



**Iran Power Generation, Transmission
& Distribution Company**
TAVANIR Co

In The Name Of God



Electronic Partnership Strategy Statement of Power Industry

TAVANIR Company, as the custodian of sustainable electricity supply for all segments of society and citizens throughout our Islamic homeland considers itself obligated In line with the implementation of Article 9 of Resolution 1127128 dated 18 March 2017 Supreme Administrative Council the issue of citizen rights in the administrative system, entitled the right to express a fair opinion and submit suggestions regarding administrative decisions and processes and announces the strategy for citizen participation in administrative decisions and processes in the power industry of our country as follows, and monitors the performance of the following companies.

- Attracting the public participation by providing optimal service to stakeholders, increasing subscriber satisfaction, respecting clients, and complying with the provisions of the “Charter of Citizens' Rights” as one of the most important goals of the country's electricity industry.
- Respecting the rights of citizens and making efforts to uphold their citizenship rights with the aim of developing public trust.
- Creating the necessary infrastructure to receive criticisms, doubts, ambiguities, and questions from stakeholders, and to attract the public participation in decision-making and increasing the transparency.
- Making maximum use of citizens' suggestions and opinions in order to optimize services with the aim of providing opportunities for the electricity industry to align with the society.
- Obtaining opinions from members of the public and experts regarding services, regulations, circulars, bylaws, and compiled instructions, through the Tavanir Company and the following company's electronic portal with the aim of optimizing service provision.
- Providing rapid and up-to-date information to stakeholders, audiences, and officials in order to build trust and provide more desirable services with the aim of explaining achievements, convincing the public opinion, fulfilling the duty of accountability, and creating a suitable platform for expanding and facilitating the flow of information.
- Comprehensive planning to increase the efficiency and sustainable development of the electricity industry and efforts to preserve the environment for the citizens to benefit from it.
- Measuring the level of satisfaction of all segments of society with the power industry services.

Mohammad Allahdad
Head of Tavanir Co. & CEO