

# Administration Agencies Service Identification Form

Annex 1

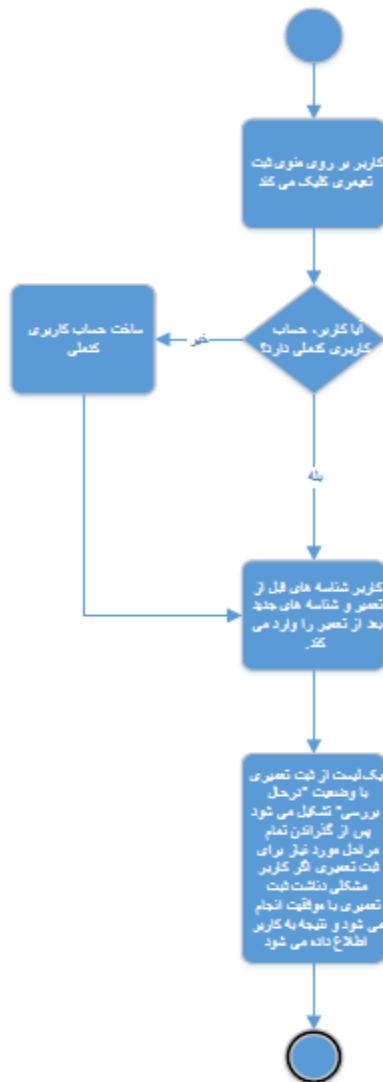
<b>1. Service title:</b> Changing the identity of mobile phones		<b>2. Service ID:</b> 13071972102 (To be filled by the Planning and Budget Organization)		
<b>3. Service provider</b>	Name of the agency: Iran Center for e-Commerce Development			
	Name of the parent organization: Ministry of Industry, Mine and Trade			
<b>4. Service specifications</b>	Service description			
	Type of service	Government to Citizen (G2C) <input checked="" type="checkbox"/> Government to Business (G2B) <input checked="" 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) before repairs – IMEI after repairs that is to be declared by the user and must be identical to pre-repair IMEI in terms of brand and model		
	Upstream rules and regulations			
<b>5. Service details</b>	Statistics of service receivers	... of services receivers in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/> Since 2018 until today, 109532 repair registration processes are recorded in the Smart Management System for Systematic Communication Equipment (HAMTA) of which 60966 IMEIs have been successfully registered as repaired.		
	Service average time			
	Frequency	Once for the duration determined by HAMTA		
	Number of physical reference			
	Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment
			<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.hamta.ntsw.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 checked="" 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 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 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 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 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 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				
	CID system	IMEI – Action_Msisdn-GrayDate			<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"/>	<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) New IMEI submission
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**10. Service processes connection diagram:**



نمودار به ترتیب از بالا به پایین از چپ به راست

User clicks on repair registration

Creating a national ID user profile – No - User has a national ID user profile

Yes

The user enters pre and post repair IMEIs

A list of repair registration with “pending” status is created. After passing required stages for repair registration if the user has no issues the repair registration is successful and the user is informed of the results

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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