

# Administration Agencies Service Identification Form

Annex 1

<b>1. Service title:</b> Addressing ecommerce complaints		<b>2. Service ID:</b> 13012041000 (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>	Legal and natural entities with online businesses
	Nature of service	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>		
	Scope of service	National <input 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			
	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"/>		
	Service average time			
	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)
				<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.			
	Name of the system ( If partially or fully electronic):			
	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"/>
Non-electronic <input type="checkbox"/>		<b>Reason for physical reference</b>	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	
			<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	
					<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			
<b>10. Service processes connection diagram:</b>			
Particulars of the person completing the form:	Tel:	Email:	Department: Trade Facilitation Deputy