complaints investigation flowchart

- Start
  - customer/ministry/ concerned organization
    - providing complaint to the official concerned/ Secretariat correspondence
  - Deputy Managing Director concerned
    - processing
      - refereeing the complaint to the person in charge
        - refereeing the complaint to the person in charge with deadline
        - registration in the complaint processing form VOC form
  - customer/ministry/ concerned organization
    - providing complaint to the official concerned
      - VOC Form

- person in charge of respective process
  - complaint investigation
    - taking necessary action
      - report to the official in charge of complaint investigation VOC form

- official in charge of complaint investigation
  - Deputy Managing Director
    - confirming the effectiveness of the measure VOC form
      - yes
      - no

- the official in charge
  - processing
    - refereeing the complaint to the person in charge with deadline
      - registration in the complaint processing form VOC form

- Deputy Managing Director concerned
  - notification of the result of the customer
    - updating VOC form
      - yes
      - no

- official in charge of complaint investigation
  - complaints classification
    - providing report for consideration of management VOC form

- the end
Measures Adopted by Ports & Marine Organization (PMO) on ACAIA

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Arts. 20 & 21
PMO has a financial system known as “Nemad Iran (Iranian Symbol)” and an administrative system known as “Farzin Electronic Organization”. Both have been registered in Informatics Higher Council under nos. 300022 to 300022 and 300035 (for Nemad Iran and its subsystems) and 203102 (for administrative automation system).

Art. 22
Authenticity of the above-mentioned systems have been enquired from Informatics Higher Council and verified by our Accountant.

Art. 25.
PMO not only has clear mechanisms for complaints enabling it to receive them in written forms and to process them duly, it uses National System for Complaints and Reports (known as Samed) helps it receive reports and complaints without requirement to submit them in person. It also uses its website that enable it to register, track and process the complaints.

Art. 32.
The provisions of this Article deal with an overall supervision by PMO with respect to good performance of ACAIA by its top official. Such enforcement is currently in place.
Art. 3- Section B
Since Contracts Database has not already been set up by President’s Deputy of Planning and Strategic Supervision, it has not come to be used yet. However medium to large-scale transactions in PMO are conducted in accordance with relevant laws and information of them have been inserted into PMO website.

Note of Para. 7
The ethical charter of our personnel has been prepared in both Persian and English Languages which have been provided to not only our personnel but have been inserted in our website. Its provisions are revised each year and any amendments are subsequently publicized.

Art. 13
(Relevant information as to this Article must be provided by Security Department of PMO)

Art. 18
PMO engages in no economical activities that exceed its legal boundaries as expressly specified by law.
Measures Adopted by Ports & Marine Organization (PMO) on ACAIA

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Measures Adopted under Art. 3, section A:
Making available through PMO website the information with respect to port and marine tariffs, port and marine equipments, marine incidents, bids/tenders held by PMO, marine safety operations, marine tests, marine standards
Establishing continued relationship with all those who keep visiting our website through a system known as Clients Management System
To keep update the applicants of investment in ports with respect to laws and regulations, bylaws, criteria, advantages, opportunities etc., through our Investment Management System
Putting national marine information within access through an integrated marine system
Communication on ports and marine operations through PMO website

Measures Taken under Art. 25
Arranging a system for registration of complaints, comments, recommendations etc in PMO website.

Art. 3- Section A
Any information needed was made available through PMO website at www.pmo.ir and website of national commercial ports. It is noteworthy that systems laid down with respect to investors who have invested in ports and marine transportation, agents and port designers have joint contacts with clients.
Processes, operations and clients directory have electronically been installed in administrative blocks publicly for being seen by clients. Kiosks designed for information which have been installed in ports have helped better updating the clients.
Article 32.
Responsibility of enforcing ACAIA and enactments of Economical Corruption Prevention Committee is borne by ministers and highest ranks of the agencies and ministries. They carry the responsibility to take reasonable measures to make the best use of capacities and the efficiencies of supervisory bodies.

Article 33.
Executive bylaw of the above article for matters that need prescriptions shall be drafted within six months by President’s Deputy of Planning & Strategic Resources, Ministries of “Intelligence”, “Economical Affairs” and “Justice”, and shall be ratified by Board of Ministers.

Article 34.
Unauthorized disclosure of information contained in ACAIA agencies databases is prohibited, subject to punishments set out in Confidential and Secret Documents Disclosure Act, ratified on 18.02.1975.

Article 35.
Unauthorized access to databases set up under ACAIA is prohibited subject to punishments of imprisonment from six months to one year. Beginning to perpetrate such an offend is subject to ninety one days through six months in jail.

Comprising of 35 articles, 28 notes, ACAIA was put into effect experimentally for three months as of date of ratification during public session of Majlis dated 18.05.2008. It was confirmed to be in the interest of Administration by Expediency Council.

Signed: Ali Larijani
President’s Deputies of “Planning & Strategic Supervision” and “Management & Human Resources” shall draft the bylaw pertaining to above section and shall get it ratified by Board of Ministers.

Note: Persons named in ACAIA [Art. 2: section D] shall be entitled to financial and non-financial promotions if they make effective efforts to fulfill the above-mentioned provisions.

Article 27.
Duties and obligations set forth in ACAIA are by no means in conflict with the activities of Financial Corruption Prevention Committee which has been formed in accordance with an order by Supreme Leader.

Article 28.
Supervisory Bodies Council under Art. 221 of National Five-Year Development Plan shall adopt the following measures:
- Devise and publicize indices for evaluation of administrative health and safety subject matter of ACAIA [Art. 2, sections A, C, D]
- Make total and partial evaluations on the health of administrative system, and report the results to higher officials and people up to no later than next September
- Assess the measures adopted by ACAIA agencies through reporting their performance and adopting preventive actions to fight and prevent from corruptions as well as informing competent authorities of shortcomings and recommend due remedies.

Note: relevant bylaw shall be drafted within three months as of date of notification of ACAIA by the Council and shall get ratified by chairman of the Judiciary, President and Majlis Speaker.

Article 29.
Government shall provide financial facilities from national annual budget for fulfillment of such laws and regulations. It also shall bear the expenses incurred due to filing complaints for including but not limited to proceedings, specialized reviews, enforcing legal rules in agencies. Such facilities shall be provided to relevant agencies. Other agencies not enjoying the national annual budget shall bear such expenses from their own funds.

Article 30.
Legal authorities shall process out of queue all complaints and files in connection with financial corruptions.

Article 31.
IRIB, Ministry of Culture and Islamic Guidance, Ministry of Education, Ministry of Sciences, Research & Technology, Ministry of Health, Treatment & Medical Education, and any other educational, cultural and promotional agencies shall take necessary measures to instruct and update the public and based on procedures provided by Economical Corruption Prevention Committee.
Article 25.
Agencies under ACAIA [Art. 2: sections A,B,C] shall adopt reasonable measure to mechanize and reshape their complaint systems to let complaints be received without requirement to appearance in person. The agency shall make a time planning to process such complaints. In the event of failure to process timely, the case may be referred to the higher levels up to the highest level of the agency. Whenever the complaints is not fair, the agency shall notify the same to complained person elaborating reasons and details. Such processing shall not exceed one month from the beginning to the end. Non-processing/non-reference of case to legal authorities or not notification of the case to complaining within due time is offend and shall be treated in accordance with law.

Note 1: Chairman of General Inspection Office carries the responsibility to supervise good performance of this article.
Note 2: agencies that work under direct authority of Supreme Leader and the agencies for which the Constitution prescribes certain procedures are excluded.

Article 26.
following persons shall be promoted:
Directors, supervisors, persons who help identification, discovery of persons who perpetrated ACAIA offends; provided that such offends are proved in competent authorities.
Directors, staff and persons under ACAIA who made their best to set up a fully mechanized database for their agencies.
Officials under ACAIA who can within one year improve administrative system under ACAIA for their own departments or sections.
Article 18.
any economical activities for ACAIA agencies [Art. 2: sections A,B,C] which may directly or indirectly be beyond their authorized duties is prohibited.

Article 19.
a copy of researches and studies, if deemed non-confidential, which have been financed by public budget must be made available properly.

Article 20.
Individuals under ACAIA [Art. 2: sections A,B,C] shall within two years from date of ratification mechanize their financial processes and administrative correspondence.

Article 21.
Individuals under ACAIA [Art. 2: sections A,B,C] shall use only the financial and administrative software that have been certified by Informatics Higher Council.

Note 1: foreign –made software may be purchased provided such purchasing is prescribed by Informatics Higher Council.

Note 2: Informatics Higher Council shall ensure all ratified standards have been observed before prescribing such software.

Note 3: Individuals under ACAIA shall within one year from ACAIA ratification conform their software currently in place proportionately.

Article 22.
accountants and legal inspectors specifically the individuals who are subject to ACAIA [Art. 2: sections A,B,C] or individuals working in private sector shall ensure and verify that the software being used in their sections are genuine, in conformity to Informatics Higher Council.

Article 23.
whenever a supplier of software makes unauthorized changes in such software its ranking shall be suspended for three years, and its directors/officials shall not be allowed to patents for software. Any changes made in software that are in conflict with standards is prohibited and user shall bear responsibility thereof.

Article 24.
Giving untrue remarks or records to ACAIA agencies resulting in breaching legal right of Government or a third party or allowing to withhold paying governmental dues gaining unauthorized privileges are deemed as “offend”. the offends shall face punishments as may have been prescribed by laws. If laws keep silent in such matters, the offenders shall be punished by cancellation of privilege, fine proportional to the indulged rights and sufficient to compensate incurred loss.

Agencies staff and personnel shall notify any such cases, when observed, to their superior directors. the directors shall notify the same to legal authorities when they deemed it correct. Offenders shall bear one to three years in prison and interim suspension from governmental/public services.
Article 17.
Government shall support and keep safe the persons who may report above-mentioned offenses; provide information helping prevention of such perpetrations or the information that help such cases be discovered and proved; enable legal authorities to prosecute the perpetrators. The measures that Government shall take to keep such person safe from possible threats or revenges are:
Not disclosing information of reporting persons’ identities, family particulars and residential places or workplaces addresses, unless where competent judge may deem it necessary to disclose such information due to religious requirements, ensuring due justice or necessity to give alleged offenders the right to defend themselves. Details of non-disclosure of the above-mentioned information are contained in a bylaw incorporated into ACAIA.
Transferring such persons to other sections, when such transference is requested by them, if they work for ACAIA agencies [Art. 2: sections A,B,C]. The agency shall carry the responsibility to conduct such transference. However, such transference must no bring about reduction in monthly pay, allowances and occupational status.
Remedying damages/losses incurred to reporting persons whenever the person may not remedy such damages/losses. In such cases, Government is deemed as a substitute for the person and is entitled to claim compensation.
Prohibiting any kind of discrimination over reporting persons including but not limited to dismissal, pre-mature retiring, change of conditions, displacement, unfair evaluation, revocation of employment contract, pay cut or pay reduction.
Note: the above-mentioned supports shall be granted to the reporting persons whose information had been correct and competent authorities deemed their measures proper.
Manner, modality, kind and extent of supports and compensation entitled by reporting persons are prescribed by a bylaw prepared by Intelligence Ministry in association with Ministry of Justice, President’s Deputies of “Planning & Strategic Supervision” and “Management & Human Resources”. The bylaw shall be given to Majlis for ratification.
Chapter III

Article 13.
Directors of agencies under ACAIA shall promptly notify to competent judicial authorities any cases of bribery, fraud, collusion in governmental transactions, obtaining commission fees in transactions either inside country or abroad, illegal influencing, illegal involvement in governmental contracts, gaining illegal properties, illegal possession of, misuse of and wasting governmental or public monies and properties, fraudulent in governmental transactions, obtaining or ordering to obtain illegal money or illegal property, paying amounts of money under the names of commission fee, bonus, service fee etc., in transactions, bids/tenders and any sorts of offences that are deemed example of financial corruption altogether; otherwise, the directors shall bear punishments prescribed by Islamic Criminal Code [Art. 606].

Note: all the staff and personnel serving the agencies under ACAIA who may get information on such offences in their agencies shall inform promptly, in writing, their superior director of occurrence of such offences without letting other persons get awareness; otherwise, they shall bear the above-mentioned punishments.

Article 14.
Inspectors, official experts, auditors, accountants, inspectors, auditors, and any persons who are in charge of registration and handling records, offices of natural persons and legal entities shall notify to competent judicial authorities upon discovering such offences, provided that no arrangements have been made by laws and regulations. Offenders shall be punished by (i) three years of deprivation or suspension of service for those serving ACAIA agencies (ii) fines up to two through ten times of large-scale transactions specified in Bids Law (iii) cancellation of membership in associations, institutions, trade unions, union gilds or all.

Article 15.
Officials, directors, supervisors of sections inside governmental organizations under ACAIA [Art 2: section A] shall, proportional to their job duties, ensure (i) due prevention of administrative corruption (ii) identify such matters in their respective units and (iii) inform competent authorities of such occurrence. Such departments as legal affairs, inspection, security and personnel of the agencies carry the responsibility to conduct investigations up to the end.

Article 16.
in the event of failure or negligence of persons in charge of databases set up by a prescription of ACAIA who are responsible to computer and data entry shall be prosecuted in accordance with relevant laws/regulations.
Note: Minister of Justice shall within three months draft and put to Judiciary’s Chairman ratification a bylaw containing due provisions with respect to creation and the time to create such a system; the matters that must be excluded concerning security matters, the matters that are in conflict with ethical standards and public order and family disputes as well as the modality of access by persons and supervisory bodies and totally the entire matters of these kind.

Prepare and submit to Government to get formalities performed the judicial assistance bills giving Iran’s leading commercial partners top priority. Mutual contracts with such countries must contain one of the following items:

- Exchange of persons convicted or alleged to financial corruptions
- Return of properties gained illegally through perpetration of crimes
- Information communication with respect to cases of financial corruption or the cases which are under processing

Article 12. National Organization for Registration of Deeds and Properties shall Complete within two years the cadastre project; perform legal formalities thereof, and enter relevant data into the database. Scope of access to such database is prescribed by an executive bylaw that will be prepared by Ministry of Justice in association with National Organization for Registration of Deeds and Properties, Intelligence Ministry and Defense Ministry and shall be ratified by Chairman of the Judiciary.

Create a database to contain legal entities data

Note 1: The database shall contain the data of the legal entities that have been or shall be registered in relevant authorities. Entering the data of such entities is within discretion of registering authority.

Note 2: bylaw for database specified in section B and Note 1 shall be prepared by Ministry of Justice in association with National Organization for Registration of Deeds and Properties, and shall be ratified by Board of Ministers.

Set up a mutual network and database for notary publics and National Organization for Registration of Deeds and Properties to enable all records and formalities by notary publics be compiled in a central system.
سازمان بنادر و دریانوردی در یک نگاه

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Anti-Corruption & Administration Improvement Act (ACAIA)

Note: bylaw pertaining to modality of access by natural persons and credit institutions to the ranks and the way agencies may cooperate to use data contained in such database [ACAIA: Art. 9-subsections B & C] shall be drafted by Ministry of Economical Affairs and Iranian Chamber of Commerce, Industries and Mines and Iranian Chamber of Cooperatives to get it ratified by Board of Ministers
Draft within one year from date of ratification of ACAIA a strategy with respect to border markets, free zones and special economical, trade zones and special berth and get them ratified by Board of Ministers. Make contracts within three years from the date ACAIA was ratified on communication of tax/customs/stock exchange data through Tax Department, IRI Customs Department and Stock Exchange Organization in association with any relevant agencies from other countries to carry out legal formalities to get them ratified by Mjlis (Islamic Parliament).

Article 10.
Ministry of Interior Affairs shall take necessary measures to develop and promote people-based organizations aiming to prevent/campaign against corruption and evaluate corruption indices within the framework of Government’s interests in accordance with laws and regulations in place. It shall also submit to Majlis annual report on such matters.

Article 11. the Judiciary shall
Review, within one year, the criminal laws in place to conform them to the provisions of ACAIA in order to fill possible gaps. For this purpose, it shall draft and submit to Government to handle legal formalities a bill containing the ways to prevent offend through creating offends - punishments balance.
Draft and submit to Government a detailed bill containing entities, qualifications, procedures etc., with respect to processing economical, financial offends that may be perpetrated by managers and personnel working for governmental/public agencies.
Note 1: Unless such entities are formed, it shall specify branch(es) and court(s) empowered by legal jurisdictions to process economical/financial offend cases. Judges who are to handle such cases need to have received the certified specialized training courses.

Note 2: qualifications of the judges of courts and protection offices as well as the certified specialized training courses which they need to receive are contained in a bylaw that Minister of Justice shall prepare and get it ratified by Chairman of Judiciary.
Set up within two years a database on the such cases that are opened in Judiciary until:
Electronic version of such files together the documents, records contained shall be entered into system within twenty four hours from the time the were produced or obtained.
The system schedules processing sessions and enables tracing the cases that are processing.
All letters and bills received by judicial authorities are entered into such system to enable verification of the senders by judicial authorities.
Sending/receiving electronic version of records is possible to provide parties therein with such records for their information.
Set up database for judicial verdicts
Abstract of the cases be compiled to enable judicial authorities to make use of them in due times
Article 8.
In order to prevent corruption, the President’s Deputy of Planning and Strategic Supervision and Deputy of Management and Human Resources carry following responsibilities:
To lay down policies/solutions, to make information transparent, to establish and support information systems, to standardize processes, to document activities of administrative agencies for the purpose of keeping record of the activities adopted by such agencies transparently, to publicize any information that needs to be made available for public, to meet the needs of supervisory/intelligence bodies for data.
To create due mechanisms that minimize requirement to reference to agencies in person with respect to the administrative cases that may be involved by more than one agency such as transfer of immovable properties, company registration and manufacturing units, obtaining permissions for exportation/importation, and the matters pertaining to foreign nationals.
To adopt measures within one year from date of ratification of ACAIA to ensure that individuals subject to ACAIA [ Art. 2, subsections A,B,C ] handle large-scale transactions through bank credits in Rials.

Article 9. Ministry of Economical Affairs shall:
Carry out its legal responsibilities to supervise economical activities of natural persons/legal entities in order to report any misconduct recommending to relevant authorities due remedies.
Set up within two years from ratification of ACAIA a database for tax and bad cheques and promissory notes drawn by individuals subject to ACAIA and delayed debts for them.
To set up a database to rank the credit of legal entities and businessmen subject to Business Law to make them available to credit institutions and natural persons.
Article 6.

A committee comprised of a “judge” appointed by chairman of the Judiciary, representatives from “Ministry of Economical Affairs”, Supreme Audit Court of Iran“, “IRI Central Bank”, “Iranian Chamber of Commerce, Industries and Mines”, and “Iranian Chamber of Cooperatives” shall handle the cases of offending mentioned in ACAIA [Art. 5]. When a case needs to be followed up, the Committee shall report the same with supporting documents/resources to the Judiciary, otherwise it may close the case. The Judiciary’s representative shall set up a group composed of three judges appointed by chairman of the Judiciary to review the reports received from the Committee, and issue verdicts in accordance with proceedings procedures. Verdicts issued by this group are deemed irrevocable.

Note i: in the event that the perpetrator makes effective efforts in the interest of governmental/public rights with the aim of compensation, deprivations may be reduced to not less than one year, whether the Judiciary had decided over them or not. When order of discharge or suspension of prosecution order issued for them, then the Secretariat shall take necessary measures to put such reduction into effect.

Note ii: in case that the perpetrator committed more than one offending set forth in ACAIA [Art. 5], s/he shall bear more than one punishment specified in ACAIA [Art. 5, subsection A] depending on the type of offending s/he may have committed and personality of perpetrator and the conditions of perpetration. However, the duration of deprivation shall not exceed five years.

Note iii: supervisory bodies, legal inspectors of companies/institutions/Ministry of Economical Affairs shall notify such cases to the Committee.

Note iv: the Committee may set up branches, essentially with the same structure as was mentioned at the opening of this Article. On such cases as: the number of branches to set up, where to convene meetings, how to hold meetings, who must be deprived and who must not, how to access to other executive sources, It shall act in accordance with the bylaw laid down within three months by General Inspection Office, in association with other authorities specified in this Article and approved by the Judiciary.

Note 5: deprivations set forth in ACAIA [Art. 5] do not waive legal authorities from processing any other offending the perpetrators may have committed. Agencies shall follow up any cases of offend that occurred within them.

Note 6. Secretariat and information bank, subject of database and deprivations list, shall be formed in General Inspection Office head office.

Article 7.

Government shall create within six months from ratification of ACAIA a “charter of Ethics for Governmental Officials” in association with relevant authorities in order to promote and enhance healthy administrative system based upon Islamic resources in pace with scientific trend of the modern world.

Note: Agencies subject to ACAIA [Art. 2, subsections A,B,C] shall, in turn, create within framework of Charter of Ethics for Governmental Officials a charter containing professional, ethical principles that must be performed by officials subject to Art. 71 of Civil Service Management Act and other directors and personnel.
1.3 Enter willfully “untrue debts/costs” into registrars or enter debts/costs under identification codes that are either untrue or belong to a non-relevant individual shall be punished in accordance with [section A- subsections 1,2,5]

1.4 Refrain from submitting to legal authorities the “accounting records” or try to concealing them prior to the time limit set in accordance with regulations shall be punished by [section A- subsections 1,2,4,6]

16- Make no payments for their tax /legal dues while they are of sufficient affordability to make such payments shall be subject to punishments set out in [section A- subsections 1,2,3,4]

Note i: if the individual works for an agency that is specified in Art. 5 of National Civil Service Act, they will be subject to deprivations set out in section 7 of Para. A. as well.
Note ii: the minimum financial index for the above-mentioned deprivations is 10 times more than the large-scale transactions specified in Bids Act.

2. individuals sentenced to the following punishments because of involvement in financial offends under ACAIA shall bear deprivations specified in ACAIA [subsection A] within three years from issuance of verdict for them; provided the judicial verdicts that may be issued for them have not convict them to punitive deprivations contained in this Act.

12- sentenced to imprisonment for two years or more
22- sentenced to fine of 10 times of the prices of large-scale contracts, subject of Bids Act
32- higher punishments that exceed the two items above.
Article 4.
In order to prevent corruption, pursuant to definition set forth in ACAIA [Art.1], Intelligence Ministry shall identify the vulnerable areas (if any) in economical, large-scale, national projects and any vulnerable areas that may exist in connection with the national economical, monetary authorities, and report the same accompanied by supporting reasons that assure such authorities are ill-managed. It also shall take reasonable measures to get such cases informed in accordance with judicial verdicts.

Note 1. in large economical corruption cases, Intelligence Ministry is deemed as judicial police.

Note 2. Intelligence Ministry carries the responsibility to support secretariat’s information bank.

Article 5. Deprivations for natural persons/legal entities that are subject to ACAIA as follows:

Deprivations
i. participating in bids/tenders, entering into transactions/making agreements with ACAIA agencies [Art. 2 – sections A, B, C], based on large-scale transactions subject of Bids Act dated 13.04.2004

ii. Obtaining bank/credit facilities from ACAIA agencies [Art. 2 – sections A, B, C]

iii. Setting up businesses/non-commercial entities, membership in board of directors, taking on management/auditing tasks in any kind of companies/entities

iv. Obtaining business cards and using advantages thereof

v. obtaining fundamental approvals, or permissions for exportations/importations.

vi. Membership in managerial/supervision bodies and professional/councils entities and union gilds

vii. Membership in entities in charge of processing administrative/police offends and taking on managerial tasks.

Individuals who may face deprivations, and the extent of their deprivations:

i. Anybody who perpetrates the following cases with the intention for withholding to pay public/governmental dues shall be punished by 2 – 5 years of deprivation:

Individuals who:

1.1. Provide competent authorities with “false records”, “false balance sheets”, “false financial/tax statements” shall face deprivations prescribed by ACAIA [section A- subsections 1, 2, 3]

1.2. Do not register the transactions which must legally be registered in the related registrars or if they willfully register artificial transactions they shall be punished in accordance with ACAIA [section A- subsections 1, 2, 6]
Chapter II
Obligations of ACAIA Agencies for Prevention of Administrative Corruptions

Article 3- Directors/ chairmen of the agencies under ACAIA [Art. 2: sections A,B, C] shall:
Make available through electronic means all laws and regulations concerning: (i) enactments, instructions, circular letters, procedures and decisions that affect the rights of citizens including processes, time tables, standards, indices applicable, missions and work descriptions of agencies and their affiliates (ii) laws/regulations appertaining to legal formalities that are necessary to be met for granting a “license”/ fundamental approvals and “settlement of accounts certificate” or the formalities which must be met for granting a particular “facility”/ “urban designs”, density and occupancy tables in “construction permissions” and the formula applied to calculation of tax/duties/governmental dues (iii) laws and regulations concerning the exportation/ importations.
Versions shall be entered into Contracts Database of all contracts of medium to large scale as specified in Bid Act which have been concluded through bids/tenders/non-performing formalities / etc., by ACAIA agencies [Art. 2: sections A,B,C] and any complementary, amendments, revocations, cancellations and terminations thereof or any alterations to their provisions and any payments made under those contracts.
Deputy of Planning and Strategic Supervision of the President shall within no later than three months draft executive bylaws containing standards/exclusions/manner of public access to contracts database, and shall have it ratified by Board of Ministers, and shall also set up such databases within one year.

Note 1. Contracts of military and security character whose provisions must legally be kept confidential or those which are classified as confidential contracts are excluded. For the purpose of this Note, determination of confidentiality of such contracts is within discretion of a committee formed by deputies from “Intelligence, Economic Affairs Ministers”, “Deputy of Planning and Strategic Supervision of the President” and the deputies from competent authorities.

Note 2. Delay to enter into database the above-mentioned information or entering insufficient information shall be deemed as breach resulting in interim suspension from service for six months to three years.
Chapter I: Definitions and Individuals Subject to ACAIA

Article 1 – Definitions

“corruption”, for the purpose of this Act, means action(s) or omission(s) by natural persons/legal entities committed whether individually, collectively or organized with an intention for gaining direct/indirect profits or privileges for themselves or others through breaching national laws and regulations that may result in loss/damage to properties, interests, resources, health and security of the whole or part of people, including but not limited to bribery, embezzlement, collusion misuse of administrative/political positions, occasions, information, unauthorized giving to/takings from public resources and/or illegal appropriation from public resources, forgery, concealing or destroying records and documents and administrative/financial records.

Nongovernmental agencies are referred to those which carry the responsibility to perform public missions with certain governmental powers assigned to them in accordance with relevant laws/regulations, including but not limited to Official Expert Organization, Medical Council of I.R of Iran, Engineering Council of I.R of Iran.

Gaining illegal properties, subject of Art. 2 of Law for Maximal Punishment for Bribery, Embezzlement and Fraud Perpetrators enacted on 06.12.1988 by Expediency Council

Article 2. Following agencies are deemed subject to ACAIA:

The agencies specified in articles 1 through 5 of National Civil Service Management Act ratified on 30.09.2007

Agencies that work directly under supervision of Supreme Leader, whether they are military/non-military or those in charge of holy shrines.

Rural and urban Islamic councils and professional private entities that are in charge of carrying out public mission.

Natural persons and legal entities outside the realm of government that fall within the scope of ACAIA.
| 4 | International conferences on ports and marine structures (ICOPMAS) | Enrollment electronically for attending conferences  
Sending articles electronically  
Enrollment of referees electronically | www.icopmas.pmo.ir |
|---|---|---|---|
| 5 | Container operations system (CCS) | Notification by shipping companies of the time of vessels arrivals and granting them shares electronically  
Sending importations manifest and exportation bill of laden  
Sending amended importation manifests and loading | www.ccsgateway.pmo.ir |
| 6 | Marine Agencies System | Rendering services with respect to issuance of initial and final activity licenses, revalidation of port agency companies electronically from the date of application up to final issuance of licenses  
Application for introduction of co-worker companies affiliates  
Filing complaints by commodities owners of the port agency companies  
Assessment of structural changes and the changes in executive ways of port agency companies electronically  
Drafting and ratifying related bylaws electronically  
Link to Organization’s administrative automation system | www.aca.pmo.ir |
| 7 | Marine Data Database | Enrollment at our website electronically  
Application for access to information electronically  
Obtaining electronically the responds  
Receiving reports electronically | www.marinedata.pmo.ir |
<p>| 8 | Communication | Operation of every PMO process, structure, configuration, laws and regulations on subject basis, bid/tender notices, Organization’s contact details, name of managers, manner of contacting managers, giving questions and receiving responds, linked to internet websites related to PMO and the possibility for search. | <a href="http://www.pmo.ir">www.pmo.ir</a> |
| 9 | Communication | Announcement of marine tests | <a href="http://www.certificates.pmo.ir">www.certificates.pmo.ir</a> |
| 10 | Communication | Announcement of financial turnovers of the contractors, project cards and guarantee letters | <a href="http://www.finance.pmo.ir">www.finance.pmo.ir</a> |</p>
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<td><a href="http://www.gcomsgateway.pmo.ir">www.gcomsgateway.pmo.ir</a></td>
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|          | Announcement electronically by shipping companies of the time vessels arrives in port  
|          | Sending electronically the manifest of vessels by shipping companies  
|          | Voyage Schedule: reception of the latest reports of vessels conditions in ports electronically by shipping companies  
|          | Search BL: reception of the latest report on commodities in ports electronically by shipping companies                                                                                                   |                          |
| 2        | Integrated marine system (IMAS)                                                                                                                                                                          | www.gmdss.ir             |
|          | Enrollment of applicants for marine certificate  
|          | Enrollment of applicants for customs license reference number  
|          | Revalidation and re-extension of marine certificates  
|          | Issuance of vessels exits  
|          | Issuance of activity authorizations for vessels manufacturers and repairers  
|          | Granting communication codes for vessels under flag  
|          | Issuance of operation confirmations for communication equipments and vessels transportation systems                                                                                                        |                          |
| 3        | Investment Management System                                                                                                                                                                           | www.investmentinport.ir  |
|          | Communication on investment opportunities for national ports and also providing details on granting lands for construction of factories  
|          | Applications for making investments in ports and tracing such applications up to achievement of due results electronically  
|          | Introduction of investors in national ports and the percentage of the progress they have made yet.                                                                                                         |                          |
How can speed and precision bring about administrative health?
If you have a close review of the PMO’s duties, you found that I have to ensure the safe entrance of cargo to enable its speedy exit. We have told those operator companies who are working with us that they are our partner and have to guarantee the safe and smooth flow of cargo.

We have to create a safe situation in the first place. Safety should be accompanied by supervision and inspection. We have to put in place the safety standard and regularly inspect the proper implementation of these standards. In this way we can bright about safety and health to our system. Fortunately, we have been able to create a suitable ground to achieve this objective.

The final issue I would like to point out is that as per a governmental act we have set up a Service Desk in our port which speeds up providing related services to our customers. We hope we could render better services to our clients by facilitating the current rules and regulations.

Thank you
If the customer who has filed a complaint is not satisfied with the response what mechanism have you devised for him to restore his right?

In Iran every person can refer to the judiciary system to claim his/her right. But satisfaction necessarily does not mean that the person who has filed a complaint should consider himself right. If an individual refers to the judiciary system to claim his right, he might be rejected. We investigate into the complaints and if we find the proofs produced do not demonstrate that the complainer is right, we will inform him that his claim has been rejected and if he/she has more compelling documents to prove his right we are prepared to review and give the appropriate response. If the complainer is not convinced with our response, he/she can refer to other supervisory bodies such as National Inspection Organization or judiciary system some of which have representative in our organization. As I know, in these organizations the complaints can be filed in two forms: by internet or personal reference. If we receive the complaints sent by such supervisory bodies, we will review the matter and give appropriate response.

In some cases the complaints are sent wrongly to the PMO while they are related to other organizations. How does the PMO treat with such complaints? Does it have contacts with other organizations?

In such cases we gently inform the individual who sent the complaint or if the sender is a supervisory body we communicate that the case is not related to us and offer any advice to them to put the complaint in the right track to enable the restoration of the rights of our clients.
Would you please tell us a bit about the complaints sent by the customers?

As the Port and Maritime Organization is dealing with a wide variety of responsibilities and areas, it is obvious that it might receive grievances from its customers in the course of the year which should be duly addressed and responded. I have to note that the inspection we carry out generally deals with the reasons behind the activities. For example, on the contracts and transaction of the PMO with the private sector, our inspection team enters into the issue and establishes that why a given company or individual has won a bid and verify whether the bid process conforms to the law or not.

Accordingly, the complaints and grievances we receive from our customers is at its lowest level and they are swiftly dealt with and responded and if a right of an individual has been breached, necessary action would be taken to restore his/her right and if needed the bid will be nullified. Adopting this approach, fortunately we witness that the trend of the complaints are remarkably downward. The number of complaints we investigated in 2012 and 2013 stood at 187 cases.

We have two mechanisms for dealing with the complaints. A group of the complaints are sent to respective departments of the organization and they are given a one-month period to investigate into the matter and give the appropriate response. The response receive from respective department will be notified to the person concerned with necessary clarifications and explanations.

There are other groups of complaints which entail investigation by the senior experts. In such cases, where needed, an investigation team will be formed to deal with the issue and prepare the report. For example, we have some contractors working with the PMO. In some cases they feel that their rights have been violated. The investigation team closely reviews the matter and if needed reports to the Board of Directors for making decision to restore the right of the contractor by any appropriate decisions.
As the deficiencies you mentioned might vary from strategic to operational in nature, it is quite obvious that their rectification might be possible in phases. Would you please tell us what percentage of these deficiencies have been rectified to date?

The most part of the deficiencies were removed entirely. But a small part of them continues to remain requiring budget to be allocated for their rectification in coming years. For example, the ports need to have a comprehensive file room which requires funding that has been already allocated. Part of the deficiencies are associated with the PMO’s headquarters in Tehran including the failure to grant a number of privileges to those who are about to retire. In his regard we needed to take some permission from governmental authorities of the Management Organization that we did the same. Another issue was related to the outstanding dues of the personnel which we put on the agenda. Now I can dare say that we are only organization among governmental bodies who has settled its outstanding dues with its personnel in a way that currently we have not any delinquent payment to our staff. This was one of the results of the inspections we carried out in the PMO headquarters. Equipment of the port was among the issues we dealt with in our inspections. There were some ports that lack appropriate equipment to properly discharge their duties. Fortunately we speeded up the process of providing required equipment to the port including firefighting equipment, maritime pollution combat equipment and new systems.

It is inferred from your remarks that a huge development has been brought about in inspection of the ports. From clients and port customers’ perspective, would you please comment on the improvement and the changes? Have you make any assessment in this respect? In addition to the inspection, we have taken a number of measures in the framework of the current rules and regulations including Clients Reverence. In order to ensure the full preservation of our clients and port customers we earnestly followed up those items regarding this issue in our inspection checklists and we rated the findings in two times. Then we singled out the best port in this regard. The ports under the supervision of the PMO managed obtain the best ranking among the governmental bodies and organizations.

Apart from the checklists, what measures have you taken in line with Client Reverence?
We have different mechanisms to ensure our clients satisfaction. For example, we have developed the charter of our clients rights and have put it available publicly in way that our customers can know what are their rights upon entering into our ports. We are duty bind to fulfill the right of our customers. Additionally we have devised a mechanism at the PMO’s website (www.pmo.ir) where every individual can have SMS contact with the PMO’s managing director and communicate their complaints, grievances and even appreciation messages. Received messages are provided to managing director twice a week and he issues appropriate directions.
After reading the report, managing director issued directions for rectifying detected deficiencies in a period of three months. Quite obviously, the ports were stirred up to rectify their deficiency and obtain the best mark in the inspection. During the inspection, we detected 467 minor and 256 major and 181 general deficiencies which were reflected in the inspection report.

The follow-up process commenced as the second step of the inspection. As the team received the report provided by the port on rectification of deficiencies, the inspection team visited each port and verified the port’s report by focusing on the deficiencies and reviewing the way they had been removed. The progress report was also registered in respective system. Understandably the full rectification of the deficiency was close to impossible given the fact that the inspection of this type was unprecedented.

The report of the second phase was also compiled and provided to the managing director and he subsequently instructed the rectification of the remaining deficiencies within one further month. In this point, the third phase initiated. The result of these this inspection can be summarized as blow:

- **Unification of operational approach of the port toward their missions**
- **Standardization of the operational activities**
- **Rating the ports in terms of management and operation**

In addition of the above, the Development and Management of Resources Department as the main arm of the PMO in enhancement of the administrative health held numerous meetings with the personnel and managers of the PMO. In these meetings the personnel put forth their problems in providing services to the clients and this Department provided the possible solutions.
What measures has PMO taken to ensure a healthy system to be in place?

Due to be specialized in its mission, PMO has a number of requirements about which an expert study had to be taken. In this respect we put together a plan with a fundamental theme of speed, precision and organizational health in all our activities. To this end, the first thing we put in our agenda was the issue of supervision and inspection. A number of steps were taken by the Advisor to the Managing Director and related officials. This move was based on a 6-month-long study by the senior expert of the Organization. This result of this study was formulation of a checklist containing as many as 500 fundamental questions which were presented to the PMO’s Board of Directors. Upon the direction of the Managing Director, the checklist was divided into two sections: one relating to PMO headquarter (in Tehran) and the other relating to the ports. This move was done for the first time among the governmental organizations.

When did you start the inspection process at the PMO on the basis of the formulated checklists?

After notification of the inspection checklists to the ports, an inspection team in different fields including port, maritime, financial, administrative and technical was formed. The members of the teams were made up of director general, head of offices and senior experts. This inspection was carried out in the port in three phases. As the first phase, the ports were inspected in accordance with the checklist notified to them in advance. A comprehensive
Advisory Improvement Committee

- Deputy Managing Director for Development of Resources and Management
- The Head of Improvement of Procedures Office
- Inspector of Managing Director
- Director General of Budget and administrative evolution
- Director of Security
- Representative of the preliminary inspection team

Director General of Budget and administrative evolution (the head of the committee)

The official in charge of document collection

Inspectors

Director of Security (the head of the committee)

Director of Security (the head of the committee)

The official in charge of document collection

Inspectors
سازمان بنادر و دریانوردی در یک نگاه

**ویرایش‌های اولیه: از سمت راست به سمت چپ:**

- **A**
  - Inspection and supervision
    - complaints investigation
      - internet
      - reference from the PMO
      - reference from the parliament
      - reference in person or correspondence
      - ministries concerned
      - presidency office
    - headquarters supervision
      - ports
    - inspection
      - periodical
      - regular

- **B**
  - Development of resources and management
    - planning, budget, and administrative evolution Department
      - budget setting and control
      - removing unnecessary formalities
      - speeding up the procedures
      - supervisions of the procedures improvement projects
      - proposal system
    - administrative affairs Department
      - supervision of financial affairs
      - supervision of bids
      - supervision of accounts
      - ensuring the proper enforcement of financial rules
    - administrative affairs Department
      - client reverence
      - control and supervision of PMO public services
      - service desk
    - Information Technology Department
      - setting up a data bank
      - notification of bids
      - development of electronic services to customer

**سایت PMO: www.PMO.ir**
Quality Management System Policy

In the name of God

Ports and Maritime Organization (PMO) is a governmental organization affiliated to the Ministry of Roads and Urban transportation and the maritime administration of I.R.Iran representing Iran in the maritime related international seminars/conferences. Management and operation of the commercial ports, construction and equipment of the ports, policy making and supervision of the maritime transportation, enforcement of the maritime law and discharging other duties stipulated in the law with regard to the shipping and providing safe of navigation are among duties and missions of the Ports and Maritime Organization (PMO).

In line with the organizational promotion and meeting the needs of the stakeholders, PMO, in addition to implementation of the rules and regulation of the International Maritime Organization (IMO) has used quality management system in accordance with ISO9001:2008 and shared it with its personnel and managers in all organizational levels.

Expressing commitment in ongoing improvement of the quality system, general policies and approaches of the Ports and Maritime Organization is declared as below:
1. increasing the total capacity of the Iranian ports
2. promoting the standing and roles of the PMO in the region and the world
3. improving the safety of shipping
4. promoting the protection of the maritime environment
5. marketing and attraction of the national and foreign investment and development of the private sector’s involvement
6. enhancing the productivity of the PMO’s human resources using the existing assets
7. meeting customers satisfaction by improving the quality of services and accountability
8. Development of the human resources capabilities through enhancement of the trainings standards, quality of the training centers and seafarers’ competency certificates.
9. application of the modern and advanced information, operation and communication technology
10. facilitation of port and maritime regulations

These policies are full appreciated and enforced in all organization levels. My representative in management quality system regularly reports on the implementation of the system and I review the system to ensure its effectiveness in practice.

Seyed Ataollah Sadr
Deputy Minister of Road and Urban Development
Managing Director of the Ports and Maritime Organization (PMO)
National Maritime Transport

Maritime transport plays an irreplaceable role in the foreign trade, especially among points located in different continents, and is considered to occupy a key status in the process of growth and development of national economies of countries, as the safest and most economical method for the transportation of huge amounts of goods in comparison to the other modes of transport available in the field. At the time being, the maritime transport is responsible for more than 90 percent of the transfer of different cargos around the world.

In the Islamic Republic of Iran, the movement of huge volumes of goods through the commercial ports and berths (that are considered to be the main gates of the Iranian maritime commercial transactions with the world) accounted for more than 83 percent of the total amount of cargos imported into or exported out of the country in the year 1390.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>Quantity</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Area of waters under Iranian jurisdiction</td>
<td>190000</td>
<td>Square kilometers</td>
</tr>
<tr>
<td>2) Length of coastlines</td>
<td>5800</td>
<td>Kilometers</td>
</tr>
<tr>
<td>3) Loading/discharge capacity in commercial ports</td>
<td>184</td>
<td>Million Tones</td>
</tr>
<tr>
<td>4) Container capacity in commercial ports</td>
<td>1/7</td>
<td>Million TEUs</td>
</tr>
<tr>
<td>5) Maritime passengers transfer capacity</td>
<td>14</td>
<td>Million people</td>
</tr>
<tr>
<td>6) Capacity of commercial fleet</td>
<td>8/5</td>
<td>Million Tones</td>
</tr>
<tr>
<td>7) Capacity of oil tanker fleet</td>
<td>12</td>
<td>Million Tones</td>
</tr>
<tr>
<td>8) Length of berths in major commercial ports</td>
<td>1/33</td>
<td>Kilometers</td>
</tr>
<tr>
<td>9) Area of yards in commercial ports</td>
<td>17675</td>
<td>Hectares</td>
</tr>
<tr>
<td>10) Area of handling and storage yards in commercial ports</td>
<td>1132</td>
<td>Hectares</td>
</tr>
<tr>
<td>11) Area of warehouses in commercial ports</td>
<td>113</td>
<td>Hectares</td>
</tr>
<tr>
<td>12) Contracting companies involved in port &amp; maritime transport activities</td>
<td>951</td>
<td>Units</td>
</tr>
</tbody>
</table>
The PMO’s Managing Board is Composed of:

- **Seyyed Ata’ollah Sadr**
  The Deputy Minister of the Road and Urban Development and the Managing Director of the Ports and Maritime Organization

- **Mohammad Reza Emami**
  Member of the Managing Board and the Deputy Managing Director for Planning, Official and Financial Affairs

- **Seyyed Ali Estiri**
  Member of the Managing Board and the Deputy Managing Director for Maritime Affairs

- **Alireza Kebriayi**
  Member of the Managing Board and the Deputy Managing Director for Engineering and Technical Affairs

- **Mohsen Sadeghifar**
  Member of the Managing Board and the Deputy Managing Director for Port Affairs and Special Zones
PMO’s Organizational Chart

- The Minister of Road and Urban Development (Chairman of the Council);
- The Vice-President for Strategic Supervision and Planning;
- The Minister of Economic Affairs and Finance;
- The Minister of Defense; and
- The Commander of the IRI Army Naval Force.

Managing Board

Managing Director

High Council

PMO Directorate Generals in Ports

The Managing Director’s Department

The Security Department

The Ports Physical Security Department

The Legal Department

The Planning, Official and Financial Affairs Division

The Engineering and Technical Affairs Division

The Port Affairs and Special Zones Division

The Maritime Affairs Division

The General Directorate of Statistics and Information Technology

The Managing Director’s Department

The General Directorate of Strategic Studies and Considerations Center

The Evaluation Department

- The Directorate General of Ports and Coastal Engineering
- The Directorate General of Civil Engineering
- The Directorate General of Equipment Provision and Maintenance
- The Directorate General of Transit and Tariffs
- The Directorate General of Investment, Marketing and Special Zones Affairs
- The Directorate General of Port Affairs
- The Directorate General of Search & Rescue and Marine Environment Protection
- The Directorate General of Maritime Affairs
- The Directorate General of Specialized and International Organizations
- The Directorate General of Standards, Training and Seafarer’s Certificates
Granting permission to interested and qualified bodies for the construction and establishment of berths, and other installations, facilities and equipment, and considering and approving the related plans, while securing the right for supervision over the implementation and operation for the organization;

Granting permission to interested and qualified bodies for the construction and establishment of sailors seamen’s facilities, restaurants, warehouses and any other facilities, bearing in mind the fact that this organization is in the position to rent out the required lands for this purpose, in accordance with the potential and capacities of that port;

Delegating those parts of the activities of the organization to the interested and qualified private entities, in cases such outsourcing is deemed economically and practically justified; and

Seeking to minimizing the different costs of cargo transfer to the ports of the Islamic Republic of Iran with the use of suitable equipment and installations in ports, and expediting and facilitating loading and discharge operations, as well as eliminating or minimizing the waiting time for ships in order to play a part in the economic development of the country.
Responsibilities & Authorities

Conducting studies and researches in regard with port and maritime activities and commercial shipping;

Preparing and developing plans for the next year, as well as long-term programs, and implementing them after the approval of the High Council has been sought;

Considering proposed domestic and international agreements and memoranda of understanding in regard with port and maritime activities and commercial shipping, with the aim of their submission to the relevant competent bodies;

Participating as member in international organizations and fora in regard with port and maritime activities and commercial shipping, after the agreement of the High Council and the approval of the Parliament of the Islamic Republic of Iran has been sought;

Participating in international conferences and fora held in regard with port and maritime activities and commercial shipping:

Assuming responsibility for and operating the railway inside the port area from the point of entry to exit, as well as owning wagons, loco-diesels and other equipment and facilities necessary for the loading and discharge operations and handling to storage yards and warehouses;

Establishing institutions for the training of pilots and personnel of commercial shipping vessels, or sending interested and qualified students to be trained in technical fields in training centers located in other countries, with an eye on actual and potential needs of the organization for expert work force;

Exerting full supervision over the issues related to coastal and commercial shipping activities, with an eye attempts for their development and guaranteeing safety and security of maritime activities, not to mention talking any other action that would be deemed necessary for the advancement and promotion of coastal and commercial shipping;

Organizing and installing navigation lights, signals and other aids at seas and in rivers in order to guarantee safety of shipping in those waterways;

Registering ships and vessels of commercial, recreational and other natures under the flag of the Islamic Republic of Iran and bringing them into compliance with the relevant requirements;

Issuing certificates of different kind, such as technical competence, maritime, and so on, for the personnel working on board maritime units in accordance with the relevant requirements;

Receiving the relevant dues and tariffs in ports and rivers, as well as the costs of loading, discharge, handling, storage and any other services approved by law to be received directly by this organization, or on its behalf by other public bodies;

Implementing and enforcing the Maritime Law of the Islamic Republic of Iran, and fulfilling the obligations stipulated in the act related to the establishment of the Ports and Maritime Organization, as well as other related regulations;

Defining the procedure and rate of operation of port installation and equipment, as well as the fixed and mobile properties of the organization, and implementing it after the approval of the High Council has been sought;
سال حماسه اقتصادی، حماسه سیاسی

www.PMO.ir

Responsibilities

- Organizing the affairs related to Iranian ports and commercial shipping;
- Establishing, complementing and expanding buildings, installations and repair areas designed for port activities and commercial shipping, as well as the providing for the related facilities and equipment necessary and operating them;
- Preparing, approving and implementing regulations and legislations related to port and maritime activities and commercial shipping, in accordance with national, regional and international relevant requirements;
- Regulating the issues related to ship pilotage as per decisions and approvals of the Ports and Maritime Organization High Council;
- Organizing the affairs and issues related to loading, discharge and handling of different cargos in the ports, as well as storing and stowing them (in the ports where this organization has an office or directorate general);
- Organizing and Operating telecommunication networks (including radio, telegraph, telephone and so on) at sea and on land, in order to guarantee communication among ships and national ports, as well as preparing and providing for the required facilities and equipment in cooperation with the Ministry of Communications and Information Technology;
As a republic organization, the ports and Maritime Organization (PMO) operates under the Ministry of Road and Urban Development as the duly Authorized national administration of the Islamic Republic of Iran for maritime transport, and represents this country and the Iranian maritime community in different international events and fora. This organization operates on an income-expenditure basis in accordance with the laws and regulations approved in this regard, and among the most important elemental missions of this system, one could point to the management and exploitation of the commercial ports of the Islamic Republic of Iran, definition of policies for and supervision over merchant shipping, and comprehensive monitoring of issues related to commercial and coastal navigation, as well as guaranteeing the safety and security of vessels and people on board them and in ports.

The organization was initially established on 15 Bahman 1314 Iranian year (corresponding to 4 February 1926) in Tehran under the title of National Ports Office (Ports Directorate General), and was vested with the responsibility in regard with all the affairs and issues related to the sea ports located on the southern and northern coastlines of the Islamic Republic of Iran. This office was later transformed into and officially established as the ports and Shipping Organization (PSO) in Khordad 1339 Iranian year (corresponding to June 1960), and was transferred from under the Ministry of Economy & Properties to under the Ministry Road and Transportation (of the time) in 1353 Iranian year (corresponding to 1974). As its final stage of its evolution, the act for renaming the organization to the Ports and Maritime Organization was approved by the Parliament of the Islamic Republic of Iran in 1387 Iranian year (corresponding to 2008) and thus all the sovereign responsibilities and duties of the previous organization were transferred to the new one.

PMO Financial & Employment Powers and Customs, Ports Guard Formation Act ratified on 10.07.1969 and its Subsequent Amendments

Article 1. PSO shall no longer be regarded to be within the scope of Public Audits and National Employment Code & Governmental Transactions By-law from the date when this Act was ratified.

Article 2. As for the financial, employment, transactions affairs and duties/powers of PSO, a bylaw shall be prepared and ratified by both Senate and Representatives Parliaments. Until such time as the bylaw is put into effect, the existing laws shall remain in effect.
The Agenda of the PMO; Creating a sound administrative system

The corruption is a phenomenon which is common in all over the world with different type and scale. The consequences of corruption vary from one country to another depending on its political and social status. The corruption has always been a barrier for the success of the countries. They have been facing with manifold forms of the governmental staff such as embezzlement, bribery, forgery etc. These forms of corruption are not new and their history dates back to the emergence of the states and governments. Ombudsman means a legal and governmental supervision on the state bodies and organizations and preservation of the public right against possible administrative corruption. In reality, Ombudsman is a non-legal guarantee for the proper implementation of the law in the country and maintaining the public freedom. It is quite natural that in a democratic country people due to their right of choice and paying tax require transparency and accountability of the governmental bodies. State Inspection Organization has become a permanent member of the Ombudsman on behalf of the Islamic Republic of Iran. As per the principle 174 of the Constitution the responsibility of the Judiciary on supervision to ensure the proper enforcement of law in the administrative and governmental bodies is conferred upon the State Inspection Organization. In a healthy administrative system, the productivity and efficiency of the policies and practices are enhanced and the goals and objectives are accomplished with a reasonable speed and, in addition to the contribution of the social development, it will bring about a fair competition and social justice.

Established on the ethical values and fundamental principles of morality, Islamic Republic of Iran is greatly sensitive to corruption and injustice more than any other school of thought and has planned the progress and elevation of the society on a moral and healthy economic foundation. With this approach, reformative steps have been taken in structural, managerial, administrative and legal areas. Port and Maritime Organization (PMO) as one the governmental bodies of the I.R. Iran has made its efforts to facilitate administrative procedures in the framework of the existing rules and regulations and create a sound administrative system in a way that the PMO is succeeded to win Clientele Reverence Award repeatedly.

In conclusion I emphasize on the facilitation of the administrative procedures with the maximal application of the information technology and appreciate the efforts of my colleagues in the Ports and Maritime Organization (PMO) and wishing success for them in providing better services to the public.

Seyed Ataollah Sadr
Deputy Minister of Roads and Urban Development
Managing Director of Ports and Maritime Organization (PMO)
MESSAGE OF GENERAL MANAGING
Regarding the fact that governmental positions are the source of power and financial resources, temptation is very strong. You should be watchful and vigilant in the organization you are working in to the extent that no economic corruption and unhealthy activity could happen without a need to intervention of the supervisory bodies.