

Administration Agencies Service Identification Form

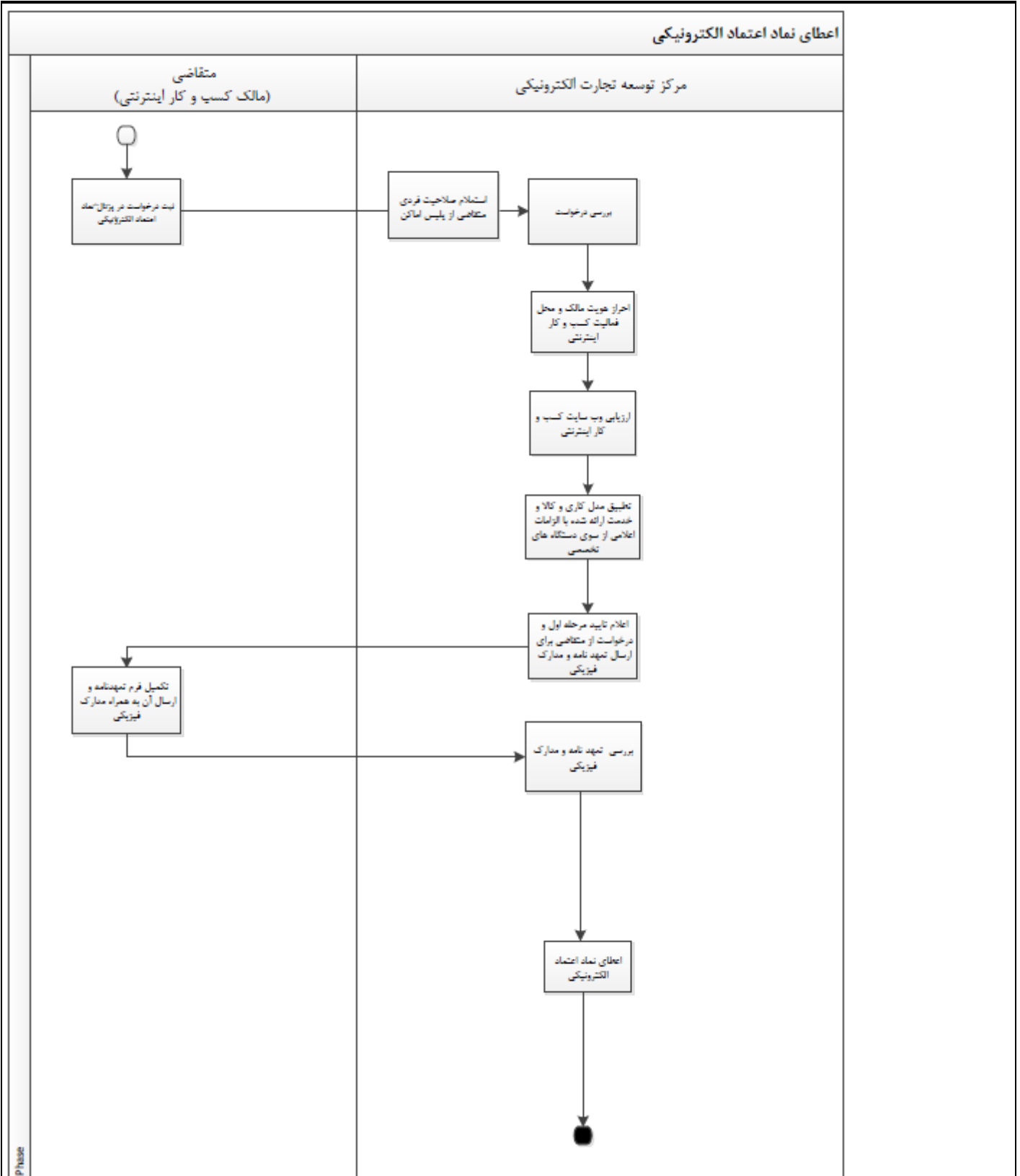
Annex 1

1. Service title: Issuing Electronic Trust Symbol (E-NAMAD) certificate		2. Service ID: 13011566100 (To be filled by the Planning and Budget Organization)			
3. Service provider	Name of the agency: Iran Center for e-Commerce Development				
	Name of the parent organization: Ministry of Industry, Mine and Trade				
4. Service specifications	Service description	<ul style="list-style-type: none"> - Organizing online businesses - Authenticating online businesses to obtain E-NAMAD - Granting E-NAMAD - Publishing a list of online businesses that have E-NAMAD -Renewing E-NAMAD - Addressing the issues of online business by providing a specialized ecommerce consultation center 			
	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"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center; vertical-align: middle;">Client Type</td> <td>Natural and legal entities with an internet based business, executive agencies and organizations, private businesses</td> </tr> </table>	Client Type	Natural and legal entities with an internet based business, executive agencies and organizations, private businesses
	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 checked="" type="checkbox"/> Due date <input type="checkbox"/> Occurrence of event <input checked="" type="checkbox"/> Discretion of the agency <input type="checkbox"/> Other <input type="checkbox"/>			
Documents required for the service	<ul style="list-style-type: none"> - Providing identification information - Acceptance of electronic affidavit (natural and legal entities) If the goods and services offered in the website require a license from relevant authorities, the license must be provided 				
Upstream rules and regulations	<ul style="list-style-type: none"> - 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 				
5. Service details	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	1-3 days			
	Frequency	Once a year			
	Number of physical reference	-			
	Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment	
			<input type="checkbox"/>		
			<input type="checkbox"/>		
	...		<input type="checkbox"/>		

6. Service access route	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 checked="" 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 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 checked="" 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 checked="" 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	
					Online	
					Batch	
					Non-electronic inquiry	

	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
8. Service relation to other agencies	Public monitor police	Identification and documentation information, place of the online business			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Agency <input checked="" type="checkbox"/> Client <input type="checkbox"/>
	State Civil Status Organization	Certification of the national code of the E-NAMAD applicants			<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	State Department for Registration of Companies	Inquiry of registration number and identification documents of legal entities (articles of association, official gazettes and etc.)			<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Payment Services Providers Companies	Providing online payment portals			<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
9. Service processes titles	1- Submitting application by the applicant in the E-NAMAD system 2- Applicant verification from the public monitor police 3- Authentication of the owner's identify and place of online business 4- Evaluation of the online business based on E-NAMAD checklist 5- Obtaining electronic affidavit from the applicant and providing valid license 6- Granting E-NAMAD						
10. Service processes connection diagram:							

اعطای نماد اعتماد الکترونیکی



نمودار از بالا به پایین، چپ به راست

Applicant (owner of the online business) – Ecommerce Development Center submitting application in the E-NAMAD portal

Applicant verification from the public monitor police

Reviewing application

Authentication of the owner's identify and place of online business

Evaluation of the online business and website

Checking business model and provided goods and services with requirements of the relevant authorities

Initial confirmation and requesting affidavit and physical documents from the applicant

Completing the affidavit and submitting it along with physical documents Checking the affidavit and physical documents Granting E-NAMAD			
Particulars of the person completing the form: Sara Jami	Tel: 41031323	Email:	Department: Trade Facilitation Deputy

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	Electronic Trust Symbol (E-NAMAD)	issue		Providing identification information Acceptance of electronic affidavit (natural and legal entities) If the goods and services offered in the website require a license from relevant authorities, the license must be provided	One year		*	*	*		*	5-8 days	*			

Form no. 2

#	Inquired agency	Process type		Required documents	Validity	Cost (IRR)	Duration	Permit process		Notes
		Inquired items **	Other ***					Electronic	Non-electronic	
1	Public Monitor Police	Identification and documentation information, place of the online business		If rejected, complete appeal form					*	
2	State Civil Status Organization	Certification of the national code of the E-NAMAD applicants						*		
3	Companies Registration Department	Inquiry of registration number and identification documents of legal entities (articles of association, official gazettes and etc)						*		
4	Payment Service Providers	Providing online						*		

#	Inquired agency	Process type		Required documents	Validity	Cost (IRR)	Duration	Permit process		Notes
		Inquired items **	Other ***					Electronic	Non-electronic	
		payment portals								

**) specify the name of the inquiry

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