

# Administration Agencies Service Identification Form

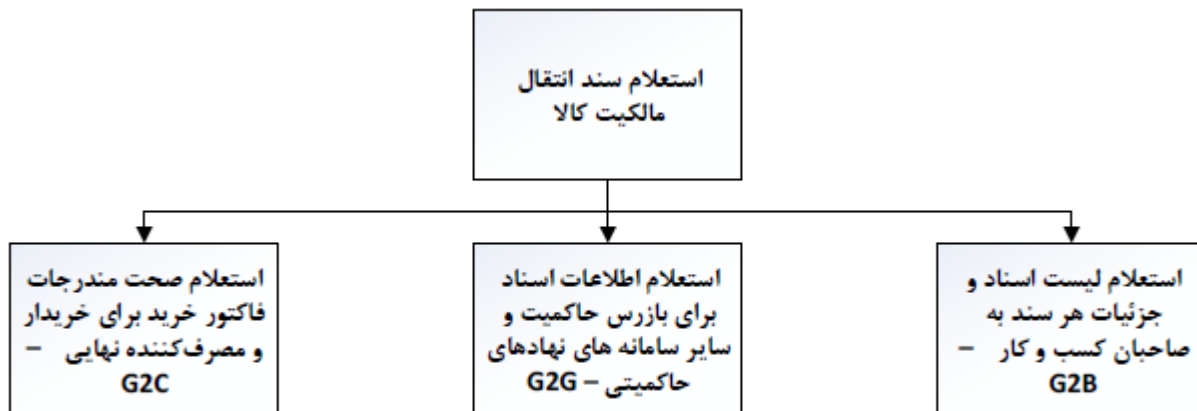
Annex 1

<b>1. Service title:</b> Replying to inquiries of goods subject to Goods ID and Tracking Code Bylaw		<b>2. Service ID:</b> 13071975106 (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 checked="" type="checkbox"/>	Client Type	Merchants, business owners, end consumers (purchase invoice), public inspectors and 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	Articles 5 and 6 of the Anti-Trafficking Law		
<b>5. Service details</b>	Statistics of service receivers	Depends upon the system becoming operational in the goods categories		
	Service average time	20 seconds		
	Frequency	As per number of requests		
	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.ntsw.ir			
	Name of the system ( If partially or fully electronic): NTSW			
	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 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 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 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 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	
					<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	
					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agency <input type="checkbox"/> Client <input type="checkbox"/>
					<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"/>	

9. Service processes titles	1) Receiving the information of the inquirer and number of the goods ownership transfer document 2) Checking the inquiry information and searching the database 3) Submitting inquiry report according to the type of inquirer
-----------------------------	--

**10. Service processes connection diagram:**



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

Inquiring the goods ownership transfer document

Inquiring the authenticity of the content of the purchase invoice for the purchaser and end consumer (G2C) – inquiring document information for the public inspectors and systems of other public agencies (G2G) – inquiring the list of documents and details of each document for business owners (G2B)

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