ir/storage/app/media/it-decisions/it-decisions-16-1.pdf

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

● Yes

○ No

51. If yes, please provide link and detail.

 Resolution No. 3 of the 11th session of the Information Technology Executive Council regarding the Interoperability Framework document: https://egovernment.ir/storage/app/media/it-decisions/it-decisions-11-3.pdf Paragraph E of Article 67 of the Sixth Development Plan Law: https://www.rrk.ir/Files/Laws/%D9%82%D8%A7%D9%86%D9%88%D9%86%20%D8%A8%D8%B1%D9%86 Executive regulations of the standard procedure of inter-Organization information exchange (Resolution 54) of the National Cyberspace Center: http://www.majazi.ir/circularinformation/85418-%D8%A2%DB%8C%DB%8C%D9%86%E2%80%8F-%D9%86%D8%A7%D9%85%D9%87-%D8%A7%D8%AC%D8%B1%D8%A7%DB%8C%DB%8C-%D8%A7%D8%AD%D8%B5%D8%A7%DB%8C-%DA%A9%D9%84%DB%8C%D9%87-%D8%A7%D8%B3%D8%AA%D8%B9%D9%84%D8%A7%D9%85%D8%A7%D8%AA-%D8%A7%DB%8C%D8%AC%D8%A7%D8%AF-%D9%86%D8%B8%D8%A7%D9%85-%D8%A7%D8%B3%D8%AA%D8%A7%D9%86%D8%AF%D8%A7%D8%B1%D8%AF%D8%B3%D8%A7%D8%9?%D8%AA%D8%A8%D8%A7%D8%AF%D9%84-%D8%A7%D8%B7%D9%84%D8%A7%D8%B9%D8%A7%D8%AA-%D8%A8%DB%8C%D9%86-%D8%AF%D8%B3%D8%AA%DA%AF%D8%A7%D9%87%DB%8C.html?t=%D8%A2%DB%8C%DB%8C%D9%86-%D9%86%D8%A7%D9%85%D9%87-%D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-%D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA E-Government Interoperability Working Group resolutions: https://egovernment.ir/egifwg-decisions Iran e-government interoperability framework. The related portal is: https://www.ieaf.ir/

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52. Is there any legislation, law or regulation on open government data? *

   ◉ Yes

   ◯ No

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53. If yes, please provide link and detail.

 Bylaw of government data center creation. Article 1 provision C: http://rc.majlis.ir/fa/law/print_version/1005385 Resolution No. 1 of the 11th Working Group on E-Government Interoperability Working Group: https://egovernment.ir/storage/app/media/egifwg-decisions/Approvals-11st%20MeetingFinallSign.pdf Paragraph 4 of Article 3 and Article 7 of the 14th session of the Executive Council of Information Technology resolution: https://egovernment.ir/storage/app/media/it-decisions/it-decisions-14.pdf Paragraph 2 of Article 1 of Resolution No. 1 of the 16th meeting of the Executive Council of Information Technology: https://egovernment.ir/storage/app/media/it-decisions/it-decisions-16-1.pdf Resolution of the Supreme Council of Cyberspace entitled "Executive regulations for counting all inquiries and establishing a standardization system for inter-organization information exchange": http://www.majazi.ir/circularinformation/85418-%D8%A2%DB%8C%DB%8C%D9%86%E2%80%8F-%D9%86%D8%A7%D9%85%D9%87-

%D8%A7%D8%AC%D8%B1%D8%A7%DB%8C%DB%8C-
%D8%A7%D8%AD%D8%B5%D8%A7%DB%8C-%DA%A9%D9%84%DB%8C%D9%87-
%D8%A7%D8%B3%D8%AA%D8%B9%D9%84%D8%A7%D9%85%D8%A7%D8%AA-
%D8%A7%DB%8C%D8%AC%D8%A7%D8%AF-%D9%86%D8%B8%D8%A7%D9%85-
%D8%A7%D8%B3%D8%AA%D8%A7%D9%86%D8%AF%D8%A7%D8%B1%D8%AF%D8%B3%D8%A7%D8%
%D8%AA%D8%A8%D8%A7%D8%AF%D9%84-
%D8%A7%D8%B7%D9%84%D8%A7%D8%B9%D8%A7%D8%AA-
%D8%A8%DB%8C%D9%86-
%D8%AF%D8%B3%D8%AA%DA%AF%D8%A7%D9%87%DB%8C.html?
t=%D8%A2%DB%8C%DB%8C%D9%86-%D9%86%D8%A7%D9%85%D9%87-
%D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-
%D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA

54. Is there any legislation, law or regulation on the use of new/emerging
technologies such as artificial intelligence (AI), robotics, blockchains, 5G and
Internet of Things (IoT)? *

◉ Yes

◯ No

55. If yes, please provide link(s) and detail(s).

⬚ The draft resolution on the transition leadership of the country's communication network
to the fifth generation of communication networks has been prepared by the
Communication Regulatory Authority Commission and has been published to receive public
opinion: https://asnad.cra.ir/fa/Public/Documents/Details/3a499c94-99b0-eb11-9691-
0050569b0899 ⬚ Resolution of the Supreme Council of Cyberspace on the requirements of
the Internet of Things governance: http://www.majazi.ir/circularinformation/85291-
%D8%A7%D9%84%D8%B2%D8%A7%D9%85%D8%A7%D8%AA-
%D8%AD%D8%A7%DA%A9%D9%85-%D8%A8%D8%B1-
%D8%A7%DB%8C%D9%86%D8%AA%D8%B1%D9%86%D8%AA-
%D8%A7%D8%B4%DB%8C%D8%A7%D8%A1-%D8%AF%D8%B1-
%D8%B4%D8%A8%DA%A9%D9%87-%D9%85%D9%84%DB%8C-
%D8%A7%D8%B7%D9%84%D8%A7%D8%B9%D8%A7%D8%AA.html?
t=%D8%A2%DB%8C%DB%8C%D9%86-%D9%86%D8%A7%D9%85%D9%87-
%D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-
%D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

- ◉ Yes

- ◯ No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

- ◯ Two-year

- ◯ Three-year

- ◯ Five-year

- ◯ Ten-year

- ◉ | It is updated periodically and continuously |

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

- ◉ Yes

- ◯ No

59. Please provide link and detail.

| ⬚ Article 32 of the General Policies of the Sixth Development Plan: https://farsi.khamenei.ir/news-content?id=30128 ⬚ Articles 67 and 68 of Section 13 of the Sixth Development Plan Law set out in detail the actions to be taken during the program years. |

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

○ Yes

○ No

61. Please provide link and detail.

Chapters 1, 2, 4 of Administrative and Technical Criteria of E-Government Development is aligned with goals 8, 9, and 12 SDGs: https://egovernment.ir/storage/app/media/it-decisions/it-decisions-05.pdf

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

○ Yes

○ No

63. Please provide link and detail.

 According to Article 6 of technical and executive criteria for e-government development formation of a provincial e-government development working group has been approved: https://egovernment.ir/storage/app/media/it-decisions/it-decisions-05.pdf Articles 4 and 32 of the technical and executive criteria for the development of e-government define the criteria for the formation of service clusters to establish specialized and provincial information exchange centers.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

○ Yes

○ No

65. Please provide link and detail.

 Article 36 of the Technical and Executive Criteria for the Development of e-Government emphasizes the need to survey the audience and evaluate e-services.

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

○ Yes

○ No

67. Please provide link and detail.

 Resolution 54 of the Supreme Council of Cyberspace defines the issue of data governance framework through various articles: http://www.majazi.ir/circularinformation/85418-%D8%A2%DB%8C%DB%8C%D9%86%E2%80%8F-%D9%86%D8%A7%D9%85%D9%87-%D8%A7%D8%AC%D8%B1%D8%A7%DB%8C%DB%8C-%D8%A7%D8%AD%D8%B5%D8%A7%DB%8C-%DA%A9%D9%84%DB%8C%D9%87-%D8%A7%D8%B3%D8%AA%D8%B9%D9%84%D8%A7%D9%85%D8%A7%D8%AA-%D8%A7%DB%8C%D8%AC%D8%A7%D8%AF-%D9%86%D8%B8%D8%A7%D9%85-%D8%A7%D8%B3%D8%AA%D8%A7%D9%86%D8%AF%D8%A7%D8%B1%D8%AF%D8%B3%D8%A7%D8%8%D8%AA%D8%A8%D8%A7%D8%AF%D9%84-%D8%A7%D8%B7%D9%84%D8%A7%D8%B9%D8%A7%D8%AA-%D8%A8%DB%8C%D9%86-%D8%AF%D8%B3%D8%AA%DA%AF%D8%A7%D9%87%DB%8C.html?t=%D8%A2%DB%8C%DB%8C%D9%86-%D9%86%D8%A7%D9%85%D9%87-%D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-%D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA The draft law on the integration of national data and information is in approval process by the Islamic Parliament of Iran: https://rc.majlis.ir/fa/legal_draft/show/1630861

68. Does the national e-government strategy make specific reference to national digital identity? *

○ Yes

○ No

69. Please provide link and detail.

> ⬚ Resolution 59 of the Supreme Council of Cyberspace sets out the criteria for valid identity in cyberspace: http://www.majazi.ir/circularinformation/86808-
> %D9%86%D8%B8%D8%A7%D9%85-%D9%87%D9%88%DB%8C%D8%AA-
> %D9%85%D8%B9%D8%AA%D8%A8%D8%B1-%D8%AF%D8%B1-
> %D9%81%D8%B6%D8%A7%DB%8C-%D9%85%D8%AC%D8%A7%D8%B2%DB%8C-
> %DA%A9%D8%B4%D9%88%D8%B1.html?t=%D8%A2%DB%8C%DB%8C%D9%86-
> %D9%86%D8%A7%D9%85%D9%87-%D9%82%D9%88%D8%A7%D9%86%DB%8C%D9%86-
> %D9%85%D9%82%D8%B1%D8%B1%D8%A7%D8%AA

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

◉ Yes

◯ No

71. Please provide link and detail.

> ⬚ The law of the Sixth Development Plan emphasizes that all government services must be electronic by the end of the program

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

◉ Yes

◯ No

73. Please provide link and detail.

> ⬚ Article 1 of Resolution No. 3 of Session No. 21 of the E-Government Interoperability Working Group and Resolution No. 21 of Session of the Executive Council of Information Technology emphasizes on receiving minimum information from users:
> https://egovernment.ir/storage/app/media/egifwg-decisions/Approvals-21st%20MeetingFinall.pdf

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

   ◉ Yes

   ◯ No

75. Artificial intelligence (AI) - please provide link and detail:

> According to the resolution of the 13th session of the Executive Council of Information Technology, the elimination of obtaining physical copies of documents and instead of it online authentication has been emphasized. In this regard, some government services are provided based on artificial intelligence technology:
> https://egovernment.ir/storage/app/media/it-decisions/it-decisions-13.pdf

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

79. Internet of Things (IoT) - please provide link and detail:

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

   ● Yes

   ○ No

82. Please provide link and detail.

   The resolution of the 21st meeting of the Executive Council on Information Technology (to be announced soon) emphasizes the need to implement government services electronically in accordance with the United Nations guidelines.: https://egovernment.ir/it-decisions

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

   ● Yes

   ○ No

84. Please provide link and detail.

   Iran Information Technology Foresight Plan has been prepared and published in three sections of service ecosystem, technology and basic services and e-government: https://ito.gov.ir/fa/delphi-infrusructure & https://emonitor.ito.gov.ir/SitePages/pzhoheshha.aspx

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

○ Yes

○ No

86. Please provide link and detail.

> ▢ Circular for removing the receipt and copies of identity documents and using the online inquiry service for the identity of individuals (No. 1595344 dated 26/12/2017, the subject of the pilot ban on receiving identity documents in the provinces of Khuzestan, Qom, and Semnan) http://aro.gov.ir/Portal/View/Page.aspx?PageId=85649b22-7aea-4082-ab8c-a007bf1ee0c6&ObjectId=495fa3ea-e7be-4617-86b6-e4327113f885&WebpartId=05471a6b-cf14-454c-8458-3bad843fcb23 ▢ Pilot implementation of the executive organizations' service desk management portal (gservicedesk.aro.gov.ir). The subject of the circular for establishing the service desk of organizations, number 1538588, dated 28/11/2017 http://aro.gov.ir/Portal/View/Page.aspx?PageId=85649b22-7aea-4082-ab8c-a007bf1ee0c6&ObjectId=53ff6131-be32-47f2-a640-e0807f1c93c1&WebpartId=05471a6b-cf14-454c-8458-3bad843fcb23

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

◉ Yes

○ No

88. If yes, please provide link and detail.

> The standard guidelines for government websites set out the access criteria for various groups, including people with disabilities: https://aro.gov.ir/FileSystem/View/File.aspx?FileId=70be9d84-f9ef-4832-9a95-1b5903b8757c

89. Is there a national e-participation policy/strategy or similar? *

◉ Yes

○ No

90. If yes, please provide link and detail.

> It is emphasized on the approvals of the Commission on Publication and Free Access to
> Information: https://www.iranfoia.ir/web/guest/home
> https://foia.farhang.gov.ir/fa/mosavabat

91. Does the Government provide any specific measure(s) to ensure meaningful
connectivity/access to e-government services by women and other vulnerable
groups? *

◉ Yes

○ No

92. If yes, please provide link and detail.

> ☐ Existence of the index "organization portal support for people with disabilities" in
> accordance with the international standard in the evaluation of the portals, the subject of
> the standardization instructions of the executive organizations' website:
> https://aro.gov.ir/FileSystem/View/File.aspx?FileId=70be9d84-f9ef-4832-9a95-
> 1b5903b8757c ☐ It is examined in the evaluation of electronic services for people with
> disabilities: https://payesh.iran.gov.ir/

93. Does the Government provide any specific e-service(s) for women and other
vulnerable groups? *

◉ Yes

○ No

94. If yes, please provide link and detail.

Considering that providing services to vulnerable people and female-headed households is with the state Welfare Organization of the country, so as an example some electronic services of this organization can be provided as follows: ☐ Autism spectrum screening portal: http://autism.behzisti.net ☐ Special portal for help-seekers of non-governmental daily rehabilitation centers: http://khatam.behzisti.net/ ☐ Social Welfare Coordination Center of the country (Social Emergency System): http://123.behzisti.ir/ ☐ consulting portal on cyberspace: http://moshaver.behzisti.ir/ ☐ Welfare payment portal for people covered by state welfare organization of the country: http://ui.behzisti.net ☐ Special portal for providing services to the elderly (issuing online dignity cards, providing a list of care centers for the elderly, etc.): http://snce.ir/ ☐ Portal for requesting help from help-seekers: https://e.emdad.ir/

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

◉ Yes

◯ No

96. If yes, please provide link and detail.

The state welfare organization has set up the following portal in order to receive public opinions (special groups): ☐ Public e-participation portal of the state welfare organization: https://survey.porsline.ir/s/8FVAMOd/ ☐ Electronic charity payment portal: https://portal.emdad.ir/fa/payment-%d9%be%d8%b1%d8%af%d8%a7%d8%ae%d8%aa-%d8%b5%d8%af%d9%82%d9%87

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

◉ Yes

◯ No

98. If yes, please provide link and detail.

☐ State Welfare Organization: Job preparation training for female-headed households and covered families: https://www.behzisti.ir/news/21305/%D8%A7%D8%AC%D8%B1%D8%A7%DB%8C-

%D8%A8%D8%B1%D9%86%D8%A7%D9%85%D9%87-
%D8%B3%D8%A7%D8%B2%D9%85%D8%A7%D9%86-
%D8%A8%D9%87%D8%B2%DB%8C%D8%B3%D8%AA%DB%8C-
%D8%A8%D8%B1%D8%A7%DB%8C-%D8%A2%D9%85%D8%A7%D8%AF%D9%87-
%D8%B3%D8%A7%D8%B2%DB%8C-%D8%B4%D8%BA%D9%84%DB%8C-
%D8%B2%D9%86%D8%A7%D9%86-%D8%B3%D8%B1%D9%BE%D8%B1%D8%B3%D8%AA

 The Ministry of Interior is taking measures in this regard in the framework of the "Media Literacy" project (service of governorates: holding training workshops to empower women and the family)

99. Does the Government use any social media platform(s)? *

  ◉ Yes

  ○ No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

  Government Communications Director website o On the Instagram: @pad_dolat o On the Twitter: @PadDolat & @IranGov.ir The account of the Secretariat of the Executive Council of Information Technology, the Secretariat (in its account), and the CIO review the comments of users and follow up the cases that need to be followed and announce the result o On the Twitter: @egovernmentiran The account of the CIO of Iran o On the Instagram: @bagheriasl.reza o On the Twitter: @RezaBasl The president and the ministers each have their own social media pages, some of them are presented below. Accounts of the supreme leader: o On the Instagram: @khamenei_ir o On the Twitter: @khamenei_ir Accounts of the president: o On the Instagram: @hrouhan o On the Twitter: @Rouhani_ir & @HassanRouhani Accounts of the First Vice President o On the Instagram: @eshaqjahangiri o On the Twitter: @Eshaq_jahangiri Account of the head of the office and the head of the presidential institution o On the Instagram: @vaezi_ir Accounts of the Minister of Communications and Information Technology o On the Instagram: @azarijahromi o On the Twitter: @azarijahromi Accounts of the Minister of Foreign Affairs o On the Instagram: @jzarif_ir o On the Twitter: @jzarif_ir

101. Please include any guidelines for government officials/institutions on the use of social media.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

○ Yes

○ No

103. If yes, please provide link (URL) and detail.

> In drafting all the rules and regulations that are published online for public comment before approval, the initial drafts and the approved text reflect the impact of public opinion on decision-making and approval of laws.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

○ Yes

○ No

105. If yes, please provide link and detail.

> ☐ Periodic statistics from the National Center for the Information Exchange (NIX) on the number of electronic transactions exchanged between government organizations to provide services to the public and publication through official platforms: https://ito.gov.ir/uploads/images/gallery/file/%DA%AF%D8%B2%D8%A7%D8%B1%D8%B4%20%D9%87% ☐ Assessing the quality of electronic services of government organizations, official and public publication in https://payesh.iran.gov.ir/ ☐ Statistics of the number of clients per service in the government service management portal can be seen in the "details tab" at the address http://khadamat.mardom.ir ☐ The government service reporting system at https://gserviceportal.aro.gov.ir/management provides reports on various service factors, one of which is the number of clients (if necessary, the possibility of providing a username and password for the esteemed evaluator.)

106. Does the Government measure user satisfaction of e-government services? *

◉ Yes

◯ No

107. If yes, please provide link and detail.

> ▢ In the mobile application of the government (https://cafebazaar.ir/app/ir.hami.gov), which is a mobile platform for providing widely used government services to the public, the user's opinion about the received service is obtained after receiving each service by the user. ▢ SMS system for face-to-face service survey (System number: 50004985): In this way, when face to face service is provided on the government's services, the person's mobile number is obtained and registered in the service desk survey portal and a link from the system number is sent to the recipient to survey his opinion. ▢ Surveys on electronic services: Most executive organizations conduct electronic surveys on each of their services. for example: o Information Technology Organization of Iran: https://ito.gov.ir/fa/eram o Ministry of Interior: https://moi.ir/fa/nazarsanji-ekhadamat o Ministry of Foreign Affairs: https://mfa.gov.ir/portal/helpdeskdata/4989/342/%D8%AA%D8%B9%D9%88%DB%8C%D8%B6-%D8%B4%D9%86%D8%A7%D8%B3%D9%86%D8%A7%D9%85%D9%87 o Organization of Municipalities and Rural Affairs: https://imo.org.ir/RReport/56PJJ6--.aspx ▢ In the poll system at https://gservicedesk.aro.gov.ir/, there is a dashboard to view the results of the popular poll (if necessary, it is possible to provide a username and password for the esteemed evaluator.) ▢ In the days of the Coronavirus outbreak, the following Portal is designed to measure people's satisfaction with the service of governmental organizations: https://gservice.aro.gov.ir/Service/ServicePolls

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

◉ Yes

◯ No

109. If yes, please provide link (URL) and detail.

> As regards government services are provided after user authentication, statistical analysis usually also provides results by gender of users.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

> ⬜ I.R. of Iran is a member of APCICT/ UNCEFACT: https://www.unapcict.org/ ⬜ Also, I.R. of Iran is a member of the 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: http://www.apkic.org/

111. Please provide any other information related to e-government development in your country. *

> ⬜ Development of a roadmap and action plan for the development of e-government and smart economy in the form of 23 prioritized projects (2019-2021): https://dotic.ir/news/1039 ⬜ Terms of Activity on Financial Technology (FinTech) companies: https://cbi.ir/simplelist/17446.aspx ⬜ Central Bank policy on Financial Technology and payment criteria: https://cbi.ir/simplelist/16929.aspx ⬜ Criteria governing how to use cryptocurrencies from internal extraction: https://www.cbi.ir/showitem/21592.aspx ⬜ Instructions for setting up a service desk to increase the quality of electronic services: https://mporg.ir/FileSystem/View/File.aspx?FileId=76707c27-7284-4ec0-abb7-cbf1c0957cab&M ⬜ Holding the e-government award for organizations with an organizational excellence approach in order to empower the e-government development infrastructure: http://aro.gov.ir/Portal/View/Page.aspx?PageId=89008546-cae3-460d-a7bf-2abe1a75479c&t=4

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

⦿ Yes

◯ No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
https://forms.office.com/r/yTrKyZCjdT (https://forms.office.com/r/yTrKyZCjdT)