

Administration Agencies Service Identification Form

Annex 1

1. Service title: Replying to inquiries of warehouses		2. Service ID: 13071975103 (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	Replying to postal code registration inquiry in the national warehouses management system (NWMS)			
	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 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 type="checkbox"/> Due date <input checked="" type="checkbox"/> Occurrence of event <input type="checkbox"/> Discretion of the agency <input type="checkbox"/> Other <input type="checkbox"/>			
	Documents required for the service	Address and postal code of the warehouse			
	Upstream rules and regulations				
5. Service details	Statistics of service receivers	5000 of services receivers in month <input checked="" type="checkbox"/> season <input type="checkbox"/> year <input type="checkbox"/>			
	Service average time	3 minutes			
	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.nwms.ir				
	Name of the system (If partially or fully electronic): National warehouses management system (NWMS)				
	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	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		
				<input 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	
	Iran Post Company	Post system			<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- Replying to inquiries of warehouses		
10. Service processes connection diagram:			
Particulars of the person completing the form:	Tel:	Email:	Department: Trade Facilitation Deputy