Administration Agencies Service Identification Form   **Annex 1**

1. Service title: Allocating goods tracking code	**2. Service ID: 13071969000** (To be filled by the Planning and Budget Organization)

<table>
<tr><td rowspan="2">3. Service provider</td><td colspan="2">Name of the agency: Iran Center for e-Commerce Development</td></tr>
<tr><td colspan="2">Name of the parent organization: Ministry of Industry, Mine and Trade</td></tr>
</table>

<table>
<tr>
<td rowspan="9">4. Service specifications</td>
<td>Service description</td>
<td colspan="2"></td>
</tr>
<tr>
<td>Type of service</td>
<td>Government to Citizen (G2C) ■
Government to Business (G2B) ☐
Government to Government (G2G) ☐</td>
<td>Client Type — Merchants, business owners, regulatory agencies, public</td>
</tr>
<tr>
<td>Nature of service</td>
<td colspan="2">Public ■ Private ☐</td>
</tr>
<tr>
<td>Scope of service</td>
<td colspan="2">National ■ Regional ☐ Provincial ☐ Urban ☐ Rural ☐</td>
</tr>
<tr>
<td>Related events:</td>
<td colspan="2">Birth ☐ Education ☐ Healthcare ☐ Tax ☐ Business ■ Social security ☐
Property registration ■ Urban installations ☐ Insurance ☐ Marriage ☐
Retirements ☐ Licenses and certificates ☐ Death ☐ Other ☐</td>
</tr>
<tr>
<td>Start of service</td>
<td colspan="2">Application by the receiver ■ Due date ☐ Occurrence of event ☐
Discretion of the agency ☐ Other ☐</td>
</tr>
<tr>
<td>Documents required for the service</td>
<td colspan="2"></td>
</tr>
<tr>
<td>Upstream rules and regulations</td>
<td colspan="2"></td>
</tr>
</table>

<table>
<tr>
<td rowspan="6">5. Service details</td>
<td>Statistics of service receivers</td>
<td colspan="3">…. of services receivers in month ☐ season ☐ year ■</td>
</tr>
<tr>
<td>Service average time</td>
<td colspan="3"></td>
</tr>
<tr>
<td>Frequency</td>
<td colspan="3">According to demand</td>
</tr>
<tr>
<td>Number of physical reference</td>
<td colspan="3"></td>
</tr>
<tr>
<td rowspan="2">Cost of service for the receiver (IRR)</td>
<td>Price(s)</td>
<td>Bank Account(s)</td>
<td>E-payment</td>
</tr>
<tr>
<td>. . .</td>
<td></td>
<td>☐
☐
☐</td>
</tr>
</table>

<table>
<tr>
<td rowspan="5">6. Service access route</td>
<td colspan="3">Direct and detailed address of the service in the portal (If partially or fully electronic):
www.ntsw.ir</td>
</tr>
<tr>
<td colspan="3">Name of the system (If partially or fully electronic): NTSW</td>
</tr>
<tr>
<td>Service stages</td>
<td>Type</td>
<td>Communication media</td>
</tr>
<tr>
<td rowspan="2">Informative</td>
<td>Electronic ■</td>
<td>Internet (website) ■   Mobile (application) ■
Email ☐   Post ☐
IVR or Call center ☐   SMS ■
Other (explain accessibility) ■: USSD code</td>
</tr>
<tr>
<td>Non-electronic ☐</td>
<td>Reason for physical reference
Personal authentication ☐   Agency referred to:
Document authentication ☐   National ☐
Lack of proper infrastructure ☐ Provincial ☐
Other ☐ :   Local ☐</td>
</tr>
</table>

Application	**Electronic ■**	Internet (website) ■ Mobile (application) ■ Email □ Post □ IVR or Call center □ SMS ■ Public services offices □ (outsourcing contract number:) Similar to public services offices □ Other (explain accessibility) ■: USSD code	
	Non-electronic □	**Reason for physical reference**	Personal authentication □ Agency referred to: Document authentication □ National □ Lack of proper infrastructure □ Provincial □ Other □: Local □
Service generation (Inner agency process or relations to other agencies)	**Electronic ■**	Internet (website) ■ Intranet (local intranet or ERP) □ Email □ Other (explain accessibility) □:	
	Non-electronic □	**Reason for physical reference**	
Service providing	**Electronic ■**	Internet (website) ■ Mobile (application) ■ Email □ Post □ IVR or Call center □ SMS ■ Public services offices □ (outsourcing contract number:) Similar to public services offices □ Other (explain accessibility) ■: USSD code	
	Non-electronic □	**Reason for physical reference**	Personal authentication□ Agency referred to: Document authentication □ National □ Lack of proper infrastructure □ Provincial □ Other □: Local □

7. Service relation to other systems of the agency (databanks)

Name of other systems	Exchanged fields	Electronic inquiry		Non-electronic inquiry
		Online	Batch	
		■	■	□
		□	□	□
		□	□	□
		□	□	□

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	
Customs of the IR Iran	EPL			□	□	Agency □ Client □
				□	□	Agency □ Client □
				□	□	Agency □ Client □

9. Service processes titles	
10. Service processes connection diagram:	

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