



Al-Mustaqbal University
Citizen Affairs Division



Division Guide

Academic Year 2025 - 2026

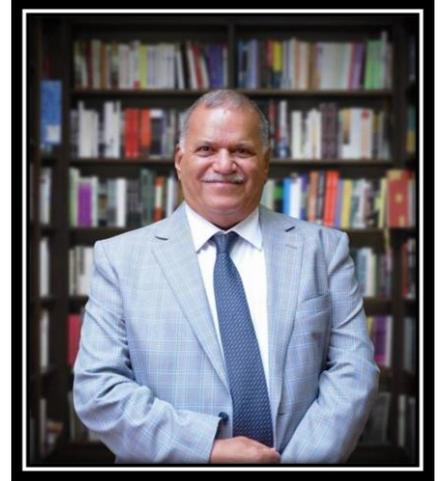
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Speech of Al-Mustaqbal University President

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Prof Dr. Hasan Shakir Majdi



Al-Mustaqbal University is considered one of the prestigious scientific institutions in Iraq, especially in the Governorate of Babylon. There is no doubt that the university has achieved superior scientific and academic levels compared to many local, regional, and global universities and colleges whether governmental or private, in the various International Rankings as well as many other issues.

Out of our university's keenness to provide the best scientific, academic, and public services to the teaching staff, employees, students, and citizens, in accordance with the directives of the Ministry of Higher Education and Scientific Research, the Citizen Affairs Division has been established. This division is one of the units affiliated to the University Presidency within the organizational structure, addressing any suggestions, opinions, problems, and obstacles that might be submitted by faculty members, employees, students, and external citizens, being carefully analyzed, based on the available data, mechanisms adopted, and instructions issued by the Ministry of Higher Education and Scientific Research.

The Division however aims to come up with the best results and solutions that would serve the interests of the university, its staff, students, and citizens, thereby supporting, facilitating, and promoting the educational, scientific, and academic process.

May God guide everyone to serve our dear country

Prof Dr. Hasan Shakir Majdi

President of Al-Mustaqbal University

Strategic Orientation

About the Division

Citizen Affairs Division was established at Al-Mustaqbal University as per the provisions of Article No. 18/ Fourth of the Private Education Law No. 25 of 2016 and pursuant to the University Order No. 7/35/265 dated on 20th May 2023.

The Division is concerned with the affairs of faculty members, employees, students, and external citizens, being administratively linked to the University President as part of his keenness to provide the best scientific, academic, and other general services that are quite necessary for the educational process, along with his directives in this regard to study and pursue all opinions, suggestions, obstacles, and problems of the university employees as well as students, and communicate them in turn to the University Presidency.

The most appropriate solutions that would serve the interests of all shall be provided, in addition to maintaining permanent communication with the local citizens, listening to them, providing assistance in all fields, organizing special meetings with the University President, and follow up his directives to the faculties as well as the administrative departments.

Priority has also been given to people with special needs, deemed as one of the units affiliated with the Citizen Affairs Division, which receives special care from the University Presidency.

We should note as well that a special email and a barcode for electronic communication have been created. Certain leaflets have been distributed with the aim of introducing the Division and its work. Moreover, Suggestion & Complaint Boxes have been placed at various locations inside the University Campus.

Vision

The Division is directly affiliated to the University President, and it is responsible for receiving requests, suggestions, and complaints from all segments, including students, their guardians, faculty members, employees as well as external citizens. It is already performing its transactions through the Electronic Citizen Government Program, in cooperation with the Colleges, Departments, and Administrative Units of the University.

Mission

The Division does reflect a civilized image as part of the institutions that work to assist the citizen, serving him in many issues, including the following as a main part of its mission:

- The Division represents a direct communication link between faculty members, employees, students. As well as external citizens and the university to receive and address all requests, suggestions and complaints;
- Replying to all questions and inquiries received from citizens as quickly as possible after being submitted concerned officials;
- The University is keen on creating an ideal academic environment that would positively affect the educational process to make the teaching process stable;
- Listening to all opinions, suggestions, and proposals received from faculty members. Employees, students, and external citizens.

Objectives

The Division Objectives can be summarized as follows:

- It is responsible for addressing all the citizen affairs, including requests, suggestions, opinions, obstacles, and working on resolving them with transparency and smoothness;
- It is considered as the University's front office, being linked to its Presidency, in charge of several duties that aim to raising the scientific and academic level of the University through communication with citizens and provision of services;
- Instilling a spirit of cooperation and trust between the citizen and the university, informing the former of the applicable instructions and laws and their amendments as issued by the Ministry of Higher Education and Scientific Research, specifically in cases of complaint and working on resolving them appropriately;
- Receiving all proposals and requests, and submit them the University President Office, considering them essential and urgent.

Organizational Structure

The Division is directly connected to the University President, with its Head Mr Anwer Moneer Mahdi, and Ms. Sarah Ali Kadhim, an administrative employee. The Division includes several units, the most important of which are:

- People with Special Needs;
- Martyrs' Families;
- Citizen-Complaints Fund;
- E-Citizenship Government; and
- Follow-up.

The Division Duties & Responsibilities

The Division duties and responsibilities can be summarized as follows:

- Responding to all inquiries received from faculty members, employees, students, and external citizens, receiving them, listening to them, and answering them after presenting them to concerned university officials;
- Facilitating and providing assistance to citizens in completing their transactions in the university departments, receiving their opinions, suggestions, and complaints;
- Direct communication and cooperation with the Colleges, their Departments, and other university units to identify problems and obstacles and report them to the University President;
- Overcoming difficulties faced by citizens when visiting the university (if any), in cooperation with the Colleges, Departments, and University Units;
- Receiving and following up all requests and complaints received by the Division, both paper and electronic (via email), submitting them to the University President, following up all issued directives;
- Receiving citizens and listening to their suggestions, obstacles, and complaints, and directing them to the correct mechanisms and procedures for review and completion;
- Receiving interview requests as per the attached form, through the Division's Website or Email, in addition to those received directly in hand by the Citizen Affairs Division, and arranging interviews with the University President Office.

Note: The Division is equipped with an Electronic Page connected to the University Website, where all requests and meetings with the University President are handled. It should be noted however that a certain form for suggestions, opinions, and complaints is available.

Al-Mustaqbal University

Citizen Affairs Division



Interview Form

Name:

Address:

Affiliated - Student - External

Type of Employment:

Phone Number:

Email:

Date: / /



To the attention of the University President

Subject /

College/Department Review

Marginal Note to the Honorable University President

Signature

Applicant

College / Department

You may Contact us on the following E-mail

citizens.unit@uomus.edu.iq



Iraq, Babylon, Hilla –Najaf Road