

# Administration Agencies Service Identification Form

Annex 1

<b>1. Service title:</b> Awarding ecommerce prize		<b>2. Service ID:</b> 13012039000 (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	Awarding ecommerce prize in various sectors to the winning audited businesses		
	Type of service	Government to Citizen (G2C) <input type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input type="checkbox"/>	<b>Client Type</b>	Legal and natural entities with online businesses
	Nature of service	Public <input type="checkbox"/> Private <input checked="" 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 checked="" type="checkbox"/> Death <input type="checkbox"/> Other <input type="checkbox"/>		
	Start of service	Application by the receiver <input 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	Documents related to evaluation of the indices of online businesses		
	Upstream rules and regulations	Ecommerce Act ratified in 2003 by the Islamic Consultative Assembly		
<b>5. Service details</b>	Statistics of service receivers	Per demand		
	Service average time	Up to one month		
	Frequency	Once <input type="checkbox"/> 1 in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/>		
	Number of physical reference			
	Cost of service for the receiver (IRR)		Price(s)	Bank Account(s)
				<input type="checkbox"/>
				<input type="checkbox"/>
...				<input type="checkbox"/>
<b>6. Service access route</b>	Direct and detailed address of the service in the portal (If partially or fully electronic): www.			
	Name of the system ( If partially or fully electronic):			
	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"/>		<b>Reason for physical reference</b>	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"/>

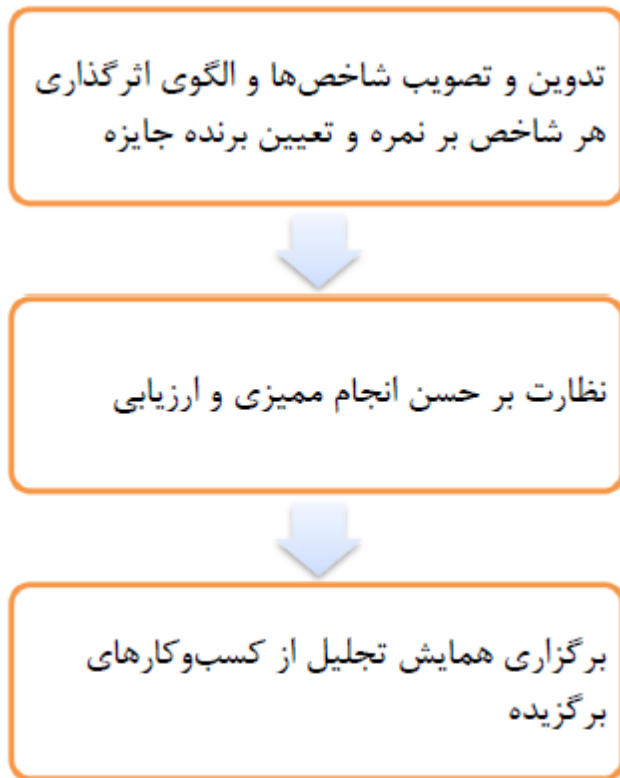
	Application	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Public 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 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 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 checked="" type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input checked="" 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	
					<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>

9. Service processes titles	1- Compiling and approving indices and impact pattern of each index on the score and determining the winner 2- Supervising performance of auditing and evaluation 3- Holding an event to appreciate and award the winning businesses
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**10. Service processes connection diagram:**



نمودار به ترتیب از بالا به پایین:

compiling and approving indices and impact pattern of each index on the score and determining the winner

supervising performance of auditing and evaluation

holding an event to appreciate and award the winning businesses

Particulars of the person completing the form:	Tel:	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	Electronic Trust Symbol (E-NAMAD)	issue	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	Affidavit form competed and certificate signed in notary publics (natural and legal entities) If the goods and services offered in the website require a license from relevant authorities, the license (certified copy) 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 payment portals						*		

\*\* ) specify the name of the inquiry

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