

# Administration Agencies Service Identification Form

**Annex 1**

<b>1. Service title:</b> Investigating violations and monitoring of online businesses		<b>2. Service ID:</b> 13011566102 (To be filled by the Planning and Budget Organization)		
<b>3. Service provider</b>	Name of the agency: Iran Center for e-Commerce Development			
	Name of the parent organization: Ministry of Industry, Mine and Trade			
<b>4. Service specifications</b>	Service description	- Reporting violation of online businesses by the monitoring and specialized agencies - Investigating violations reported by citizens and agencies - Dealing with concerned online businesses according to regulations		
	Type of service	Government to Citizen (G2C) <input checked="" type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input checked="" type="checkbox"/>	Client Type	Natural and legal entities with an internet based business, executive agencies and organizations, private businesses
	Nature of service	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>		
	Scope of service	National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> Provincial <input type="checkbox"/> Urban <input type="checkbox"/> Rural <input type="checkbox"/>		
	Related events:	Birth <input type="checkbox"/> Education <input type="checkbox"/> Healthcare <input type="checkbox"/> Tax <input type="checkbox"/> Business <input checked="" type="checkbox"/> Social security <input type="checkbox"/> Property registration <input type="checkbox"/> Urban installations <input type="checkbox"/> Insurance <input type="checkbox"/> Marriage <input type="checkbox"/> Retirements <input type="checkbox"/> Licenses and certificates <input type="checkbox"/> Death <input type="checkbox"/> Other <input type="checkbox"/>		
	Start of service	Application by the receiver <input type="checkbox"/> Due date <input checked="" type="checkbox"/> Occurrence of event <input checked="" type="checkbox"/> Discretion of the agency <input checked="" type="checkbox"/> Other <input type="checkbox"/>		
	Documents required for the service	Having valid Electronic Trust Symbol (E-NAMAD)		
Upstream rules and regulations	<ul style="list-style-type: none"> <li>- Ecommerce Act ratified in 2003 by the Islamic Consultative Assembly</li> <li>- Online stores organizing plan ratified in 2008 by the Economic Transformation Plan Committee</li> <li>- Articles of Association of the Electronic Commerce Development Center</li> <li>- Combating Cyberspace Threats Plan ratified in 2012 by the National Security Council</li> <li>- Technical and executive regulations of e-government development plan, ratified in 2014 by the Supreme Information Technology Council</li> <li>- Deregulation and Facilitation of Business Permits Committees</li> </ul>			
<b>5. Service details</b>	Statistics of service receivers	Average 10,000 of services receivers in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/>		
	Service average time	Immediate		
	Frequency	Once a month		
	Number of physical reference	-		
	Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment
<b>6. Service access route</b>	Direct and detailed address of the service in the portal (If partially or fully electronic): www.enamad.ir			
	Name of the system ( If partially or fully electronic): www.enamad.ir			
	Service stages	Type	Communication media	
Informative	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/>	Mobile (application) <input type="checkbox"/>	

			Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>
	Application	Electronic <input type="checkbox"/>	Internet (website) <input type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number: ) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>
	Service generation (Inner agency process or relations to other agencies)	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Intranet (local intranet or ERP) <input type="checkbox"/> Email <input checked="" type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input type="checkbox"/>	Reason for physical reference		
	Service providing	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input checked="" type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number: ) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> :		
		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :	Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>

7. Service relation to other systems of the agency (databanks)	Name of other systems	Exchanged fields	Electronic inquiry		Non-electronic inquiry
			Online	Batch	
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

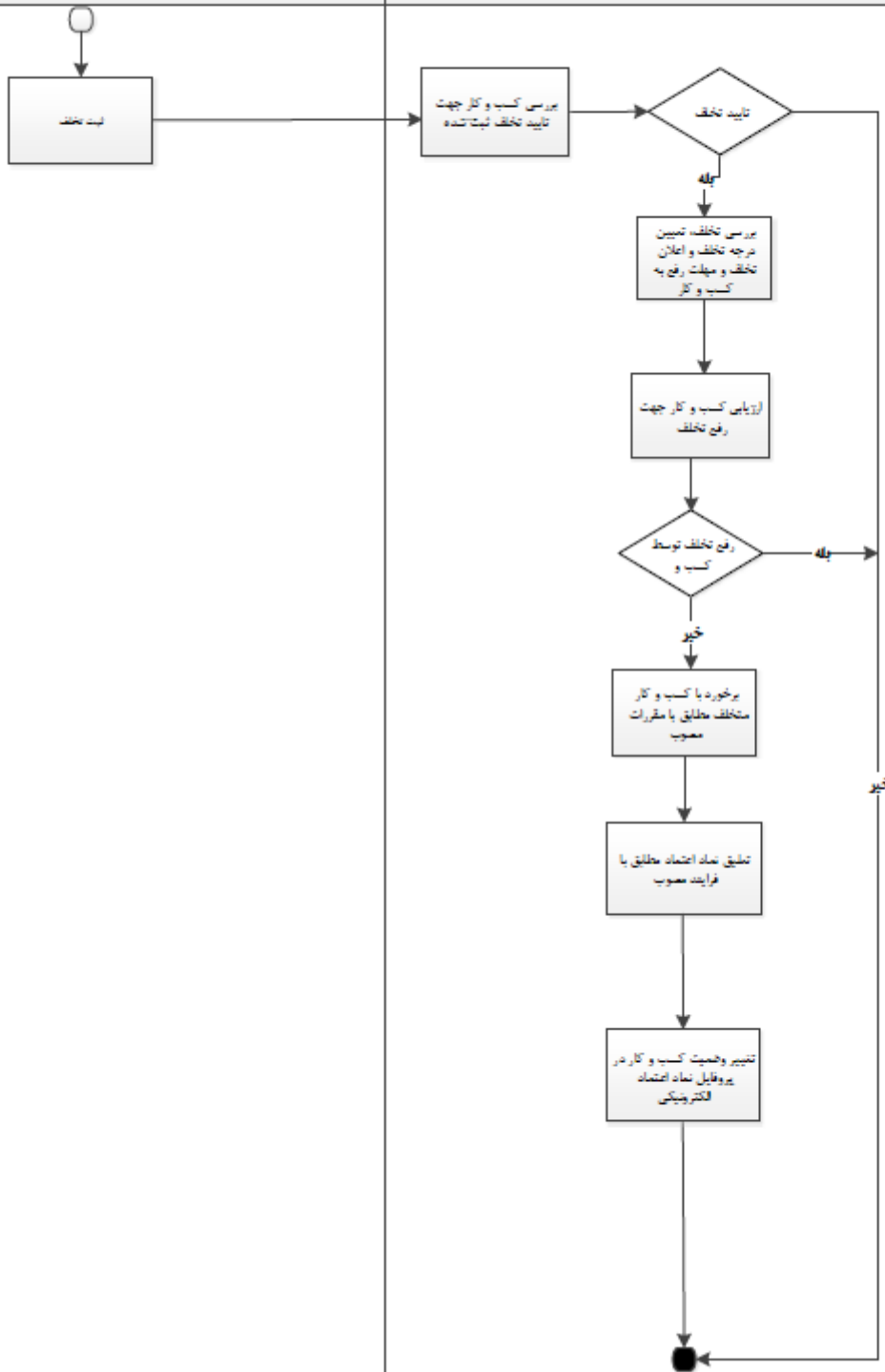
8. Service relation to other agencies	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
	Iranian Cyber Police	Business Information			<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>

	Ministry of Intelligence	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Ministry of Agriculture -Jahad	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Ministry of Health and Medical Education	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Central Bank of the Islamic Republic of Iran	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Ministry of I.C.T.	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Ministry of Culture and Islamic Guidance	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	State Prosecution Office	Business Information			■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
<b>9. Service processes titles</b>	1- Reporting violations by the people and monitoring agencies 2- Investigating the reports 3- Issuing warnings and deadlines to resolve violations according to the regulations 4- Reexamining the business to verify resolution 5- If violation is not resolved, dealing with the business according to regulations 6- Suspending E-NAMAD according to regulations						
<b>10. Service processes connection diagram:</b>							

بررسی تخلفات و نظارت بر کسب و کارهای اینترنتی

دستگاه نظارت و یا شهروند

مرکز توسعه تجارت الکترونیکی



نمودار از بالا به پایین، چپ به راست

Citizens and/or supervisory agency – Ecommerce Development Center  
 reporting violations  
 investigating the business to resolve violation  
 confirmation of violation – no  
 investigating violation, informing the business and issuing deadline  
 reexamining the business to verify resolution  
 violation resolved – yes

no – dealing with the concerned business according to regulations  
Changing business status in E-NAMAD portal

Particulars of the person completing the form: Sara Jami	Tel: 41031323	Email:	Department: Trade Facilitation Deputy
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**Form no. 1 Legal, natural and public permits information in the ..... ministry/organization**

#	Permit title	Permit type	Legal documentation (approval, bylaw, ratification)	Required documents	Validity term	Cost (IRR)	Permit applicant			Permit issuance process		Supervising authorities	Approximate issuance duration	Permit process		Notes
							Natural	Legal	Public	Private	Common *			Electronic	Non-electronic	
1	Investigating violations and monitoring of online businesses	Activity	Ecommerce Act ratified in 2003 by the Islamic Consultative Assembly, Online stores organizing plan ratified in 2008 by the Economic Transformation Plan Committee, Articles of Association of the Electronic Commerce Development Center, Combating Cyberspace Threats Plan ratified in 2012 by the National Security Council, Technical and executive regulations of e-government development plan, ratified in 2014 by the Supreme Information Technology Council, Deregulation and Facilitation of Business Permits Committees	Having valid Electronic Trust Symbol (E-NAMAD)	Monthly	-	*	*	*		*	Immediately	*			

Form no. 2

#	Inquired agency	Process type		Required documents	Validity	Cost (IRR)	Duration	Permit process		Notes
		Inquired items **	Other ***					Electronic	Non-electronic	
1	Iranian Cyber Police	Business Information						*		
2	Ministry of Intelligence	Business Information						*		
3	Ministry of Agriculture -Jahad	Business Information						*		
4	Ministry of Health and Medical Education	Business Information						*		
5	Central Bank of the Islamic Republic of Iran	Business Information						*		
6	Ministry of I.C.T.	Business Information						*		
7	Ministry of Culture and Islamic Guidance	Business Information						*		
8	State Prosecution Office	Business Information						*		

\*\* ) specify the name of the inquiry

\*\*\* ) if process is of "other" type, explain in the notes