

Administration Agencies Service Identification Form

Annex 1

1. Service title: Laying the groundwork for electronic integration of commercial processes		2. Service ID: 13011968100 (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	<p>National Trade Single Window (NTSW) of Iran is developed to establish a single system for managing commercial activities of businessmen and traders in recording goods purchase and sales information that results in observation, follow up and prevention of redundant information of trade activities. NTSW includes two subsystems: domestic trade and cross-border trade. The cross-border trade is concerned with imports, exports and transits and in the first phase, the process for registration of imported goods that includes commercial, monetary, clearance and logistic operations is targeted. NTSW also provides cross-border services to various beneficiary groups such as relevant businessmen, organizations and agencies. Services provided to businessmen includes registration of imported goods, system enabled submitting of permit application to authorizing organizations, system enabled inquiry of commercial ID card, sourcing funds without needing to physical refer to a bank, selecting representative, follow up on registration application, obtaining foreign supplier ID code and etc. In general, cross-border NTSW goals are as follows:</p> <ul style="list-style-type: none"> - Constant improvement of business environment - Integrating and monitoring commercial processes - Guiding commercial exchanges towards legal channels - Combating trafficking - Standardization and coordinating commercial documents and providing electronic exchange solutions for them - Omitting unnecessary documents and processes - Removing physical presence requirements for the businessmen and redundant data - Connecting to international systems - Creating information transparency in commercial processes - Providing a suitable infrastructure for development of new commercial opportunities and fair distribution of this opportunities throughout the society to create a healthy competitive environment for all commercial players of the country - Providing a secure, reliable and transparent electronic platform based on open standards to facilitate exchange of information and integration of the services of public agencies in the commercial section - Coordinating between relevant executive agencies to electronically facilitate commercial activities 		
	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	- Businessmen that are active in production imports, purchase and sales of goods - Agencies and organization that require commercial information of the country
	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	- Pro forma invoice - Any required information (including identification and business information) of the commercial process that is declared by the various agencies		
	Upstream rules and regulations	- Article 6 of the Anti-trafficking Act (ratified in 2013) - Article 3 of the executive bylaw of the Articles nos. 5 & 6 of the Anti-trafficking Act - Article 8 of the Constant Business Environment Improvement Act (2011) - Articles of Association of the Electronic Commerce Development Center - Ratifications of the information, communication and security technology management committee (Special decree of the representatives of the president subject of Article 127 of the Constitution, 2011) - Ratifications of the ministers member of the committee subject of Article 4 of the Ecommerce Development Center Articles of Association (2009)		
5. Service details	Statistics of service receivers	Any businessmen active in cross-border trade, currently there are 1600 businessmen active in the system and on average 30000 orders are registered. Users are increasing thus resulting in increased orders. Therefore, statistics of the users and services provided is unlimited.		
	Service average time	Depends upon the application type and involved organizations		
	Frequency	No annual limitations for services rendered to a single user		
	Number of physical reference	If uploaded documentations are not completed, the businessman must refer to relevant authority upon registration of order to complete documentations. Therefore, expect for rare instances, service is provided without physical presence of the user.		
	Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment
			<input type="checkbox"/>	
			<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.ntsw.ir			
	Name of the system (If partially or fully electronic): National Trade Single Window (NTSW)			
	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 checked="" type="checkbox"/> : Social network (Telegram)- News sites- Media	
		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"/> :
	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 checked="" 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 type="checkbox"/>		
		Non-electronic <input 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 checked="" 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	
	Goods ID system	Identification information/goods ID information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Warehouses and goods storage system	Identification information/registered warehouses information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Domestic trade system	Identification information/registered goods	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Order registration system	Any relevant commercial information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Unions system	Identification information/agency information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Chamber of commerce system	Identification information/commercial ID information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated permits system	Identification information/permits information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

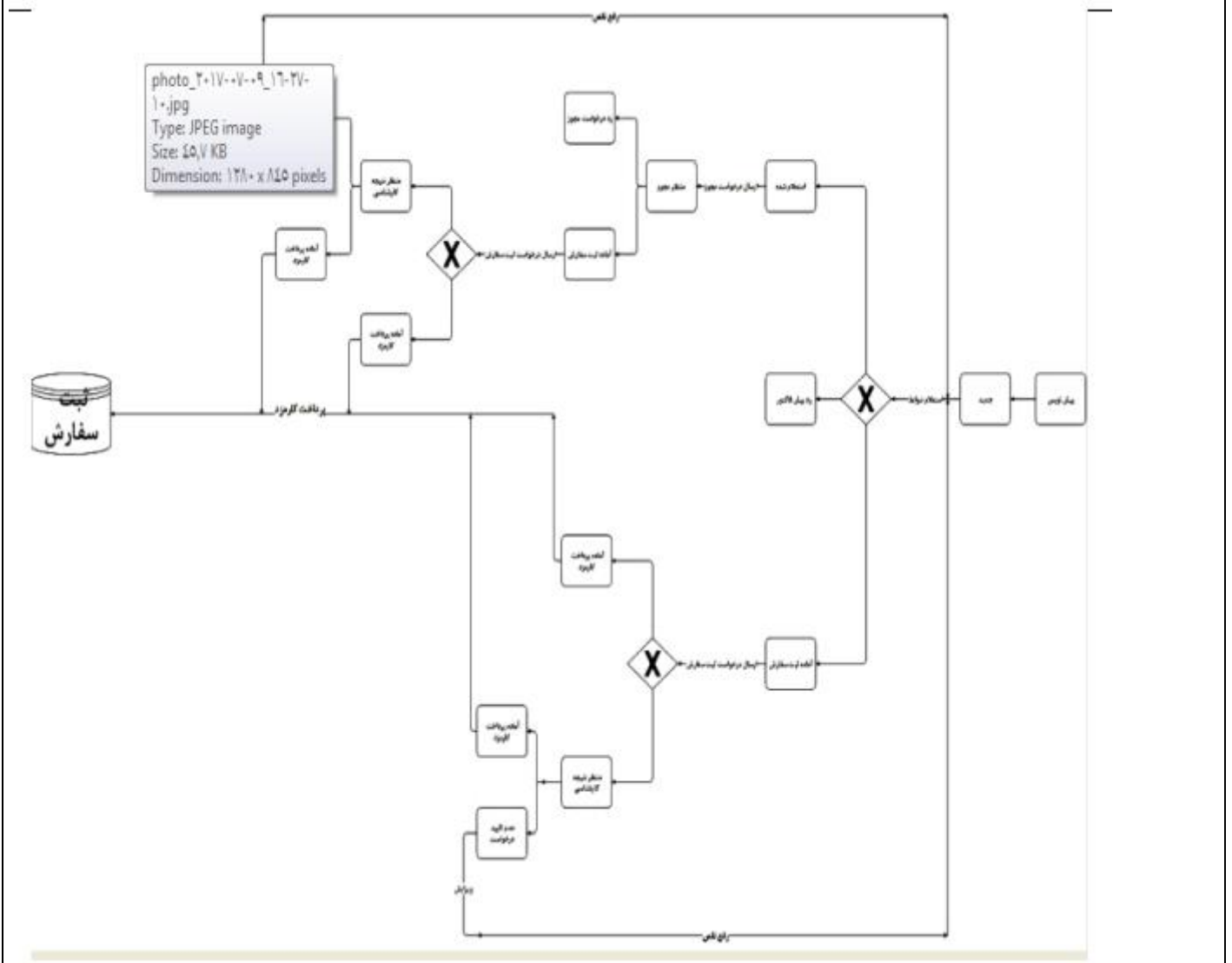
8. Service relation to other agencies	Name of other agencies	Name of other systems	Exchange fields	Costs (If any)	Electronic inquiry		If inquiry is non-electronic done by:
					Online	Batch	
	State Civil Status Organization	State Civil Status system	Identification information		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Central Bank of the Islamic Republic of Iran	Currency Portal	Currency supply information		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	FIDA	Foreign Nationals Universal System	Identification information of foreign nationals		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Customs	EPL system	Order registration information		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
Company registration	Company registration system	Identification information of company		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>	

	Iran Post Company	Iran Post System	Postal information		■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
	Any authorizing agencies	Authorizing agency system	Identification and permits information		■	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>

9. Service processes titles

- 1- Registration
- 2- Obtaining imports permit
- 3- Obtaining foreign supplier ID code
- 4- Registering order
- 5- Determining fund sourcing

10. Service processes connection diagram:



نمودار از بالا به پایین، چپ به راست

Resolving issues
 rejecting application a
 awaiting appraisal – awaiting permit – submitting permit application – inquired
 ready to pay commission – order registration submission – ready to be registered
 ready to pay commission
 order registration – payment of commission – rejection of pro forma – inquiry of conditions – new – draft
 ready to pay commission
 order registration submission - ready to be registered
 ready to pay commission

awaiting appraisal rejection of application revise resolve issues			
Particulars of the person completing the form: Neda Karimi Rezve	Tel: 41031343	Email:	Department: Trade Facilitation Deputy