

# Administration Agencies Service Identification Form

Annex 1

<b>1. Service title:</b> Registering goods guarantee ID code		<b>2. Service ID:</b> 13071973000 (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 type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input type="checkbox"/>	<b>Client Type</b>	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 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	<p>If required by the consumers and producers protection organization, required documents can be uploaded online, for items that previously needed physical attendance that included two groups of permits for registration and renewing official agency of capital goods and durable consumable goods:</p> <p><b>Registration of permit:</b></p> <ul style="list-style-type: none"> <li>- Guarantee card and/or good performance contract sample (according to the nature of the goods)</li> <li>- Sample customer admission form</li> <li>- List of probable agents if possible</li> <li>- Sample customer survey form</li> <li>- Complaints handing system with a sample complaint addressing form</li> <li>- Inventory and spare parts use monitoring system</li> </ul> <p><b>Renewing permit:</b></p> <ul style="list-style-type: none"> <li>- Persian user manual</li> <li>- List of aftersales services agents</li> <li>- Customer survey form</li> <li>- Complaints handing system with a sample complaint addressing form</li> <li>- Inventory and spare parts use monitoring system</li> <li>- Evaluation report of service network to assess the effectiveness of the company's activities</li> <li>- A copy of contract concluded with the foreign company</li> <li>- Admission form</li> </ul>		
	Upstream rules and regulations	<ul style="list-style-type: none"> <li>- Consumer Rights Protection Act</li> <li>- Executive bylaw of the Consumer Rights Protection Act</li> <li>- Provision of the article 58 of the Trade Union System Law</li> <li>- Article 5 of the Anti-Trafficking Law</li> <li>- Ratified programs of the Production Support and Monitoring of Goods Supply-Side Cycle Committee (2017)</li> </ul>		

<b>5. Service details</b>	Statistics of service receivers	+2000 of services receivers in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/>		
	Service average time	Online		
	Frequency	Once for each goods category		
	Number of physical reference	No need for physical attendance, expect if there are issues		
	Cost of service for the receiver (IRR)	Price(s)	Bank Account(s)	E-payment
			<input type="checkbox"/>	
...			<input type="checkbox"/>	

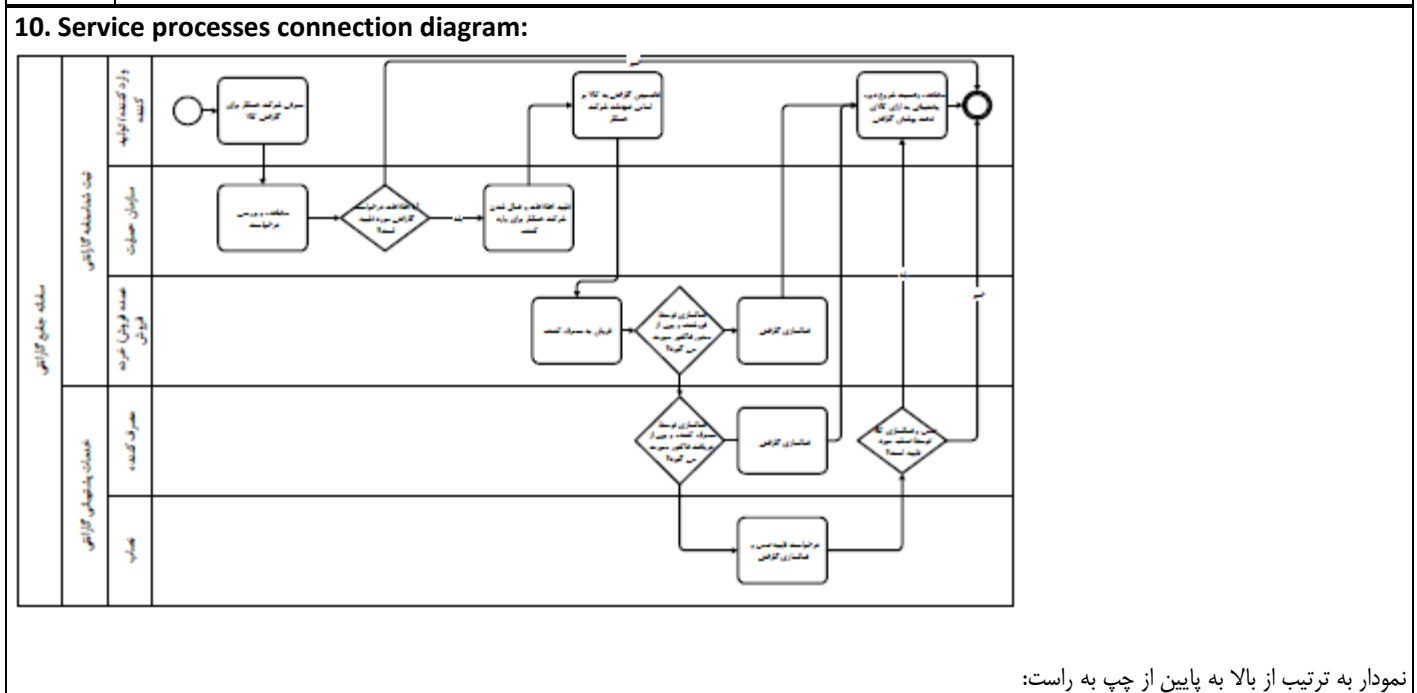
<b>6. Service access route</b>	Direct and detailed address of the service in the portal (If partially or fully electronic): Through NTSW portal www.ntsw.ir			
	Name of the system ( If partially or fully electronic): Guarantee System			
	Service stages	Type	Communication media	
	Informative	Electronic <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 :<="" td="" 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 :<="" td="" type="checkbox"/> <td>Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/></td>
	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 :<="" td="" 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 :<="" td="" type="checkbox"/> <td>Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/></td>
	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 :<="" td="" 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 :<="" td="" 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 :<="" td="" type="checkbox"/> <td>Agency referred to: National <input type="checkbox"/> Provincial <input type="checkbox"/> Local <input type="checkbox"/></td>	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		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Goods ID code system		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	NTCMS		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Goods tracking code system		<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	
	Consumer and Producers Protection Organization	Consumer and Producers Protection Organization panel in the integrated guarantee system	Aftersales services confirmation		<input checked="" 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"/>
					<input type="checkbox"/>	<input type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>

9. Service processes titles

- 1- Completing guarantee ID
- 2- Investigation and confirmation from the Consumer and Producers Protection Organization
- 3- Allocating guarantee codes – goods tracking ID (each guarantee ID received one or more guarantee code per each good)
- 4- Activating guarantee ID



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

Importer/producer – introducing partner company for guarantee services – allocating guarantee to the goods based on the obligations of the partner company – observing the status of the start of the support term per each product covered by guarantee

Registering guarantee ID – CPPPO – investigating application – application information is confirmed – yes – approving information and activating the partner company for the importer

Wholesaler/retailer – selling to the consumer – activation done by the seller and after invoice is issued – activating guarantee

Guarantee support services – consumer – activation done by consumer and after receiving invoice - activating guarantee – installation and activation of the product is confirmed by the installing technician

Technician – application for installation and activation of guarantee

Particulars of the person completing the form: Elham E'tedali	Tel:41031339	Email: etedali.e@ecommerce.gov.ir	Department: Trade Facilitation Deputy
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