English Translation

Document on Institutionalizing Electronic Participation in the Ministry of Science, Research and Technology

This document has been prepared and is hereby communicated with the aim of establishing an integrated managerial framework for implementing electronic participation, improving the quality of decision-making and public services, enhancing the position of the Islamic Republic of Iran in the international **E-Participation Index (EPI)**, and shifting the policymaking model from a unilateral and internally focused approach toward a collaborative, transparent, participatory, and data-driven model.

Accordingly, all units of the Ministry and its affiliated executive bodies, under the leadership of the Public Relations and International Affairs Department—or equivalent units—and in cooperation with specialized departments, are required to upload all publishable draft legal documents, including regulations, bills, guidelines, circulars, and resolutions of boards of trustees, to the electronic participation platform of the Information Technology Organization of Iran before their final approval. These documents must remain available for public consultation for a proposed period of at least **30 calendar days**.

For this purpose, the Ministry of Science, Research and Technology is required to make use of the capacities of scientific elites, non-governmental organizations, the private sector, and the general public, without discrimination. It must provide opportunities for feedback through requests, surveys, or voting on draft documents, as well as on the quality of government processes, measures, and services.

Following the conclusion of the consultation or voting period, the unit responsible for preparing the document must produce a comprehensive report containing:

- A summary of the key concerns raised;
- Disaggregated statistics on participants, including their number, age, gender, and geographical distribution.

This report must be published for public information on the official portal of the relevant organization and on the aforementioned electronic participation platform.

The Ministry is committed to communicating accepted and rejected proposals to the final stakeholders, together with documented legal reasons, and to providing feedback on opinions or votes through domestic social media platforms.

Furthermore, in order to improve international cooperation standards, all calls for public participation must be published bilingually—in Persian and English, or in other international languages. A direct link to the electronic participation platform must also be embedded in the Ministry’s official website so that broad public participation can be encouraged through modern media, social networks, and internal communication tools.

The Ministry is also required to develop effective incentive mechanisms, including:

- Issuing electronic participation certificates;
- Publicly recognizing outstanding participants;
- Establishing a digital citizenship ranking and scoring system.

These measures are intended to promote a culture of participation and encourage citizens to cooperate actively in matters of governance.

Hossein Simaei
Minister of Science, Research and Technology

Strategic Document on Citizens' Electronic Participation

In order to establish a responsive and efficient administrative system, improve the achievement of desirable results, and respect citizens' right to express their opinions and provide feedback regarding the policymaking process and administrative procedures, and pursuant to Note 3 of Article 20 of the Directive on Improving Citizens' Satisfaction with Government Services, dated 23 January 2019, institutions are required to review their decision-making processes and executive measures and to receive citizens' feedback within the framework of current regulations.

The Student Affairs Organization intends to facilitate citizens' participation by ensuring the proper implementation of such requirements and by establishing the mechanisms necessary for public participation.

This document has therefore been prepared in order to recognize citizens' right to express opinions freely and submit proposals regarding the decisions and administrative procedures of the Organization.

1. Complaints, Criticism, Proposals, and Public Opinion

The Office of Inspection and Performance Evaluation, acting as the authority responsible for handling complaints, criticism, proposals, and opinions relating to the Organization's activities, is required to respond promptly and responsibly.

Citizens may register complaints, proposals, and criticism and receive tracking codes through the **Sajjad system**, using the public feedback section at:

`https://portal.saorg.ir`

2. Evaluation of Electronic Services

Electronic services provided through the service-request survey system of the Sajjad platform must be evaluated continuously.

The results of these evaluations must be monitored on an ongoing basis and used to prepare corrective action plans.

3. Social Media and Public Communication

Social media is regarded as one of the channels for interaction between universities, students, and the Public Relations Office.

Citizens may also access the Organization’s frequently asked questions section to obtain answers to common inquiries.

Where necessary, they may contact the Organization through the designated telephone numbers, and the contact details of relevant experts have been provided for further assistance.

With best wishes for success
Hashem Dadashpour
Deputy Minister and Head of the Student Affairs Organization