

Administration Agencies Service Identification Form

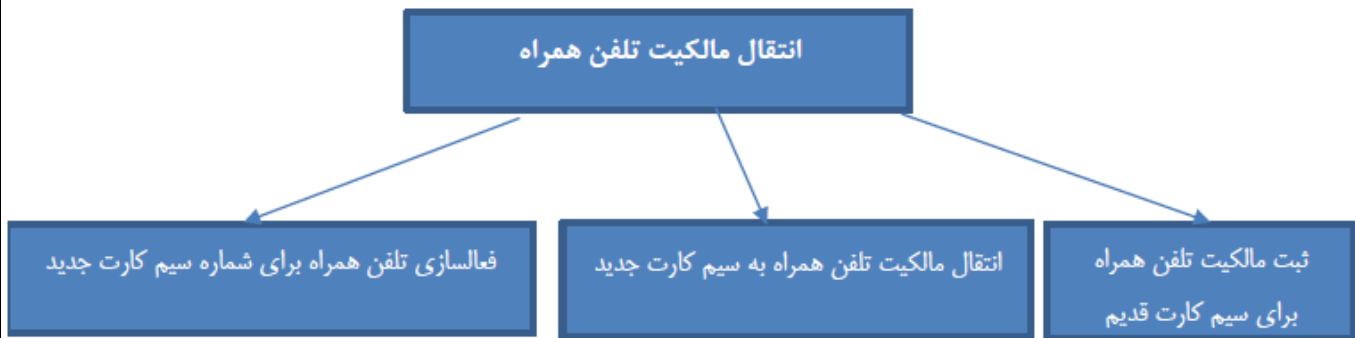
Annex 1

1. Service title: Transferring ownership of SIM card enabled equipment		2. Service ID: 13071972101 (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			
	Type of service	Government to Citizen (G2C) <input checked="" type="checkbox"/> Government to Business (G2B) <input type="checkbox"/> Government to Government (G2G) <input type="checkbox"/>	Client Type	Merchants, business owners, regulatory agencies, public
	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 checked="" 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 type="checkbox"/> Discretion of the agency <input type="checkbox"/> Other <input type="checkbox"/>		
	Documents required for the service	International Mobile Equipment Identity (IMEI), SIM card number		
	Upstream rules and regulations			
5. Service details	Statistics of service receivers of services receivers in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/>		
	Service average time			
	Frequency	Once <input checked="" type="checkbox"/> in month <input type="checkbox"/> season <input type="checkbox"/> year <input type="checkbox"/>		
	Number of physical reference			
	Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment
0			<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.hamta.nstw.ir			
	Name of the system (If partially or fully electronic): Hamta			
	Service stages	Type	Communication media	
	Informative	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Email <input type="checkbox"/> IVR or Call center <input type="checkbox"/> Other (explain accessibility) <input checked="" type="checkbox"/> : USSD Code	Mobile (application) <input checked="" type="checkbox"/> Post <input type="checkbox"/> SMS <input checked="" 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 checked="" type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input checked="" type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number:) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input checked="" type="checkbox"/> : USSD code				
		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 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 checked="" type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input checked="" type="checkbox"/> Public services offices <input type="checkbox"/> (outsourcing contract number:) Similar to public services offices <input type="checkbox"/> Other (explain accessibility) <input checked="" type="checkbox"/> : USSD Code				
		Non-electronic <input type="checkbox"/>	Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :		Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>	
7. Service relation to other systems of the agency (databanks)	Name of other systems	Exchanged fields			Electronic inquiry		Non-electronic inquiry
				Online	Batch		
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Service relation to other agencies	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
	Customs of the IR Iran	EPL	IMEI, national number, model and brand of mobile phone, mobile number		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
					<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- Registering the mobile phone ownership for the old SIM card 2- Transferring the mobile phone ownership to the new SIM card 3- Activating the mobile phone for the new SIM card
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10. Service processes connection diagram:



نمودار از بالا با پایین و از راست به چپ:

Transferring the mobile phone ownership
 Registering the mobile phone ownership for the old SIM card
 Transferring the mobile phone ownership to the new SIM card
 Activating the mobile phone for the new SIM card

Particulars of the person completing the form: Mansureh Sha'bani	Tel: 41031357	Email: Shabani.m@ecommerce.gov.ir	Department: Trade Facilitation Deputy
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