

Administration Agencies Service Identification Form

Annex 1

1. Service title: Replies to inquiries of Goods ID code		2. Service ID: 13071975104 (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 checked="" type="checkbox"/> Government to Government (G2G) <input checked="" type="checkbox"/>	Client Type	Merchants, business owners, regulatory agencies	
	Nature of service	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>			
	Scope of service	National <input checked="" type="checkbox"/> Regional <input type="checkbox"/> Provincial <input type="checkbox"/> Urban <input type="checkbox"/> Rural <input type="checkbox"/>			
	Related events:	Birth <input type="checkbox"/> Education <input type="checkbox"/> Healthcare <input type="checkbox"/> Tax <input type="checkbox"/> Business <input checked="" type="checkbox"/> Social security <input type="checkbox"/> Property registration <input type="checkbox"/> Urban installations <input type="checkbox"/> Insurance <input type="checkbox"/> Marriage <input type="checkbox"/> Retirements <input type="checkbox"/> Licenses and certificates <input type="checkbox"/> Death <input type="checkbox"/> Other <input type="checkbox"/>			
	Start of service	Application by the receiver <input checked="" type="checkbox"/> Due date <input type="checkbox"/> Occurrence of event <input type="checkbox"/> Discretion of the agency <input type="checkbox"/> Other <input type="checkbox"/>			
	Documents required for the service	No document is required			
	Upstream rules and regulations	Article 13 of the Anti-Trafficking Law			
5. Service details	Statistics of service receivers	5418 of services receivers in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/>			
	Service average time	One minute			
	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	
				<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.cid.ntsw.ir				
	Name of the system (If partially or fully electronic): Goods ID code system				
	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"/>		Reason for physical reference	Personal authentication <input type="checkbox"/> Document authentication <input type="checkbox"/> Lack of proper infrastructure <input type="checkbox"/> Other <input type="checkbox"/> :		
		Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/>			

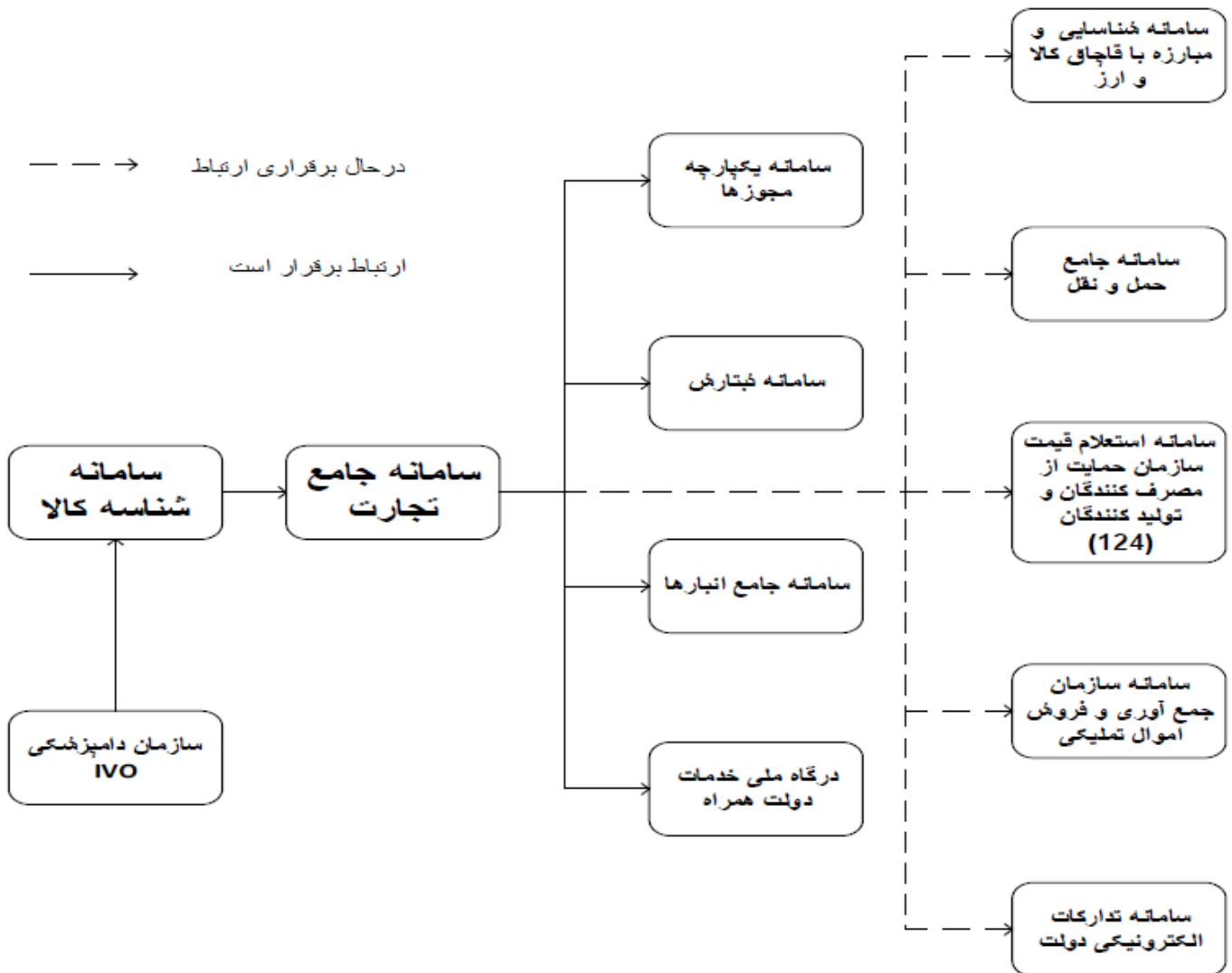
	Application	Electronic <input checked="" type="checkbox"/>	Internet (website) <input checked="" type="checkbox"/> Mobile (application) <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> IVR or Call center <input type="checkbox"/> SMS <input type="checkbox"/> Public 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 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 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"/>

7. Service relation to other systems of the agency (databanks)	Name of other systems	Exchanged fields	Electronic inquiry		Non-electronic inquiry
			Online	Batch	
	NTSW	Goods ID code	<input type="checkbox"/>	<input checked="" 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 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	
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10. Service processes connection diagram:



نمودار به ترتیب از بالا به پایین از چپ به راست:

- Anti-trafficking Portal
- NTCMS
- Establishing connection
- Connection established
- Transportation Services Portal
- Order Registration System
- Goods ID system – NTSW – Price Inquiry System of the consumers and producers' protection organization
- National warehouses management system
- National Veterinary Organization IVO – mobile government services national portal – public electronic procurement system

Particulars of the person completing the form: Mahsa Nouri darian	Tel: 41031337	Email: Nooridaryan.m@ecommerce.gov.ir	Department: Trade Facilitation Deputy
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