

Iran (Islamic Rep.)

Current postal regulatory landscape

National legislation

- Name of the act/law/rule: The Constitution of the National Post Company of the Islamic Republic of Iran
- Year of enactment: 2016

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency: Ministry of Information and Communications Technology
- Level (Ministry or other): ministry
- “Postal sector” defined in official government documents: Legal activists with a postal services licence provide all or part of the postal processes directly and use their facilities in parts of the country.

Regulatory authority

- Name of the coordinating regulator: Communications Regulatory authority
- Covered areas:
 - Issuance of operating licence for the provision of any kind of telecommunications, postal and information technology services, including the associated conditions, criteria and indemnification procedure for losses incurred for non-performance thereof within the framework of the Commission’s approvals.
 - Codification of national standards related to communications and information technology and proposal thereof to competent authority.
 - Application of standards, related criteria and quality control systems in respect of the provision of services, and development and operation of telecommunications, postal and information technology networks nationwide.
 - Codification and presentation of proposals regarding unauthorized telecommunication, postal and information technology operations, fixing and levying penalties in each particular case within the framework of laws and regulations (when a legal process is undertaken).
 - Codification and proposing of directives to the Commission and application of approvals in the following cases:
 - a Framework of service level agreement (SLA) for clarification of quality, in balance with expenditures in postal, telecommunications and IT networks;
 - b Domain names, numbering and codes in postal, telecommunications and IT networks;
 - c Protection of customer rights in the field of postal and telecommunications services and continuous supervision to ensure their sound operation;
 - d Codification and proposing of necessary directives in order to adjust the relations among postal, telecommunications and information technology service providers;
 - e Presentation of proposals on the amendment and reformation of the sector to the Commission;
 - f Supporting of increased presence and partnerships with non-governmental sector in the development of postal, telecommunications and information technology activities and continuous supervision of the proper exercise thereof;
 - g Proposing of amendments to the postal, telecommunications and communications regulations to the competent legal authorities.
 - Drawing up and publication of a periodical report regarding the status and quality of the provision of telecommunications, postal and information technology services throughout the country, together with a regional and international comparative assessment.

Licensing body

- Name of the coordinating body/ministry/committee/agency:
 - 1 Communications Regulatory Authority
 - 2 Communications Regulatory Commission
- The process of applying for licences/registration:
 - 1 Registration on the regulator's portal and receipt of a user name and registration link;
 - 2 Registration of the application in the postal services licensing system;
 - 3 Sending of the request to the regulator;
 - 4 Examination and approval of the application by the regulator;
 - 5 Payment of royalties and preparation of guarantee by the applicant;
 - 6 Receipt and review of the draft agreement sent by the organization to the applicant;
 - 7 Review and approval of the agreement by the organization;
 - 8 Issuance of the licence for the provision of postal services.

Universal service obligations

- Products and services covered by universal service obligation: Yes
- Prescribed number of post offices: No
- Prescribed number of letter boxes: No
- Exceptions to universal service obligations:
 - Letter post, books, newspapers, periodicals, items for the blind and small packets (weighing more than 2 kg)
 - Parcels (weighing more than 2 kg)
- Name of the universal service provider providing USO: Iran Post
- Status of the universal service provider providing USO: SOE

Financing of universal service obligations

- Is there a well-defined procedure for financing the universal service provider: Yes
- How does the government support the Universal Service Provider in your country:
 - 1 Identifying requirements of the DO;
 - 2 Notifying the requirements to the Ministry of ICT;
 - 3 Assessing requirements in the special department; and
 - 4 Financing the DO in various forms (payment or purchase of equipment, etc.).

Quality requirements

Quality requirements have been defined by the Communications Regulatory Commission by approving an SLA for different types of postal services, which includes setting out delivery standards for various categories of postal services and determining compensation for damaged or lost items

Frequency of collection/delivery of postal services

- a Daily collection/delivery in urban areas;
- b Collection at least three days a week in rural areas.

Grievance redressal

Name of the body/organization designated for grievance redressal

- 1 Communications Regulatory authority: Complaints related to the postal sector can be submitted and addressed either by phone (number 195) or via the organization's portal.
- 2 The National Post Company of Iran (Iran Post): Complaints related to Iran Post can be submitted and addressed through the call centre (phone number 193) or via the relevant portal at the following address: www.eop.post.ir.

Reserved areas/Exclusive privilege

The issuance of stamps and provision of postcode services are exclusive privileges for the designated operator of Iran (Islamic Rep.).

Price regulations

- Is there a body that regulates the price of postal products and services in the country: Yes
- Name of the body:
 - Communications Regulatory authority
 - Communications Regulatory Commission
- Scope of such price regulations:
 - Domestic postal service tariff
 - International mail services tariff
 - Supplementary service tariff

Taxation

- Are postal products and services liable for taxation: Yes
- Are there any exceptions to this taxation structure: Publications and items for the blind

Cross-border regulations

- Are there clear regulations regarding the import and export of items through the postal channel: Yes
- List the authorities that are stakeholders in cross-border postal exchanges:
 - Customs authorities
 - Aviation authorities
 - Security agencies
- Threshold value regarding import duties: 50 USD
- Threshold value regarding VAT: 10%
- Is there any national legislation mandating Electronic Advance Data for cross-border transfer of items: No