

Administration Agencies Service Identification Form

Annex 1

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| 1. Service title: Replying to inquiries regarding goods guarantee ID code | | 2. Service ID: 13071975102 (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 type="checkbox"/> Government to Business (G2B) <input checked="" type="checkbox"/> Government to Government (G2G) <input 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 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 | | | |
| Upstream rules and regulations | <ul style="list-style-type: none"> - Consumer Rights Protection Act - Executive bylaw of the Consumer Rights Protection Act - Provision of the article 58 of the Trade Union System Law - Article 5 of the Anti-Trafficking Law - Ratified programs of the Production Support and Monitoring of Goods Supply-Side Cycle Committee (2017) | | | |
| 5. Service details | Statistics of service receivers | +20000 of services receivers in month <input type="checkbox"/> season <input type="checkbox"/> year <input checked="" type="checkbox"/> | | |
| | Service average time | Online | | |
| | Frequency | For each guaranteed product | | |
| | Number of physical reference | No physical presence is required | | |
| | 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): 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"/> Email <input type="checkbox"/> IVR or Call center <input type="checkbox"/> Other (explain accessibility) <input type="checkbox"/> | Mobile (application) <input type="checkbox"/> Post <input type="checkbox"/> SMS <input type="checkbox"/> |

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|----------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------|--------------------------|
| | | 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 | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Goods ID code system | | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Goods tracking code system | | | | | <input checked="" 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 | | |
| Consumer and Producers Protection Organization | | Consumer and Producers Protection Organization panel in the | Aftersales services confirmation | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Agency <input type="checkbox"/> Client <input type="checkbox"/> | |

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------|--|--------------------------|---------------------------------------|--------------------------------------------------------------------|
| | | integrated guarantee system ¹ | | | | | |
| | | | | | <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- Referring to the system or submitting USSD code or establishing system connection 2- Submitting guarantee code 3- Receiving information related to validity of the code and guarantee code | | | | | | |
| 10. Service processes connection diagram: | | | | | | | |
| Referring to the system or submitting USSD code or establishing system connection Submitting guarantee code Receiving information related to validity of the code and guarantee code | | | | | | | |
| Particulars of the person completing the form: Elham E'tedali | Tel:41031339 | | Email: etedali.e@ecommerce.gov.ir | | | Department: Trade Facilitation Deputy | |

¹ As the consumer and producers' protection organization has no electronic system for confirmation inquiry, instead of a web service connection this system provides a panel for confirmations but the process of documents checking and issuing of permit is still carried out in the consumers and producers' protection organization.