



The Islamic Republic of Iran

Country Fact Sheet 2023

Funded by:



Federal Office
for Migration
and Refugees



Publisher

International Organization For Migration (IOM) Germany

Charlottenstraße 68
10117 Berlin
Germany
T. +49 911 43 000
F. +49 911 43 00 260

iom-germany@iom.int
<https://germany.iom.int/>

This project is funded by the German Federal Office for Migration and Refugees (BAMF).



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For further information on voluntary return and reintegration, please visit the information portal www.ReturningfromGermany.de, or contact your local return and reintegration office.

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1 Health Care

General information on health care

There are different types of primary health insurance available to Iranian citizens, including Tamin Ejtemaei and Salamat (Khadamat Darmani) which are the most common ones. Each one has different types of coverage, which will be explained in the following paragraphs. The primary insurance covers the costs of medications, medical and hospital services, vaccination, etc. Cosmetic surgeries are not covered by the insurance coverage and cannot be supported by the insurer.

Tamin Ejtemaei Insurance

- Compulsory coverage: Companies and organizations use this coverage to insure their staff.
- Voluntary coverage: This one is suitable for people who are working remotely, are self-employed or do not have the possibility of getting insurance coverage at work.
- Coverage for owners of business: People who run their own business or work as an employer can benefit from this coverage.
- Coverage for housewives: Single or married women aged from 18 to 50 can benefit from this coverage. Women older than 50 should have paid for insurance for a specific period which should be as much as the excess years of their age.

How to apply for Tamin Ejtemaei Insurance:

Visit Tamin Ejtemaei offices to register. Once the application process is completed, basic online services can be used through <https://account.tamin.ir/auth/login>.

How to check Tamin Ejtemaei health Insurance status: Visit <https://medical.tamin.ir/> or <https://pwa.tamin.ir/> and enter your national ID number.

Dial *40*1420# and enter your national ID number in the next step (internet access is not required).

Salamat (Khadamat Darmani) Insurance

- General coverage: In this type of coverage, applicants' financial situation will be assessed and based on the assessment result, the insurance premium amount will be calculated. Insurance fee may be free of charge for some cases. You will not be eligible for Tamin Ejtemaei insurance if applying for this coverage. You can only benefit from medical services in public and university medical centers using this coverage.
- Salamat Iranian coverage: To benefit from this insurance coverage, insurance fees must be paid. You can benefit from medical services in specific public and private medical centers, which you may find on <https://ihio.gov.ir/>, using this coverage.
- Coverage for villagers: Villagers and residents of small towns (under 20,000 habitants) can benefit from this coverage, which is free of charge as the insurance fee will be paid by the government. This type of coverage can be only used in public medical centers.
- Coverage for rare disease patients: People who are suffering from rare

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diseases can benefit from government assistance to cover part of expenses for needed treatments.

- Salamat coverage for refugees: All registered Afghan and Iraqi refugees residing in Iran can register for this coverage regardless of their age. The registration should be done for the whole family and not individually. The head of the family can visit one of Pishkhan-e Dolat offices holding required documents of all the family.

How to apply for Salamat Insurance:

Visit <https://csp.ihio.gov.ir/> or specific Pishkhan-e Dolat offices, which you may find on <https://ihio.gov.ir/>.

How to renew Salamat Insurance status remotely:

Dial *1666# and enter your national ID number in the next step (internet access is not required).

Difference between Tamin Ejtemaei and Salamat insurance:

Salamat insurance only covers health-related expenses, but Tamin Ejtemaei provides pension services in addition to the services for health.

Generally, primary health insurance coverage is limited and for more services, people usually seek the supplemental health insurance, which is funded by private companies. The supplemental insurance is an extra or additional insurance that people can purchase to help them pay for services and deductible that primary insurance does not cover. To name a few, the following insurance companies offer private health insurance coverages. The related premium varies

according to the type of coverage, age, etc.:

Iran: Tel.: +9821 86092238, Fax: +9821 88954669, +9821 88954698, <http://iraninsurance.ir/home>

Asia: Tel.: +9821 88800950-60, E-Mail: info@asiainsurance.ir, www.bimehasia.com

Alborz: Tel.: +9821 1574, <http://www.alborzins.com>

Novin: Tel.: +9821 23047, Fax: +9821 22923846, Website: <https://www.novininsurance.com>

The benefits vary according to the chosen coverage, which the client will be informed about upon registration. Respective premium will be covered by the employer if the returnee begins to work in an Iranian organization or business. Otherwise, the costs will have to be paid by the returnee personally.

Information on rare disease

There are some supporting organizations for rare diseases in Iran, which provide different services to people who are suffering from these kinds of diseases. Foundation of Rare Disease is a national none-profit entity which provides wide range of services including research, awareness raising, capacity building and financial supports to patients. The list of rare diseases, specialized clinics and laboratories are available on: <https://radoir.org/fa>

Other useful websites for rare disease patients:

Registration link for rare disease patients:

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<http://84.241.37.244:2021/sabna/>

Rare disease management site: <https://rda.behdasht.gov.ir/login>

Nader Specialist Clinic Affiliated to Foundation of Rare Disease, this clinic provides services such as injection, ECG, EEG, EMG, echocardiography, audiogram, endoscopy with anesthesia, endoscopy without anesthesia and pap smear test. Patients can also benefit from free telephone counselling through +98 2166919371-2 and book their appointment online on: <https://clinic-nader.ir/>

Address: No. 14, 1st Floor, Mohajeri Khameneh Alley, Northern Jamal Zadeh St., Azadi Ave., Enqelab Square, Tehran, Iran, telephone: +98 2166919371-2

Nader Pathological Lab

At present, Pathological Laboratory of Nader Specialist Clinic provides services in following sections:

Online appointment booking, online counselling, reception and sampling, medical tests at home, hematology and coagulation, serology, blood biochemistry, urine biochemistry, hormonology, immunology, urine analysis and microbiology, parasitology, pathology, cytology and sending medical exam results., website: <https://lab-nader.ir/>

Address: No. 14, 1st Floor, Mohajeri Khameneh Alley, Northern Jamal Zadeh St., Azadi Ave., Enqelab Square, Tehran, Iran, telephone: +98 2166919373-4



Photo: Unsplash 2020/ Ashkan Forouzani

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Iranian Red Crescent Society (IRCS)

Iranian Red Crescent Society provides a wide range of services, among which their health care services include physiotherapy, vocational therapy, audiometer, speech therapy, hydrotherapy, clinical nutrition, neurology, clinical hypnosis and mechano therapy. In addition, there are some free online courses in different areas such as Measurements in incidents, First Aid Tips, COVID-19 prevention and vaccination, etc. available on <https://learn.khadem.ir/>.

For more information you can visit their website on <http://rcs.ir/>

Address: Solh Building, Valiasr Ave., Tehran, Iran, phone: +982188201000-9

Charity Foundation of Special Disease

Charity Foundation of Special Disease is an Iranian non-governmental entity which provide health care services for patients suffering from special diseases of Thalassemia, Hemophilia, Chronic renal failure, dialysis, and hemodialysis, Kidney transplantation, EB, Diabetes, Cancer, MS, and Autism. It has 10 branches in 10 different cities of Iran.

Address: NO. 2, Eastern Saeed alley, western Bahaar Street, north Kaaveh Boulevard exit, Sadr highway (west to east), Tehran, Iran, tel: 021-783465 , 021-783467, fax: 021- 22765423, e-mail: info@cffsd.org, cffsd@gmail.com, Website: www.cffsd.org

Soudeh Medical Center

Affiliated to Charity Foundation of Special Disease, Soudeh Medical Charity Center,

which is located in southwest of Tehran, is a specialized medical entity for a category of diseases which are considered as special disease in Iran. This charity complex includes departments of hemodialysis, thalassemia, hemophilia, diabetes clinic, pathobiology laboratory, general medicine clinic, specialized and sub-specialized department, health center, psychological counseling unit, nutrition and assistance units. It is noteworthy that this center is the largest Hemodialysis center in southern part of Tehran and provides free medical services to more than 400 people who are suffering from kidney failure.

It also supports patients who are struggling with other issues in addition to illness, by paying for their transportation, accommodation and medicines, providing dowry for their children, counseling and discounts on medical expenses and hospitalization, in order to solve some of their economic problems and follow up their social and livelihood affairs. Address: Imam Khomeini Sq., Shahrak Vavan, Islam Shahr, Tehran, Iran. telephone: +9821 54469, direct reception: +98 9375794646, Website: <https://sood-ehmc.ir/>

Availability of medical facilities and doctors

Almost the whole rural population has access to Primary Health Care (PHC) services delivered in health houses and rural health centres. At the national level, the Ministry of Health is exercising the governance, policymaking, planning, financing and steering of the programs. At the provincial level, the Universities of Medical Sciences and Health Services are the most significant government institutes

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to provide people with health services and meet their demands in the domain of individual, collective, and environmental health. At the township and rural level, a District Health Network, comprised of a district health centre, urban and rural health centres, health posts and health houses, are charged with this responsibility. Besides the Universities of Medical Sciences and Helath Services, part of the services are provided by insurance companies and the Social Welfare Organization's provincial and district units. The peripheral units (health houses/rural health centres) in the premises of medical sciences universities offer health services free of charge. In other units, the patients avail themselves of the services they need by paying a part of the amount based on their health insurance. The health system has completed 161 projects in 2020 to build rural health centres in order to improve access to health services.

By focusing on the referral system and family physicians, the health system has also activated service packages for prevention, care and treatment in rural areas. Although there were shortages in importing some special medicine groups during the recent sanctions against Iran, there is no serious lack of medicines, specialists, or equipment in the public health system of Iran. However, this issue has caused an increase in the prices of some medicines. Pharmaceutical products are vastly imported under the supervision of the Ministry of Health. The private sector is available especially in larger cities and offers various ranges of prices for those who want to benefit from private hospitals and health services. Almost all health services are available in public hospitals

at a lower price and could be covered by the health insurance. However, due to long duration of admission, overcrowded public centres and better services at private health centres, people may prefer to pay more and refer to private health facilities.

Admission to medical facilities

There are hospitals and clinics available in every district of all cities in Iran. It is mandatory for all hospitals to accept emergency cases 24/7 and for less urgent situations, it depends on the patient's decision to refer to a doctor, a clinic, or a district hospital. It would be best to contact each centre first to make an appointment.

Availability and costs of medication

The Red Crescent has been determined as the focal point for the importation of specific medicines and provides such medicines for specific patients through designated pharmacies. In general, most of the medicaments are available in Iran. Some medications might have a high price due to sanctions. Medicaments are usually only distributed in small quantities, in order to avoid resale on the black market. Contact details of major pharmacies:

Helal Ahmar Pharmacy: No. 290, Taleghani Ave., Sephabod Gharani Cross-section, Tehran, Iran, Tel.: +9821 88803876-9

Aban Pharmacy: Karim Khan Zand Ave., in the corner of North Kheradmand St., Tehran, Iran, Tel.: (0098 21) 88849011-5

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Consult the following website to find information about other Helal Ahmar pharmacies: <http://www.mpo-helal.org/fa/pharmacylist/centralpharmacy>

General information on HIV in Iran

Using UNAIDS modeling, it was estimated in 2019 that 59,000 people are living in Iran with HIV, and each year about 4,100 new infections and 2,500 AIDS-related deaths occur in the country. According to the report from the Iranian national HIV registry system, 38,966 people were diagnosed with HIV infection by the end of 2018. The majority were male (83%) and aged between 16 to 40 years old (67.6%). According to a report published on National Library of Medicine in 2021, The HIV epidemic in Iran is mainly concentrated among key populations with frequent unsafe injection and risky sexual behaviors. Using shared needles among Persons Who Inject Drugs (PWID) was considered as the most common mode of transmission (61.9%) by 2018. Sexual contact and mother-to-child transmission (MTCT) accounted for 20.5% and 1.6% of all diagnosed patients, respectively. Currently, the HIV epidemic in Iran is shifting from men to women, and from drug injection to sexual contact transmission. Still, drug injection is the major route of transmission. The total number of women diagnosed with HIV also increased from 4.7% in 2001 to 33% in 2016. Although drug injection is the leading route, sexual partners of PWID are at high risk of transmission.

How is HIV transmitted?

- Unprotected sex (sex without condoms).
- Transfusion of contaminated blood

or blood products.

- Mother-to-child transmission of HIV during pregnancy, childbirth, or breastfeeding.
- The use of common injection devices which were previously used by an infected person.

What to do if you have been exposed to HIV?

Being exposed to HIV does not necessarily mean that the exposed person has been infected. If you are exposed to this virus, you must take the necessary actions within 72 hours. You can call Tehran Yaran-e Mosbat club or counseling centers for behavioral disorders or visit these centers or Imam Khomeini hospital emergency department (Towhid square, Bagher Khan, Tehran) in person. Visit <https://ircha.tums.ac.ir/> for more information about this disease and post-exposure treatments.

What are specialized treatment and counseling centers for HIV in Iran?

Yaran-e Mosbat club

This club is specialized for people who live with HIV/AIDS and is managed with the cooperation of HIV-positive people. The club provides free counselling services in addition to educational and recreational activities. In person and telephone counseling are provided every day except on holidays from 8 a.m. to 4 p.m.

Hotline numbers: +9821 66581517 - +9821 66593030

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Specialized Laboratory of Iranian Research Center for HIV/AIDS

This laboratory provides services to people living with HIV/AIDS such as diagnostic tests for HIV infection, viral load measurement and sperm washing.

Laboratory (Response): 8:30 a.m. to 12 p.m.

Laboratory (Venipuncture): 9 a.m. to 1 p.m.

Address: Back of Infection Building (Building 6), Imam Khomeini Hospital, Towhid square, Tehran, Iran.

Contact number: +9821- 66581585.

Counseling Centers for Behavioral Disorders

These centers operate in the field of AIDS and Sexually Transmitted Diseases (STDs) and provide services such as trainings, confidential and free testing and counseling for HIV diagnosis, distribution of condoms and services to decrease harms caused by addiction (syringe and needle distribution). You can find the contact details of these centers in your city by searching on Google or by checking on <https://ircha.tums.ac.ir/centers>.

Address of the Counseling Center for Behavioral Disorders in Iranian Research Center for HIV/AIDS:

Infection Building (Building 6), Imam Khomeini Hospital, Towhid square, Tehran, Iran.

Contact number: +9821- 66911296.

Access for returnees

Eligibility and requirements: All Iranian citizens, including returnees, are eligible for PHC and further health care services. There are two common types of primary health insurance: Tamin Ejtemaei and Salamat

Registration procedure: Tamin Ejtemaei: Visit Tamin Ejtemaei offices to register.

Salamat: Visit <https://csp.ihio.gov.ir/> or specific Pishkhan-e Dolat offices, which you may find on <https://ihio.gov.ir/>.



Photo: Unsplash 2020/ Milad Fakurian

2 Labour Market

General information on labour market

According to the latest data released by the Statistical Centre of Iran the economic participation rate and unemployment rate among the population aged 15 and above were respectively 40.5 and 9.7 per cent in winter 2022, which have been increased to 0.1 and 0.3 per cent respectively, compared to the same period in 2021. 35.6 per cent of this population have worked 44 hours or more per week, while 9.5 per cent of them have worked less than 44 hours in winter 2022 while ready to do extra work due to economic reasons such as recession, failure to find jobs with longer working hours, being in non-working seasons. The minimum monthly wage set by the Supreme Labour Council's resolution for a unskilled single person in 2023 is IRR 73,082,840 which has been increased compared to last year. More details are provided on: <https://www.mcls.gov.ir/> According to Iranian labor law, it shall be prohibited to employ any person under the age of 15. Workers who are between 15 and 18, shall undergo a medical examination by the Social Security Organization at the commencement of employment.

Finding employment

To access the labour market, it is necessary to hold an ID. To start a business, a special permission from the relevant labour union is necessary. The Employment Office under the supervision of Ministry of Labor, helps job seekers to find suitable jobs based on their qualifications and experiences. For more information visit the website below: <https://karyabi.mcls.gov.ir/>

Holding a valid vocational certificate or university degree increases the chance to find employment. The most efficient way to find a job is through the internet and social media. There are also some websites to find job vacancies online:

- <https://www.e-estekhdam.com/>
- <https://karboom.io/jobs>
- <https://iranestekhdam.ir/>
- <https://www.sheypoor.com/>
- <https://jobinja.ir/>

Unemployment assistance

There is no unemployment assistance provided by the state unless you or your employer have paid a specific amount to an insurance company per month for this reason during the working period (at least six months). The minimum monthly fare to be paid as social welfare (including health insurance, pension and unemployment assistance fare) is 30 percent of the person's monthly salary. This is considered as the insurance premium, out of which 23 percent should be paid by the employer and 7 percent by the employee. Those who have paid the fare at least for six months in a row, are eligible for 55 per cent of the declared monthly wage. All employed persons who have paid at least six months of insurance premiums and have been unwittingly unemployed can enjoy unemployment insurance benefits for at least six months. Retirees, foreigners and people with disabilities are considered as exceptions.

Further education and training

There are many private vocational training centres in Iran. Due to the high rate of unemployment, the Government is

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trying to promote these centres through Iran's Technical and Vocational Training Organization. A list of schools and other institutions related to education/ training is available in all municipalities. More information about vocational training centers is available on: <http://inst.tehrantvto.ir/index.aspx?pageid=246>

Access for returnees

Eligibility and requirements: Those who have paid a specific monthly amount to an insurance company or their employer has paid its share for at least six months are eligible to receive unemployment assistance.



Photo: IOM Islamic Republic of Iran

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General information on housing

Various parameters affect the housing prices. Some of them are more effective than other parameters because they change daily. For example, the price of land is not a parameter to be determined on a daily basis, but the exchange rate and price of ironware, especially rebar, are always two of the main drivers of the housing market. Due to high inflation and volatility in the overall economic situation, the average housing prices in Tehran have risen. According to the latest statistics in 2023, the average apartment price for one square meter in Tehran is about IRR 438,000,000 which had a significant increase compared to last year. Apartment prices vary depending on its location in every district of Tehran and also in every city. More detailed

information is available on: <https://kilid.com/house-prices>

In general, there are sufficient houses and apartments available in Tehran and throughout the country. Renting a property in Iran usually requires to pay for down payment and a monthly rent. Rental costs vary according to the location, condition, and size of the property. It requires about IRR 2,000,000,000 for down payment and about IRR 70,000,000 for monthly rent to rent a normal accommodation in a normal district in Tehran, which is recognized as the most expensive city in Iran. Government-provided housing is only available for some of government employees. Returnees without a place to stay can stay in hotels until they find a solution. Accommodation and living costs in large cities are higher, however, it should be noted that the

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variety and availability of accommodation are also higher in these areas.

Finding accommodation

There is limited governmental allowance for purchasing and renting accommodations and people have to adjust their financial capacities and budget to rent or buy an accommodation. The best way to find properties is to visit real estate agencies. These are available even in small villages in Iran. There are also some useful websites to search for an accommodation online: <https://kilid.com/>, <https://divar.ir/>, <https://www.sheypoor.com/>

Social grants for housing

Some banks including Maskan bank offer different types of housing loans. Housing loan eligibility is primarily dependent on the credit history and repayment capacity of a person. For more information, visit the relevant bank's website.

Eligible families can also benefit from rental loans. For more information and registration visit the following website: <https://saman.mrud.ir/> There are some organizations in Iran which support individuals based on their vulnerability. Disabled people, female householders, elderly persons, etc. are supported by the Behzisti Organization and Khomeini Relief Foundation. These organizations help vulnerable people to rent accommodation. Eligible individuals receive a monthly allowance under special conditions for basic needs such as housing. Due to the rising trend in housing prices and the decline in incomes, these

amounts cannot cover housing costs in Iran.

Social welfare system

Access for returnees

There is no shelter for returnees to Iran for temporary stay after their return, but for the returnees under IOM Assisted Voluntary Return and Reintegration (AVRR) project, hotel rooms could be booked for a few days upon request. For more information please contact IOM offices in the country you are staying. Temporary shelters also known as Garm Khaneh only accommodate extremely vulnerable homeless people and drug addicts.

Housing/ shelter for VoTs, victims of domestic violence, single mothers etc.: There are social emergency services providing counseling sessions, protection, and shelter for extremely vulnerable groups and victims of domestic violence. The social emergency is available through the phone number: 123. More information can be found at: <http://123.behzisti.ir/>



Photo: Unsplash 2018/ Iman Soleimany Zadeh

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Iranian citizens can apply for social and health insurance through Tamin Ejtemaei organization. Other services might be offered by employers or private insurance companies.

Pension system

Access for returnees

Eligibility and requirements: All Iranian nationals, including returnees, are eligible for the public social and health insurance through Tamin Ejtemaei organization which is the only public social insurance system in Iran. Website: <https://en.tamin.ir/>

Registration to receive online services: <https://eservices.tamin.ir/>

Registration procedure: Returnees can visit Tamin Ejtemaei offices to register.

There are four types of insurance coverages available to all Iranian citizens in the Iranian social welfare system:

1.) Compulsory coverage - This type of coverage is available to the employees insured by the employer, in which 7 percent of the premium is paid by employees and 23 per cent is paid by employers.

2.) Coverage for owners of business - There are three premium rates of 12, 14, and 18 percent which are payable by the insured persons, and, the government is required to pay 2 percent of the premium. The system covers all employed and self-employed persons. Self-employed persons may choose different levels of coverage.

3.) Voluntary coverage - This one is

available to persons who have previously paid the insurance premium for 30 days and are in the age 18 to 50. Its premium is 27 per cent which is fully payable by the insured person. The applicants whose age is more than the limit, have to pay for the excess years to apply for this type of insurance. However, people of whatever age who have paid the premium for more than 10 years can benefit from this type of insurance.

4.) Coverage for housewives
Single or married women aged 18 to 50 can benefit from that coverage. Women older than 50 should have paid for insurance for a specific period which should be as much as the excess years of their age.

Special insurance systems are provided for government employees and armed forces personnel. For employees, membership in the Tamin Ejtemaei insurance system is compulsory. This type of insurance ensures protection against unemployment, diseases and occupational accidents, and also supports for retirement.

Vulnerable groups

There are public and private organizations as well as NGOs which are providing specialized services for their defined vulnerable target groups. Generally, there are two types of centres providing services to the vulnerable groups in Iran - public and private ones. Public centres are normally overpopulated with long queues. The beneficiaries who prefer less crowded places or being in close contact with specialists/service providers would refer to private centres which are usually smaller specialized clinics or centres. In

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Iran, there are two public organizations for vulnerable groups. Depending on the needs of the clients, these services can be in the form of cash or subsidies. They serve as a complementary support system for vulnerable and low-income people. The most famous public organization, which is open to all old and disabled citizens, is called BEHZISTI. They provide a wide range of services to different vulnerable groups such as drug addicts, single mothers, children

in labour, Unaccompanied minors, mentally and physically disabled persons, persons of high age and so on. Some services are socio-psychological sessions, consultation services, temporary shelters (Garm Khaneh) and dormitories, mental and physical rehabilitation services, treatment of addiction and more. The Imam Khomeini Relief Foundation also provides services to the female-headed households, orphans, families of inmates etc. to improve their livelihoods. Access



Photo: Unsplash 2019/ Behzad Ghaffarian

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to public services is equal for all citizens but, as mentioned, there are additional supports for vulnerable groups who are covered by the communities/ organizations. There are some centres providing services for people in need under the supervision of BEHZISTI organization. Such services for vulnerable persons are free.

For more info about BEHZISTI please refer to: <https://www.behzisti.ir/> The provided address on their website:

No. 1121, Fayaz Bakhsh street, Imam Khomeini square, Tehran, Iran. Tel: 982166702001

Behzisti Organization

Affiliated to the Ministry of Cooperatives, Labor, and Social Welfare, Behzisti organization is one of the most important specialized organization which provides wide range of services to vulnerable groups including psychological services such as telephone, in-person and virtual counselling, anxiety screening for 5 to 6-year-old children, pre-marriage training, family-life training, life-skills training, psychological interventions in crises and natural disasters, etc.

In the following, you may find further details on the main services of Behzisti Organization: Social Emergency (123) By dialing 123, people can contact experts to express their problems and receive specialized services. The experts include social workers and trained psychologists who provide specialized services to the target groups (people who are at risk or socially injured) 24 hours a day and, if necessary, refer them to intervention centers for social, psychological, and Legal interventions.

Eligible people to receive these services are: Divorced couples and people who have serious family conflicts, women and girls who are at risk of social harm or are already harmed socially, people who intend to commit suicide or have attempted suicide, street and working children, abused spouses and children, people who are suffering from sexual identity disorders, runaway girls and boys, other people of all ages who are in critical situations.

Counselling

Behzisti provides counselling services through telephone to the public. Telephone counselling aims to address people's immediate psychological needs and improve their mental health. The counsellor helps callers to identify their needs and find solutions to their problems and enhance their abilities to make decisions. In all provinces, the governmental landline, 1480, answers the problems of callers in the fields of pre-marriage, family, children and adolescents, education, employment, etc., from 8 am to 6 pm. The counselling is free of charge, and the caller should only pay a small amount for call charges.

Non-governmental counselling centers are also providing telephone counselling services (10-digit numbers) in 8 provinces. Respective telephone numbers can be found at: <http://moshaver.behzisti.ir/page.aspx?id=1480> Contact details of in-person counselling centers can be also found at: <http://moshaver.behzisti.ir/ngo.aspx>

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Psychological self-assessment during COVID-19 pandemic

This system aims to decrease psycho-social damages caused by coronavirus crisis. The results and the recommendations provided in this system are based on the answers to the questionnaires and cannot not replace specialized interventions and interviews.

To do this self-assessment visit the following website: <http://corona.behzisti.net/>

Intervention plan to reduce divorce

All citizens who intend to get a divorce can benefit from counselling services by following the instructions mentioned on the website below:

<https://zaman.behzisti.net/>

Centers approved by Behzisti

All centers which are approved by Behzisti and work in different domains can be found at: <http://shafaf.behzisti.net/map>

Domestic violence

World Health Organization (WHO) defines domestic violence as any behavior which leads to physical, psychological, or sexual harm within an intimate relationship. According to a report by WHO in 2021, domestic violence in Iran was estimated to be 66%, and that in the eastern part of the country, it was estimated to be as high as 70%.

Actions to take in an emergency: Women who are exposed to domestic violence and are in a life-threatening situation, can call Social Emergency by dialing 123. A group of specialists together with the police, also in coordination with judicial

authorities, will visit the address provided by the caller. The social worker analyzes the situation and if domestic violence is confirmed, the woman and her children will be referred to intervention centers. Once initial admission is done in intervention centers, the situation of the abused woman will be assessed and if there will be any life-threatening issue at home, which makes the return of the abused woman and her children impossible in short-term, they will be referred to Safe Houses (Khaneh Amn) together with their children (boys until the age of 12).

Direct admission is not available in Safe Houses. These shelters, which are limited in the country, look like any other houses, have no signboard and their addresses are only available to Behzisti, judicial authorities and the police. Women who live in these houses have a normal life. Even the neighbors are not aware that these houses are under the supervision of Behzisti, and victims of domestic violence are living there. Women who are victims of violence can extend their stay in these accommodations if the team of specialists determines that the condition is not suitable for them to return home. People who are at risk of domestic violence are advised to follow the tips below.

- If the person has a mobile phone, she should always carry it with her to call family, friends, or the police in case of emergency.
- They should agree with the neighbors on certain words or signs so that if they hear or see them, they will be aware that the person is facing violence and needs help.

5 Education

General information on education

Education in Iran is divided into K-12 education and higher education. While K-12 education for school students is supervised by the Ministry of Education (<https://medu.ir/>), higher education is under the supervision of the Ministry of Science, Research and Technology (<https://www.msrt.ir/>). Prior to the university level, all schools are gender segregated, beginning at the pre-school level. Kindergartens and preschools are available at almost every district of cities. The tuition fee of these centres (one to five stars) varies according to the location, educational facilities, quality level of services, etc. children's and parents' national ID documents, children's medical checkup and vaccination certificate are required for enrollment. It is suggested to meet the centre's managers to talk about facilities and fees.

Cost, loans, and stipends

Generally, primary, secondary and higher education are almost free, although private schools and universities do exist and are permitted to charge tuition fees. The university entrance examination, called CONCOURS, is based on the capacity in the university. As the capacity in universities has increased over the years, the competition is not as high as before, except for Iranian high-ranked universities and popular fields of study such as medicine, engineering or law. People with disabilities and people who live in remote areas as well as families of martyrs and veterans have special quotas for admission to universities. Most universities in Iran offer their own loans and financial aids to students. Office of Educational

Affairs in every university gives some discounts to students as well, according to their GPA rank compared to their peers. You may access respective information and requirements on each university's website. Students Welfare Fund is a governmental entity, which offers financial aids based on the students' conditions (marital status, city, study level). More information is available on: <https://www.swf.ir/>

Approval and verification of foreign diplomas

The Office of Graduate Students Affairs of the Ministry of Science, Research and Technology is responsible for the accreditation and verification of foreign diplomas. The list of acceptable universities is available on the following website: <http://grad.saorg.ir/> Necessary information for the recognition of foreign diplomas are available at the following link: <http://grad.saorg.ir/>

Education for children with Special Needs

Due to the importance of rehabilitation and education of children with special needs and children who are suffering from hearing impairment, visual impairment, physical disability, intellectual disability, behavioral and emotional disorders, and multiple disabilities, Special Education Organization was founded under the supervision of Ministry of Education. More information can be found at: <http://csdeo.ir/>

Other useful websites: School books can be purchased via <https://irtextbook.com/>

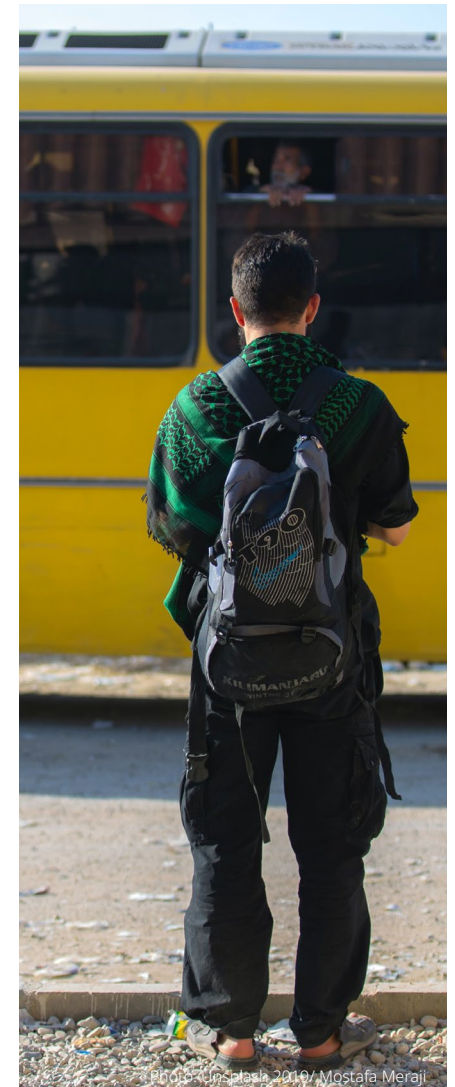
5 Education

Educational and non-educational materials for children can be found at <https://www.roshd.ir/>

Online trainings for children with special needs are available at <http://amoozesh.csdeo.ir/>

Access for returnees

Returnees can enroll their children in kindergarten or school immediately after their return. They can also register for the university entrance exam if they have obtained a high school diploma. If there is a gap in higher education, they can resume their studies by paying a fine. The amount of the penalty varies depending on the type of university. Please refer to respective university for more information. Providing the identification documents and the latest academic degree is required to continue education.



6 children

General information

The Iranian government has joined the Convention on the Rights of the Child since 1993, but it is not required to adopt it if it does not comply with the laws of the Islamic Republic. The situation of children's rights in Iran is desirable in terms of access to health, education and other services. The government has set programs in terms of providing services to all children with special needs in urban and rural areas. According to the law, all children have equal rights to access health, education, and legal services. However, the socio-economic, cultural, and policy-oriented policies affect the quality of services and their access in different parts of Iran. Governmental entities such as the Ministry of Education and the Ministry of Health are directly responsible for child welfare. Each of them has offices in different cities of Iran.

Non-governmental actors dealing with children's well-being and rights

Many NGOs work as a powerful source of support to improve the situation of vulnerable children, such as child workers, refugee children, disabled children, children of poor families, and so on. NGOs provide support in many parts of Iran. However, some only operate in large cities. The most important NGOs are listed in Chapter 7.

Autism Spectrum Screening System

While this program informs families in different provinces of the country about autism spectrum disorder, it will also evaluate and screen 2 to 5-year-old children who visit the screening centers together

with their parents or teacher for the possibility of symptoms of this disorder. Then, if the child is suspected of having this disorder, a specialized diagnostic test will be conducted by specialized experts, and if the result is positive, the child will be referred to educational and rehabilitation centers for center-oriented and family-oriented interventions. Please visit the website mentioned below for more information: <https://www.behzisti.ir/service/Electronic%20services>

Access for returnees

Education and Public Health are accessible for all Iranian nationals, including returnees, through Ministry of Education and Ministry of Health and Medical Education. Returnees can enroll their children in schools and benefit from health services upon arrival. Below you may find some NGOs which work in this area:

- Mahak Charity <https://mahak-charity.org/>
- Child Foundation <http://www.childf.com/>
- Children's Rights Association <http://www.irsprc.org/>
- Child Labour Association <http://apcl.org.ir/>
- Zanjireh Omid Charity <http://zanjirehomid.com/>



Photo: Unsplash 2020/ Fateme Alaie

7 Contacts

International Organization for Migration (IOM)
UN Migration Agency
 No. 19, Shahid Amir Pabbarja St., Shariat i St., Tehran, Iran
 iomtehran@iom.int
<http://www.iomtehran.net/index.php/fa/>

United Nations High Commissioner for Refugees (UNHCR)
UN agency for refugee support
 No. 3, East Emdad St., North Shiraz Ave., Vanak Sq., Tehran
 +9821 42939
 irnte@unhcr.org

Behzisti Organization
Social support
 No. 1121, Fayaz Bakhsh St., Imam Khomeini Square., Tehran, Iran.
 +98 2166702001
<https://www.behzisti.ir/>

International Red Cross
Humanitarian Aid
 No. 4, Azar Dead-end, Next to Akhtar Hospital, Sharifi Manesh St., Elahieh, Tehran, Iran.
 +9821 22645821-4
 +9821 22600534, teheran@icrc.org, <http://ir.icrc.org/>

SHABESH Real Estate Listing Website
Accommodation
 Unit 2, No. 16, At the corner of 10th Shaghayegh St., Further up Kourosh Mall, Sattari Highway, Tehran, Iran, +98 (21) 46019066, www.shabesh.com/

Royan Institute for Research and Infertility Treatment
Medical facility
 Hafez St., North Bani Hashem Avenue., Resalat Highway, Tehran Iran, +98 (21) 23562000
<https://www.royan.org/>

Nader Pathological Lab
Medical facility
 No. 14, 1st Floor, Mohajeri Khameneh Alley, Northern Jamal Zadeh St., Azadi Ave., Enghelab Square, Tehran, Iran.
 +98 2166919373-4
<https://lab-nader.ir/>

Specific Patients and Transplant Sport Federation
Social Support
 No. 6, 1st Floor, Shahid Ansari St., Nelson Mandela Ave., Tehran, Iran.
 +9821 26202628
<http://www.sptfiran.ir/>

Soudeh Medical Center
Medical facility
 Imam Khomeini Sq., Shahrak Vavan, Islam Shahr, Tehran, Iran.
 +9821 54469
<https://soodehmc.ir/>

Iran Insurance
 No. 51, West Brazil St., South Shirazi St., Mollasadra Ave., Vanak Square, Tehran, Iran.
 +9821 86092238
<http://iraninsurance.ir/home>

Iran Assistance Company
 No 4, 15th St., Gandhi St., Tehran
<https://iranassistance.com/home/index>
 +9821 88648400
<https://iranassistance.com/home/index>

Central Helal Ahmar Pharmacy
Medical facility
 No. 290, Taleghani Ave., Sephabod Gharani Cross-section, Tehran, Iran, <http://www.mpo-helal.org/fa/pharmacylist/centralpharmacy>

Nader Specialist Clinic
Medical facility
 No. 14, 1st Floor, Mohajeri Khameneh Alley, Northern Jamal Zadeh St., Azadi Ave., Enghelab Square, Tehran, Iran. +98 2166919371-2
<https://clinic-nader.ir/>

Rare Diseases Foundation of Iran
Medical facility
 No. 14, 1st Floor, Mohajeri Khameneh Alley, Northern Jamal Zadeh St., Azadi Ave., Enqelab Square, Tehran, Iran.
 +9821 66913244-8
<https://radoir.org/>

Aban Pharmacy
Medical facility
 Karim Khan Zand Ave., in the corner of North Kheradmand St., Tehran, Iran.
 +9821 88849011-5

7 Contacts

Erfan Hospital
Medical facility
 Shahid Riazi Bakhshayesh St., Sarv Junction, Saadat Abad, Tehran Iran
 +9821 23021000
 info@erfanhospital.ir
www.erfanhospital.ir

Tehran Heart Center
Medical facility
 Next to Jalal Al-e-Ahmad Junction, North Karegar Avenue, Tehran-Iran
 +9821 88029600 - 69
 email@thc.tums.ac.ir
<http://thc.tums.ac.ir/>

Noor Eye Hospital
Medical facility
 96, Esfandiar Blvd, Valiasr Avenue, Tehran Iran
 +9821 82400
<https://www.noorvision.com/>

Fars Psychological Clinic
Medical facility
 Alley #2, Sarbaz BLVD, Shiraz, Fars, Iran.
 +98 71 38304481

Milad Hospital
Medical facility
 Near Milad Tower, Hemmat Highway, Tehran, Iran.
 +98 21 84090
<http://miladhospital.com>

Shartiat Hospital in Tehran
Medical facility
 Jalal Al-e-Ahmad, North Karegar St., Tehran, Iran.
 +98 21 84901000
 shariatihosp@tums.ac.ir
<http://shariati.tums.ac.ir/>

Society to support children suffering from cancer (MAHAK)
Medical support for children
 MAHAK Pediatric Cancer Treatment & Research Center, Shahid Majdi Blvd., Artesh Highway, Tehran, +9821 23540

Charity foundation for special diseases
Social support
 No. 2, at the corner of East Saeid St., South Bahar Str., North Kaveh Blvd, Tehran, Iran.
 +98 21) 22783465, +98 21) 22765423, info@cffsd.org

Shahid Rajaei Heart Hospital
Medical facility
 Tehran, Niayesh and Vali Asr Intersection
 +9821 23921
<http://www.rhc.ac.ir/>

Kilid
Accommodation
<https://kilid.com/>

Social Emergency
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The Office of Graduated Students Affairs
 Education
 No. 27, Shahid Mousavi St., Enghelab Ave., Ferdowsi Square, Tehran, Iran.
 +9821 96664551
<http://grad.saorg.ir/>

Child Foundation
Social support for children
 No. 12, Sarafraz St., Shahid Beheshti Ave., Tehran, Iran.
 +9821 42510
<http://www.childf.com/>

Children's Rights Association
Social support for children
 No 37, Soltani Alley, North Sohrevardi, Seyed Kahndan, Tehran, Iran.
 +98 2188531114
<http://www.irsprc.org/>

Child Labor Association
Social support for children
 No17, 3rd Alley, Asad Abadi St., Tehran, Iran.
 +98 2188531114 <http://apcl.org.ir/>

Zanjireh Omid Charity
Social support for children
 No.31- Fana Khosrow St.- Tajrish Sq.- Tehran, Iran.
 +9821 22747681
<http://zanjirehomid.com/fa>

7 Contacts

Iranian Social Security Organization (Tamin Ejtetaei)
Social security
No. 359 Azadi Ave., Tehran, Iran
+9821-64501
info@Tamin.ir
www.tamin.ir

Central Insurance of Iran
Insurance
No. 2, Maryam St., Mandela Ave., Tehran, Iran
+982124551000
secretariat@centinsur.ir
https://www.centinsur.ir/

Karboom
Labour
https://karboom.io/jobs

Iran Estekhdam
Labour
https://iranestekhdam.ir/

Iran Chamber of Guilds
Chamber of Guilds
No. 1, Vafa Alley, Golriz St., Shoa Sq., Ghaem Magham Avenue. Tehran Iran
+98 (21) 88345962 and 88345965

Tehran Chamber of Guilds
Chamber of Guilds
No. 456, Malek Junction, Shariati Avenue, Tehran Iran
+98 (21) 85543000
info@otaghasnaftehran.ir
www.otaghasnaftehran.ir/

Yaran-e Mosbat club
98+21 66581517 - 9821+ 66593030

Divar Online Ads
Labour
www.divar.ir

E-estekhdam
Labour
https://www.e-estekhdam.com/

Jobiran
Labour
No. 26, Western part of Vahdat Hall, Khark St., College Bridge, Enghelab Ave., Tehran, Iran.
+98 (21) 66747747
info@jobiran.com
www.jobiran.com

Iran Job
Labour
Azar Junction, Sheykh Bahaei Avenue., Isfahan
+98 (21) 91303050
support@iranjob.ir www.iranjob.ir/

Technical and Vocational Training Organization (TVTO)
Education
Khosh Crossing, Azadi Avenue, Tehran, +98 21 66941250 (Ext. 1289- 1058), info@irantvto.ir, www.irantvto.ir

Iran File Real Estate Listing Website
Accommodation
Unit 11, Level 4, No. 41, Pouya Tower, Shah Nazari St., Madar Sq., Mirdamad Blvd., Tehran, Iran, +98 (21) 22905400
contact@iranfile.ir

Specialized Laboratory of Iranian Research Center for HIV/AIDS
Medical facility
Back of Infection Building (Building 6), Imam Khomeini Hospital, Towhid square, Tehran, Iran. +98 21 66581585
https://ircha.tums.ac.ir/lab

Counseling Center for Behavioral Disorders in Iranian Research Center for HIV/AIDS
Medical facility
Infection Building (Building 6), Imam Khomeini Hospital, Towhid square, Tehran, Iran.
+9821 66911296

Khatam Al-Anbia Specialty and Subspecialty Hospital
Medical facility
Rashid Yasemi Street, Upper than Mirdamad Blvd., Vali- Asr Avenue., Tehran Iran
+98 21 88884040
www.khatamhospital.org/

Sheypour
Labour and accommodation
https://www.sheypoor.com/

8 At a glance

Measures to be undertaken before return

- **Medical documents:** Make sure that your case worker is fully aware of your health conditions, your medical needs can be taken care of in your city of return and that you collect your medical history as precise as possible.
- **Job search:** Improve your vocational skills and do not forget that your skills are the most valuable asset you possess to start a business after your return.
- **Accommodation:** Search for an accommodation before your return.
- **Health insurance:** Explore the health insurance schemes and find the most suitable to your needs.
- **Education:** Receive all relevant certificates if you or your children have taken part in any educational program in the host country.
- **Health:** Be aware of your psycho-social and health needs and also your children's and benefit from the available social services.
- **Contacts:** Make use of the contact information shared in Chapter 7 to plan your return in a proper manner.
- **Birth certificate:** If your child was born in Germany, approach the Iranian embassy in the host country to get advice on how to legalize your child's birth certificate to avoid inconvenience after your return.

Measures to be undertaken immediately upon arrival

- **Insurance:** Try to benefit from one of the insurance schemes in your country to reduce your medical expenses in long run.
- **Job:** You will have a lot of rivals in job market, so identify your strengths, weaknesses, opportunities and threats. Focus on your abilities and make the best strategic decisions to start a successful business. In case, you are looking for employment opportunities, make sure that your employer can provide you with a insurance. If not possible, alternatively you can make use of self-payer insurance programs.
- **Accommodation:** Rental costs usually take a huge amount of your income. Be realistic and try to find a home suitable to your budget.
- **Education:** Select an educational system and field of studies that improves your vocational skills in line with your interest.
- **Children:** Ensure that you keep part of your income for the educational costs and wellbeing of your children.
- **Information:** Reintegration will be a difficult and challenging process. Therefore, try to get familiar with all measures introduced in this info sheet, be patient, smart, and positive to manage challenges successfully.
- **ID card:** In case of lost ID documents, approach one of Pishkhan Dowlath offices in the vicinity of your home.

Learn more at:

www.returningfromgermany.de/en/countries/iran

