



ASSIST

### ຄູ່ມືແນະນຳເທື່ອລະຂັ້ນຕອນ ຂອງກໍລະນີສຶກສາ 3 (ການຄ້າດ້ານສິນຄ້າ)

ຄຳຮ້ອງທຸກທີ່ໄດ້ຍື່ນໂດຍທະນາຍຄວາມຫລືສຳນັກງານກົດໝາຍທີ່ໄດ້ລົງທະບຽນໃນນາມຂອງລູກຄ້າຂອງຕົນ, ທີ່ເປັນວິສາຫະກິດອາຊຽນ, ໄດ້ຮັບການຍອມຮັບຈາກຜູ້ດູແລລະບົບແລະການແກ້ໄຂບັນຫາທີ່ໄດ້ສະເໜີ ໂດຍຈຸດຕິດຕໍ່ທາງປາຍທາງ ແລະໄດ້ຮັບການຍອມຮັບຈາກວິສາຫະກິດອາຊຽນ

ລາຍລະອຽດໂດຍຫຍໍ້ກ່ຽວກັບກໍລະນີນີ້ແມ່ນ: ສະຖານະການນີ້ແມ່ນການຮ້ອງທຸກທີ່ໄດ້ຮັບການຍອມຮັບຈາກຜູ້ດູແລລະບົບ (ASSIST) ວ່າໄດ້ຖືກຍື່ນຢ່າງຖືກຕ້ອງແລະຄົບຖ້ວນໂດຍທະນາຍຄວາມ/ສຳນັກງານກົດໝາຍ (ທະນາຍຄວາມອາຊຽນ) ໃນນາມລູກຄ້າຂອງຕົນເອງ, ທີ່ເປັນວິສາຫະກິດອາຊຽນ (AE) ແລະຍັງໄດ້ຮັບການຍອມຮັບຈາກປະເທດປາຍທາງທີ່ເປັນປະເດັນໜຶ່ງທີ່ເຕັມໃຈທີ່ຈະເຂົ້າໄປພົວພັນກັບທະນາຍຄວາມອາຊຽນໂດຍຜ່ານ ASSIST, ພົວພັນປະສານງານກັບເຈົ້າໜ້າທີ່ແຫ່ງລັດທີ່ກ່ຽວຂ້ອງພາຍໃນປະເທດແລະໃຫ້ການແກ້ໄຂບັນຫາໃຫ້ທະນາຍຄວາມອາຊຽນໂດຍຜ່ານ ASSIST. ໃນກໍລະນີທີ່ມີສ່ວນຮ່ວມນັ້ນ, ປະເທດຕົ້ນທາງບໍ່ໄດ້ມີສ່ວນຮ່ວມຢ່າງຈິງຈັງ, ແຕ່ທຸກຂັ້ນຕອນທີ່ເປັນໄປໄດ້ໃນຂັ້ນຕອນການດຳເນີນການຂອງ ASSIST, ລວມທັງການຮ້ອງຂໍໃນເບື້ອງຕົ້ນໂດຍ CA ສຳລັບຂໍ້ມູນເພີ່ມເຕີມຈາກທະນາຍຄວາມອາຊຽນນັ້ນ, ໄດ້ຖືກຈຳລອງຂຶ້ນເພື່ອຈຸດປະສົງໃນການທົບທວນການດຳເນີນການຂອງ ASSIST ຢ່າງເຕັມຮູບແບບ.

ຄຳຮ້ອງທຸກນີ້ແມ່ນກ່ຽວຂ້ອງກັບພາລະໜ້າທີ່ໃໝ່ທີ່ໄດ້ກຳນົດໂດຍປະເທດປາຍທາງກ່ຽວກັບນ້ຳມັນປາມແລະຜະລິດຕະພັນອາຫານທີ່ມີສ່ວນປະກອບຂອງນ້ຳມັນປາມພາຍໃຕ້ລະບຽບການຂອງກະຊວງ

**ລາຍຊື່ຜູ້ດຳເນີນການຫລັກແລະຕົວຫຍໍ້:**

- ຜູ້ຮ້ອງທຸກ = ທະນາຍຄວາມຫລືສຳນັກງານກົດໝາຍອາຊຽນ
- ກອງເລຂາອາຊຽນ = ຜູ້ດູແລລະບົບ ASSIST (CA)
- ປະເທດເຈົ້າບ້ານ = ຈຸດທີ່ໃຊ້ຕິດຕໍ່ໃນປະເທດຕົ້ນທາງ (HCP) ໃນບັນດາປະເທດສະມາຊິກອາຊຽນ -X (AMS-X)
- ປະເທດປາຍທາງ = ຈຸດທີ່ໃຊ້ຕິດຕໍ່ໃນປະເທດປາຍທາງ (DCP) ໃນບັນດາປະເທດສະມາຊິກອາຊຽນ -Y (AMS-Y)
- ເຈົ້າໜ້າທີ່ແຫ່ງຊາດທີ່ກ່ຽວຂ້ອງ = ອຳນາດການປົກຄອງທີ່ກ່ຽວຂ້ອງ (RAs)

ສາທາລະນະສຸກປີ 2015, ໝວດທີ 1000, ວັກທີ100. ມາດຕະການທີ່ໄດ້ຖືກຮັບຮອງເອົາໂດຍປະເທດປາຍທາງໄດ້ແນະນຳການນຳໃຊ້ພາສີອາຫານທີ່ມີນ້ຳຕານແລະໄຂມັນອີ່ມຕົວສູງເຊິ່ງເປັນສ່ວນໜຶ່ງຂອງຍຸດທະສາດໃນການແກ້ໄຂບັນຫາທີ່ໄດ້ຍົກຂຶ້ນມາກ່ຽວໂຮກອ້ວນໃນປະເທດປາຍທາງ. ທະນາຍຄວາມອາຊຽນອ້າງວ່າມາດຕະການຂອງປະເທດປາຍທາງນັ້ນໄດ້ສະແດງອອກມາດ້ວຍຄວາມຊັດເຈນທີ່ໄດ້ເລັ່ງໃສ່ນ້ຳມັນປາມແລະທັງບໍ່ພຽງແຕ່ສ່ວນປະກອບຂອງໄຂມັນອີ່ມຕົວຂອງນ້ຳມັນປາມລວມທັງແລະຂອງຜະລິດຕະພັນທີ່ບັນຈຸນ້ຳມັນປາມເທົ່ານັ້ນ, ດ້ວຍເຫດນີ້ຈຶ່ງໄດ້ມີການແບ່ງແຍກກົດກັນນ້ຳມັນປາມແລະໃສ່ຮ້າຍໃຫ້ກັບຜະລິດຕະພັນເຫລົ່ານັ້ນແບບເຫມົາລວມ ແທນທີ່ວ່າ ພຽງແຕ່ບໍ່ສົ່ງເສີມການຊົມໃຊ້ຜະລິດຕະພັນປະກອບດ້ວຍໄຂມັນອີ່ມຕົວທີ່ຫຼາຍເກີນໄປ, ໂດຍທີ່ບໍ່ກ່ຽວຂ້ອງກັບຜະລິດຕະພັນທີ່ປະກອບໄປດ້ວຍໄຂມັນທີ່ມາຈາກພືດຜັກຫຼືສັດ. ທະນາຍຄວາມອາຊຽນໄດ້ອ້າງໃນຄຳຮ້ອງທຸກທີ່ຢູ່ໃນ ASSIST ນັ້ນວ່າ ມາດຕະການທີ່ຖືກຮັບຮອງແລະເອົາໄປນຳໃຊ້ໂດຍປະເທດປາຍທາງນັ້ນແມ່ນຂັດແຍ່ງກັບມາດຕາ 6 ຂອງສັນຍາການຄ້າອາຊຽນ (ATIGA) (ກ່ຽວກັບການຈັດການແລະລະບຽບການພາສີພາຍໃນແຫ່ງຊາດ), ໂດຍເທົ່າທີ່ມັນໄດ້ແບ່ງແຍກກົດກັນນ້ຳມັນປາມແບບເຫມົາລວມແລະບໍ່ໄດ້ຖືກນຳເອົາໄປໃຊ້ກັບຜະລິດຕະພັນອື່ນທີ່ຄ້າຍຄືກັນທີ່ຜະລິດຫຼືຈຳໜ່າຍໃນປະເທດປາຍທາງ (ເຊັ່ນຜະລິດຕະພັນອາຫານທີ່ມີໄຂມັນອີ່ມຕົວທີ່ເຮັດມາຈາກຖົ່ວເຫລືອງ, ດອກຕາເວັນ, ຜັກກາດກ້ານຂາວ, ຫມາກສາລີ, ຫມາກຖົ່ວດິນຫລືໄຂມັນສັດ).



ຂໍ້ຕອນ  
1

## ໄປທີ່ເວັບໄຊຂອງ ASSIST (http://assist.asean.org)

ຖ້າທ່ານຮູ້ສຶກວ່າຄະດີຂອງທ່ານແມ່ນບັນຫາກ່ຽວກັບການຄ້າຂ້າມຊາດຂອງອາຊຽນ, ແລະທ່ານເອງແມ່ນມີທຸລະກິດທີ່ຈິດ  
ທະບຽນຢູ່ໃນປະເທດສະມາຊິກອາຊຽນ, ແລະທ່ານຕ້ອງການບໍລິການແບບບໍ່ເສຍຄ່າ, ບໍ່ຜູກມັດ, ໃນການໃຫ້ຄໍາປຶກສາ  
ແລະໄດ້ຮັບການເລັ່ງດ່ວນ ແລະວິທີແກ້ໄຂທີ່ມີປະສິດທິພາບ, ໃຫ້ໄປທີ່ລິ້ງຕໍ່ໄປນີ້: <http://assist.asean.org>.

ຂ້າງລຸ່ມນີ້ແມ່ນໜ້າທຳອິດຂອງເວັບໄຊທ໌ຂອງ ASSIST.

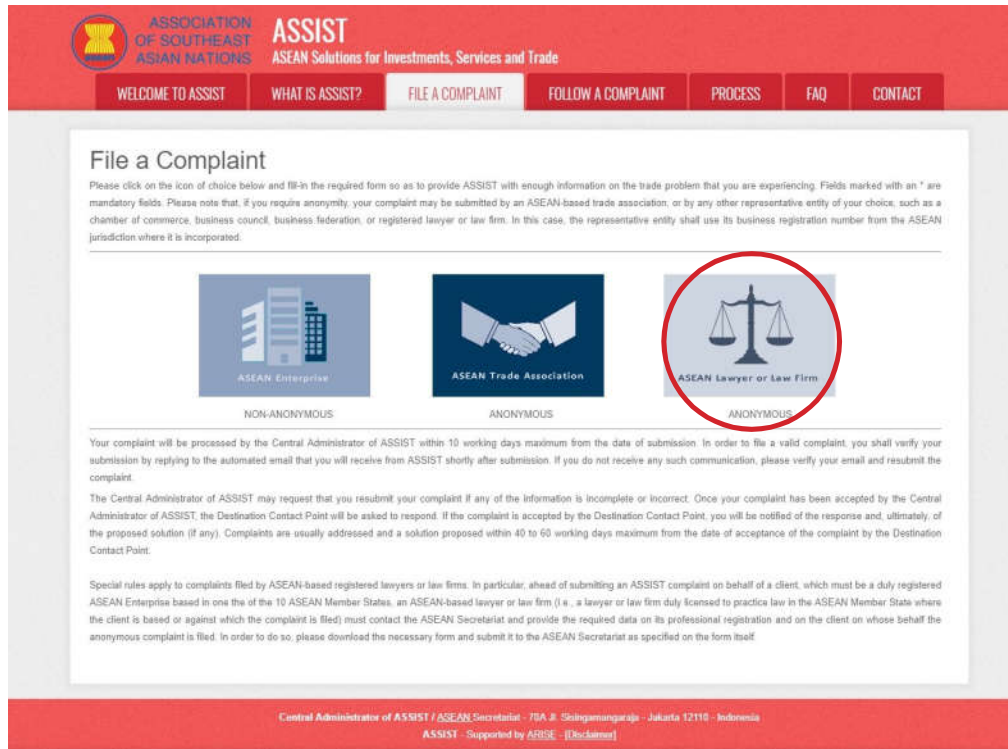
The screenshot shows the ASSIST website interface. At the top, there is a navigation bar with the ASSIST logo and the text 'ASSOCIATION OF SOUTHEAST ASIAN NATIONS ASSIST ASEAN Solutions for Investments, Services and Trade'. Below this is a secondary navigation bar with buttons for 'WELCOME TO ASSIST', 'WHAT IS ASSIST?', 'FILE A COMPLAINT', 'FOLLOW A COMPLAINT', 'PROCESS', 'FAQ', and 'CONTACT'. The main content area features a 'Welcome to ASSIST' section with a brief description of the mechanism. A flowchart asks if the user is an ASEAN Enterprise, an ASEAN Trade Association, or an ASEAN Lawyer or Law Firm, leading to different paths. Below this is a video player for 'ASSIST (ARISE EU-ASEAN)'. A list of issues ASSIST deals with is provided, including tariff measures, cross-border services, and investment restrictions. The footer contains contact information for the Central Administrator of ASSIST in Jakarta, Indonesia, and mentions support from ARISE.



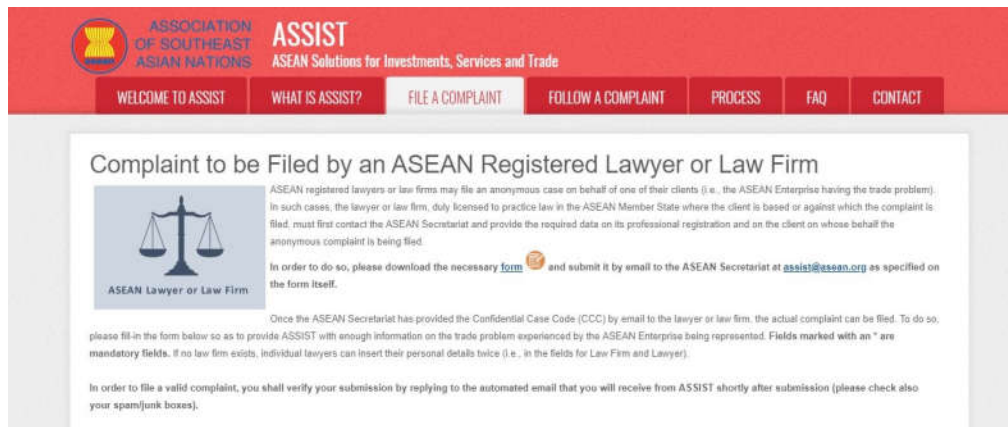
ຂັ້ນຕອນ  
2

## ໃຫ້ຄລິກເລືອກເອົາຫົວຂໍ້ "ຍື່ນຄຳຮ້ອງທຸກ" (ASEAN LAWYER OR LAW FIRM)

- (a) ຖ້າທ່ານແມ່ນທະນາຍຄວາມຫລືທະນາຍຄວາມທີ່ຂຶ້ນທະບຽນອາຊຽນ, ທີ່ຍື່ນຄຳຮ້ອງທຸກໃນນາມລູກຄ້າຂອງທ່ານ (ເຊັ່ນວ່າວິສາຫະກິດອາຊຽນທີ່ມີບັນຫາການຄ້າ) ແລະໄດ້ຮັບອະນຸຍາດຢ່າງຖືກຕ້ອງໃນການດຳເນີນການໃນເລື່ອງກົດໝາຍໃນປະເທດສະມາຊິກອາຊຽນບ່ອນທີ່ລູກຄ້າຂອງທ່ານຕັ້ງຢູ່ຫຼືຕໍ່ກັບຄຳຮ້ອງທຸກທີ່ໄດ້ຖືກຍື່ນນັ້ນ, ໃຫ້ທ່ານເລືອກຄລິກໃສ່ຮູບສັນຍາລັກ 'ASEAN Lawyer or Law Firm-ທະນາຍຄວາມຫລືກົດໝາຍອາຊຽນ' ຢູ່ໃນແຖບເມນູ 'File a Complaint-ຍື່ນຄຳຮ້ອງທຸກ'.



- (b) ເມື່ອທ່ານຄລິກທີ່ໂອ້ນຄວນ 'ASEAN Lawyer or Law Firm-ທະນາຍຄວາມຫລືສຳນັກງານກົດໝາຍອາຊຽນ', ເວັບໜ້າຕໍ່ໄປຈະປາກົດຂຶ້ນໃຫ້ເຫັນ.





**LAW FIRM**

\* Law Firm Name

\* Phone

Website

\* Address

300 characters remaining (300 maximum)

\* City  ZIP Code

\* Country

\* ASEAN Jurisdiction(s) where Local Office(s) is(are) Established

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**LAWYER**

\* Gender  Mr  Mrs  Ms

\* First Name  \* Last Name

\* Phone

\* Position

\* Email

Address

300 characters remaining (300 maximum)

City  ZIP Code

ASEAN Jurisdiction(s) where Admitted to Practice Law

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**COMPLAINT DESCRIPTION**

\* Confidential Case Code

\* Country of Legal Registration

\* Legal Registration Number

\* Registration Proof   No file chosen

\* Type of Business

\* Business Sector

- Services Sector Description

\* Type of Problem Encountered

\* Destination Country

\* Description

5000 characters remaining (5000 maximum)

Attachment   No file chosen

I have read and accept the ASSIST rules.

I hereby submit this complaint to the Central Administrator of ASSIST and I accept its transmission to the relevant authorities of the ASEAN Member States involved.

I'm not a robot

Central Administrator of ASSIST (ASEAN Secretariat) - 70A, J. Sisingamangaraja - Jakarta 12710 - Indonesia  
ASSIST - Supported by ARISE. (Disclaimer)

(c) ໃນຖານະທີ່ເປັນທະນາຍຄວາມຫລືສໍານັກງານກົດໝາຍອາຊຽນທີ່ໄດ້ຂຶ້ນທະບຽນ, ທ່ານຈໍາເປັນຕ້ອງຍື່ນຄໍາຮ້ອງທຸກດ້ວຍຊື່ຂອງທ່ານເອງແລະ/ຫຼືຊື່ບໍລິສັດກົດໝາຍຂອງທ່ານ ໂດຍທີ່ຕົວຕົນຂອງລູກຄ້າຂອງທ່ານໄດ້ຖືກເກັບຮັກສາໄວ້ໂດຍບໍ່ໃຫ້ລະບຸຊື່ແລະຖືເປັນ. ເພື່ອທີ່ຈະເຮັດແນວນັ້ນ, ທ່ານຕ້ອງປະຕິບັດຕາມຄໍາແນະນໍາທີ່ຢູ່ໃນໜ້າຂ້າງເທິງນັ້ນ. ກ່ອນອື່ນໝົດ, ທ່ານຕ້ອງໄດ້ດາວໂຫລດແບບຟອມທີ່ຈໍາເປັນເພື່ອຕື່ມໃສ່ແລະສົ່ງໃຫ້ກອງເລຂາອາຊຽນ, ຕາມທີ່ໄດ້ກໍານົດໄວ້ໃນແບບຟອມເອງ.

ເມື່ອທ່ານຄລິກໃສ່ຮູບສັນຍາລັກ "round orange - ວົງມົນສີສົ້ມ" ທີ່ຢູ່ໃນໜ້າເວັບຂ້າງເທິງນັ້ນ, ແບບຟອມຕໍ່ໄປນີ້ຈະຖືກດາວໂຫລດລົງໄປຢູ່ໃນຄອມພິວເຕີຂອງທ່ານ.



ດາວໂຫລດແບບຟອມການຮອງທຸກທີ່ບໍ່ມີບໍລະບຸຊື່ຮອງທຸກ ຈາກຫນ້າເວັບ “ຄໍາຮອງທຸກ ທີ່ຈະຖືກຍື່ນໂດຍທະນາຍຄວາມຫລື ສໍານັກງານກົດໝາຍຂອງອາຊຽນ.

**Form to be used by ASEAN-based Lawyers or Law Firms  
to file an 'anonymous' complaint on behalf of an ASEAN Enterprise**

Special rules apply to complaints filed by ASEAN-based registered lawyers or law firms. In particular, ahead of submitting an ASSIST complaint on behalf of a client, which must be a duly registered ASEAN enterprise based in one of the 10 ASEAN Member States, an ASEAN-based lawyer or law firm (i.e., a lawyer or law firm duly licensed to practice law in the ASEAN Member State where the client is based or against which the complaint is filed) must contact the ASEAN Secretariat and provide the required data on its professional registration and on the client on whose behalf the anonymous complaint is filed. [assist@asean.org](mailto:assist@asean.org)

**LAWYER**

- Gender:
- First Name:
- Last Name:
- Title/Position:
- Address:
- Zip code: City:
- Phone: E-mail:
- ASEAN Jurisdiction(s) where Admitted to Practice Law (country):

**LAW FIRM**

- Name:
- Address:
- Zip code: City:
- Phone: E-mail:
- Website:
- ASEAN Jurisdiction(s) where Local Office(s) is(are) Established (country):

**PROFESSIONAL LICENCE**

Please attach the Professional Licence (e.g., issued by the Government, Lawyers' Bar, Law Society, declaration by Attorney General's Chamber, etc.) for the individual lawyer showing the ability to practice law in the relevant ASEAN jurisdiction(s). Should there be no such Professional Licence, a sworn declaration should be submitted by the Lawyer or Law Firm indicating that the individual Lawyer is admitted to practice law in the relevant ASEAN jurisdiction(s). The document can be attached in PDF format in the original language. If the original language is other than English, an unofficial translation into English should also be attached and submitted to the ASEAN Secretariat.

**DETAILS OF ASEAN ENTERPRISE**

- ASEAN Enterprise Name:
- Company Size:
- Address:
- Zip code: City:
- Phone: E-mail:
- Website:
- Country of Legal Registration:
- Registration Number:
- Company Registration Proof: *To be attached to the email*

ໃຫ້ທ່ານຕື່ມແບບຟອມຂ້າງເທິງນີ້ແລະສົ່ງໂດຍທາງອີເມລໄປຫາກອງເລຂາອາຊຽນທີ່ [help@asean.org](mailto:help@asean.org), ຕາມທີ່ໄດ້ລະບຸໄວ້ໃນແບບຟອມຂອງມັນເອງ. ກະລຸນາສົ່ງຂໍ້ມູນທີ່ຕ້ອງການດັ່ງຕໍ່ໄປນີ້ພ້ອມດ້ວຍແບບຟອມດັ່ງນີ້: (i) ເອກະສານການລົງທະບຽນ/ໃບອະນຸຍາດທີ່ກ່ຽວຂ້ອງກັບວິຊາອາຊີບຂອງທ່ານ (ຖ້າຫາກພາສາເດີມບໍ່ແມ່ນພາສາອັງກິດ, ຕ້ອງໃຫ້ມີການແປເປັນພາສາອັງກິດທີ່ບໍ່ຈໍາເປັນຕ້ອງເປັນທາງການກໍ່ຄວນທີ່ຈະຕິດຄັດສົ່ງມານໍາ) ແລະ (ii) ເອກະສານການລົງທະບຽນຂອງບໍລິສັດລູກຄ້າ (ວິສາຫະກິດອາຊຽນ) ໃນນາມຜູ້ທີ່ໄດ້ຍື່ນຄໍາຮອງທຸກແບບທີ່ບໍ່ໄດ້ລະບຸຊື່.



## ໃຫ້ຕື່ມຂໍ້ມູນໃສ່ໃນແບບຟອມການຮ້ອງຮຽນແບບ "ບໍ່ລະບຸຊື່"

ໃຫ້ຕື່ມຂໍ້ມູນໃສ່ໃນແບບຟອມທີ່ໄດ້ດາວໂຫລດມາ. ຂ້າງລຸ່ມນີ້ແມ່ນຕົວຢ່າງຂອງແບບຟອມທີ່ຕື່ມຮຽບຮ້ອຍແລ້ວສໍາລັບກໍລະນີສຶກສານີ້.

**Form to be used by ASEAN-based Lawyers or Law Firms  
to file an 'anonymous' complaint on behalf of an ASEAN Enterprise**

Special rules apply to complaints filed by ASEAN-based registered lawyers or law firms. In particular, ahead of submitting an ASSIST complaint on behalf of a client, which must be a duly registered ASEAN enterprise based in one of the 10 ASEAN Member States, an ASEAN-based lawyer or law firm (i.e., a lawyer or law firm duly licensed to practice law in the ASEAN Member State where the client is based or against which the complaint is filed) must contact the ASEAN Secretariat and provide the required data on its professional registration and on the client on whose behalf the anonymous complaint is filed. [assist@asean.org](mailto:assist@asean.org)

**LAWYER**

- Gender: Female
- First Name: Sierra
- Last Name: Riviera
- Title/Position: Senior Associate
- Address: Danube Street No. 13
- Zip code: 12310 City: P
- Phone: +36 7878137686 E-mail: [aseanlawyer0@gmail.com](mailto:aseanlawyer0@gmail.com)
- ASEAN Jurisdiction(s) where Admitted to Practice Law (country): Country X

**LAW FIRM**

- Name: ARISE & Partners
- Address: Danube Street No. 13
- Zip code: 12310 City: P
- Phone: +36 1 7653572 E-mail: [aseanlawyer0@gmail.com](mailto:aseanlawyer0@gmail.com)
- Website: [www.arise&partners.com](http://www.arise&partners.com)
- ASEAN Jurisdiction(s) where Local Office(s) is(are) Established (country): Country X

**PROFESSIONAL LICENCE**

Please attach the Professional Licence (e.g., issued by the Government, Lawyers' Bar, Law Society, declaration by Attorney General's Chamber, etc.) for the individual lawyer showing the ability to practice law in the relevant ASEAN jurisdiction(s). Should there be no such Professional Licence, a sworn declaration should be submitted by the Lawyer or Law Firm indicating that the individual Lawyer is admitted to practice law in the relevant ASEAN jurisdiction(s). The document can be attached in PDF format in the original language. If the original language is other than English, an unofficial translation into English should also be attached and submitted to the ASEAN Secretariat.

*Professional Licence is attached as Annex 0.*

**DETAILS OF ASEAN ENTERPRISE**

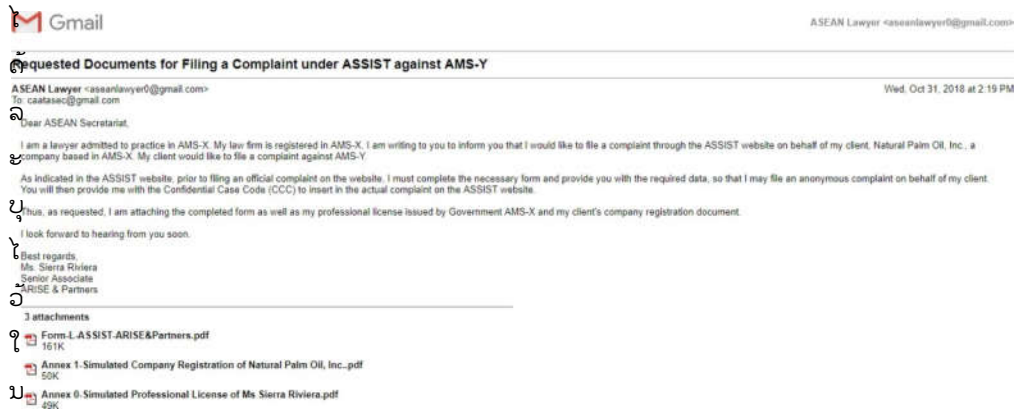
- ASEAN Enterprise Name: Natural Palm Oil Inc.
- Company Size: 150
- Address: Sweet Lane No. 22, Chocolate Boulevard
- Zip code: 13150 City: P
- Phone: +36 1 726 5977 E-mail: [aseanenterprise0@gmail.com](mailto:aseanenterprise0@gmail.com)
- Website: [www.naturalpalmoil.com](http://www.naturalpalmoil.com)
- Country of Legal Registration: Country X
- Registration Number: 123456789
- Company Registration Proof: Attached as Annex 1



ຂັ້ນຕອນ 5

ສົ່ງແບບຟອມທີ່ໄດ້ຕື່ມເປັນທີ່ຮຽບຮ້ອຍໄປຫາ ຜູ້ດູແລລະບົບຂອງ ASSIST / ກອງເລຂາອາຊຽນ ທາງອີເມລ.

ຕາມທີ່ໄດ້ລະບຸໄວ້ໃນແບບຟອມນັ້ນ, ໃຫ້ທ່ານສົ່ງແບບຟອມທີ່ໄດ້ຕື່ມຮຽບຮ້ອຍແລ້ວໃຫ້ແກ່ກອງເລຂາອາຊຽນ/ຜູ້ດູແລລະບົບຂອງ ASSIST ທີ່ອີເມລ help@asean.org ພ້ອມດ້ວຍເອກະສານອື່ນໆທີ່ຕ້ອງການຕາມທີ່ໄດ້ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 3 ຂ້າງເທິງນັ້ນ. ຂ້າງລຸ່ມນີ້ແມ່ນຕົວຢ່າງຂອງອີເມລທີ່ສົ່ງຈາກທະນາຍຄວາມອາຊຽນໄປຍັງກອງເລຂາອາຊຽນສໍາລັບກໍລະນີສຶກສານີ້.

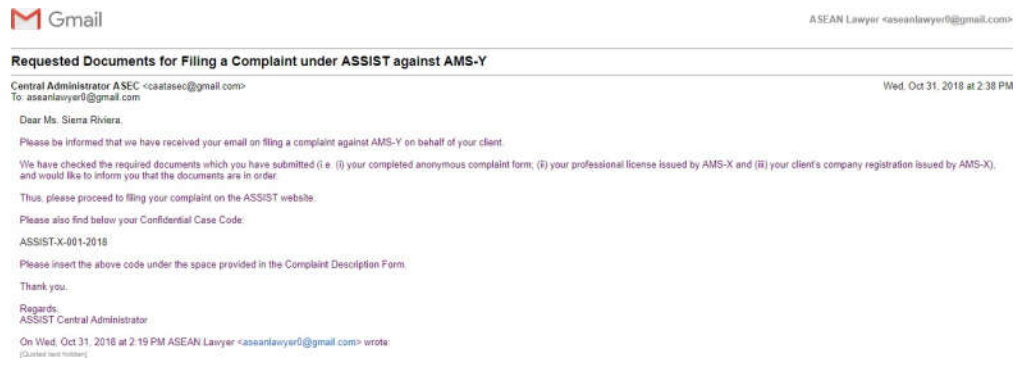


ຂັ້ນຕອນ 6

ໄຮັບເອົາຄໍາຕອບຈາກກອງເລຂາອາຊຽນ/ຜູ້ດູແລລະບົບ ໂດຍທາງບັນຊີອີເມລຂອງທ່ານ.

(a) ກອງເລຂາອາຊຽນ / CA ຈະຕອບອີເມລຂອງທ່ານເພື່ອແຈ້ງໃຫ້ທ່ານຊາບວ່າເອກະສານທີ່ທ່ານໄດ້ສົ່ງມານັ້ນຄົບຖ້ວນຕາມຄວາມຕ້ອງການແລ້ວຫຼືບໍ່. ໃນຕົວຢ່າງຂ້າງລຸ່ມນີ້, ທະນາຍຄວາມອາຊຽນໄດ້ຍື່ນເອກະສານທີ່ຈໍາເປັນທັງໝົດຢ່າງຄົບຖ້ວນ.

ກອງເລຂາອາຊຽນ / CA ຈະສົ່ງລະຫັດລັບຂອງເລື່ອງຮ້ອງທຸກທີ່ທ່ານໄດ້ຍື່ນໄປນັ້ນ ເພື່ອໃຫ້ຕື່ມໃສ່ເຂົ້າໃນແບບຟອມການຮ້ອງທຸກທາງເວັບໄຊທ໌ ASSIST.





(b) ເມື່ອກອງເລຂາອາຊຽນໄດ້ລະຫັດລັບ(CCC) ຂອງເລື່ອງຮ້ອງທຸກທີ່ທ່ານໄດ້ຍື່ນໄປນັ້ນ ແລະທັງແຈ້ງໃຫ້ທ່ານ ຊາບວ່າທ່ານອາດຈະດຳເນີນການຕື່ມລະຫັດນັ້ນໃນຄຳຮ້ອງທຸກ, ໂດຍທີ່ເຂົ້າໄປທີ່ໜ້າເວັບໄຊທ໌ ASSIST ອີກ ຄັ້ງໜຶ່ງແລະເລືອກແຖບເມນູ 'ຍື່ນຄຳຮ້ອງທຸກ' (ສຳລັບທະນາຍຄວາມອາຊຽນຫຼື ສຳນັກງານກົດໝາຍ). ແບບຟອມ ການຮ້ອງທຸກທີ່ບໍ່ທັນໄດ້ຕື່ມຫຍັງ ຕາມທີ່ສະແດງຢູ່ໃນຂັ້ນຕອນທີ 2 (ຂ) ນັ້ນ ກໍ່ຈະປາກົດອອກມາໃຫ້ເຫັນ. ໃນ ກໍລະນີນີ້, CCC ຂອງທ່ານແມ່ນ ASSIST-X-001-2018.

ຂັ້ນຕອນ 7

ປະກອບຄຳຮ້ອງທຸກທີ່ຕ້ອງຍື່ນໂດຍແບບຟອມ"ຄຳຮ້ອງທຸກທີ່ຕ້ອງຍື່ນໂດຍທະນາຍຄວາມອາຊຽນຫລື ສຳນັກງານກົດໝາຍທີ່ໄດ້ລົງທະບຽນ"

ໃຫ້ທ່ານຕື່ມຂໍ້ມູນໃສ່ໃນແບບຟອມທີ່ຢູ່ໃນຂັ້ນຕອນ 2 (b) ເພື່ອໃຫ້ ASSIST ໄດ້ມີຂໍ້ມູນພຽງພໍກ່ຽວກັບບັນຫາ ການຄ້າທີ່ລູກຄ້າຂອງທ່ານກຳລັງປະສົບຢູ່. ຊ່ອງໃສ່ຂໍ້ມູນທີ່ມີເຄື່ອງໝາຍດາວ (\*) ແມ່ນບັງຄັບໃຫ້ບ້ອນຂໍ້ມູນໃສ່. ໃສ່. ຖ້າທ່ານບໍ່ແນ່ໃຈວ່າຈະຕື່ມຂໍ້ມູນແບບໃດໃສ່ໃນຊ່ອງບ້ອນຂໍ້ມູນ, ປຸ່ມຕ່າງໆທີ່ເປັນຮູບ ໑ ໄດ້ມີໄວ້ໃຫ້ໃຊ້ສຳລັບ ເບິ່ງຄຳແນະນຳລະອຽດກ່ຽວກັບວ່າຈະບ້ອນຂໍ້ມູນແບບໃດໃສ່ໃນແຕ່ລະຊ່ອງ. ກະລຸນາກົດປຸ່ມທີ່ເປັນຮູບ ໑ ເພື່ອ ຮັບປະກັນວ່າທ່ານສາມາດເຂົ້າໃຈແລະຮູ້ໄດ້ວ່າຈະຕ້ອງບ້ອນຂໍ້ມູນແບບໃດທີ່ຖືກຕ້ອງລົງໃນແບບຟອມ. ຖ້າບໍ່ມີ ສຳນັກງານກົດໝາຍ, ທະນາຍຄວາມແຕ່ລະຄົນກໍ່ສາມາດໃສ່ລາຍລະອຽດສ່ວນຕົວຂອງພວກເຂົາໄດ້ສອງຄັ້ງ (ຫມາຍຄວາມວ່າ ໃນຊ່ອງບ້ອນຂໍ້ມູນສຳລັບທະນາຍຄວາມແລະສຳນັກງານກົດຫມາຍ).

ມັນເປັນສິ່ງສຳຄັນທີ່ສຸດທີ່ທ່ານຕ້ອງບ້ອນຂໍ້ມູນໃສ່ໃນຊ່ອງ 'Description'. ທາງ CA ຈະຕ້ອງໄດ້ທຳການກວດ ສອບວ່າ ຄຳອະທິບາຍຕ່າງໆທີ່ໄດ້ກ່າວໄວ້ໃນຄຳຮ້ອງທຸກນັ້ນແມ່ນມີຄວາມພຽງພໍທີ່ຈະກຳນົດບັນຫາໄດ້ຢ່າງແຈ້ງ ໃນແງ່ຂອງຂໍ້ຕົກລົງກ່ຽວກັບຫົວຂໍ້ສະເພາະຫລືບໍ່. ດັ່ງນັ້ນ, ກະລຸນາໃຫ້ທ່ານຈັດແຈງຄຳຮ້ອງທຸກຂອງທ່ານຢ່າງ ລະມັດລະວັງພ້ອມດ້ວຍຂໍ້ມູນການໂຕ້ຖຽງຕ່າງໆທາງກົດໝາຍ ແລະຫຼັກຖານທີ່ເປັນຈິງເພື່ອຊ່ວຍໃຫ້ທາງ CA ໃນ ການຕັດສິນໃຈວ່າຈະອະນຸມັດຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ຫຼືບໍ່.

ຂ້າງລຸ່ມນີ້ແມ່ນຕົວຢ່າງຂອງແບບຟອມທີ່ໄດ້ບ້ອນຂໍ້ມູນໄວ້ຮຽບຮ້ອຍສຳລັບການສຶກສາກໍລະນີນີ້ໂດຍສະເພາະ.

The screenshot shows the ASSIST website interface. At the top, there is a navigation bar with the ASSIST logo and the text 'ASSIST ASEAN Solutions for Investments, Services and Trade'. Below the navigation bar are several menu items: 'WELCOME TO ASSIST', 'WHAT IS ASSIST?', 'FILE A COMPLAINT', 'FOLLOW A COMPLAINT', 'PROCESS', 'FAQ', and 'CONTACT'. The main content area is titled 'Complaint to be Filed by an ASEAN Registered Lawyer or Law Firm'. It contains instructions for filing a complaint, including a note that the complainant must be an ASEAN registered lawyer or law firm. Below the instructions is a form with the following fields: 'LAW FIRM', '\* Law Firm Name' (filled with 'ARISE & Partners'), '\* Phone' (filled with '+36 1 7653572'), 'Website' (filled with 'www.arise&partners.com'), '\* Address' (filled with 'Danube Street No. 13', 'City P', 'Country X'), '\* City' (filled with 'City P'), 'ZIP Code' (filled with '12310'), '\* Country' (filled with 'AMS-X'), and '\* ASEAN Jurisdiction(s) where Local Office(s) is/are Established' (filled with 'Country X').





**LAWYER**

\* Gender  Mr  Mrs  Ms

\* First Name  \* Last Name

\* Phone

\* Position

\* Email

\* Address   
City P Country X

City  ZIP Code

ASEAN Jurisdiction(s) where Admitted to Practice Law

---

**COMPLAINT DESCRIPTION**

\* Confidential Case Code

\* Country of Legal Registration

\* Legal Registration Number

\* Registration Proof

\* Type of Business

\* Business Sector

\* Services Sector Description

\* Type of Problem Encountered

\* Destination Country

\* Description

Attachment

I have read and accept the ASSIST rules.

I hereby submit this complaint to the Central Administrator of ASSIST and I accept its transmission to the relevant authorities of the ASEAN Member States involved.

I'm not a robot

Central Administrator of ASSIST / ASEAN Secretariat, 70A, Jl. Seningmanggaja - Jakarta 12710 - Indonesia  
ASSIST - Supported by ASEAN (Disclaimers)

ມີການຍົກຕົວຢ່າງຂອງການອະທິບາຍຄໍາຮ້ອງທຸກທີ່ໄດ້ຂຽນໄວ້ຈະແຈ້ງແລະຊັດເຈນ, ຂ້າງລຸ່ມນີ້ແມ່ນຄໍາອະທິບາຍ ແລະລາຍລະອຽດສໍາລັບກໍລະນີສຶກສານີ້ໂດຍສະເພາະສະເພາະ:

“ພວກເຮົາແມ່ນບໍລິສັດກົດໝາຍທີ່ໄດ້ຈົດທະບຽນພາຍໃຕ້ ASSIST ແລະ ຢູ່ໃນ AMS-X ທີ່ໄດ້ຍື່ນຄໍາ ຮ້ອງທຸກໃນນາມລູກຄ້າຂອງພວກເຮົາ, ທີ່ເປັນບໍລິສັດນໍ້າມັນປາມທີ່ໄດ້ຈົດທະບຽນຖືກຕ້ອງໃນ AMS-X. ຄໍາ ຮ້ອງທຸກດັ່ງກ່າວແມ່ນກ່ຽວຂ້ອງກັບເລື່ອງພາສີໃໝ່ທີ່ໄດ້ວາງອອກໂດຍ AMS-Y (ຈຸດຕິດຕໍ່ທາງປາຍທາງຫລື DCP) ກ່ຽວກັບນໍ້າມັນປາມແລະຜະລິດຕະພັນອາຫານທີ່ມີນໍ້າມັນປາມພາຍໃຕ້ລະບຽບການອາຫານຂອງ ກະຊວງສາທາລະນະສຸກ ໝວດທີ 1000, ວັກທີ 100 ຂອງປີ 2015. ມາດຕະການທີ່ໄດ້ຮັບຮອງເອົາໂດຍ AMS-Y ໄດ້ທໍາການແນະນໍາເລື່ອງພາສີອາຫານທີ່ມີນໍ້າຕານແລະໄຂມັນອີ່ມຕົວໃນປະລິມານສູງເຊິ່ງເປັນສ່ວນ ທີ່ງຂອງຍຸດທະສາດໃນການແກ້ໄຂບັນຫາທີ່ເພີ່ມຂຶ້ນຂອງໂຮກອ້ວນໃນ AMS-Y.

ພວກເຮົາມີທັດສະນະທີ່ເຫັນວ່າ ມາດຕະການຂອງ AMS-Y ໄດ້ສະແດງອອກຢ່າງຈິງຈັງກ່ຽວກັບນໍ້າມັນປາມ ແລະບໍ່ພຽງແຕ່ສ່ວນປະກອບໄຂມັນອີ່ມຕົວຂອງນໍ້າມັນປາມແລະຂອງຜະລິດຕະພັນທີ່ບັນຈຸນໍ້າມັນປາມນັ້ນ, ດ້ວຍເຫດນີ້ຈິ່ງໄດ້ມີ ການແບ່ງແຍກກົດກັນນໍ້າມັນປາມແລະໃສ່ຮ້າຍໃຫ້ກັບຜະລິດຕະພັນເຫລົ່ານັ້ນແບບເຫມົາ ລວມ ແທນທີ່ວ່າ ພຽງແຕ່ບໍ່ສົ່ງເສີມການຊົມໃຊ້ຜະລິດຕະພັນປະກອບດ້ວຍໄຂມັນອີ່ມຕົວທີ່ຫຼາຍເກີນໄປ, ໂດຍ ທີ່ກ່ຽວຂ້ອງກັບຜະລິດຕະພັນທີ່ປະກອບໄປດ້ວຍໄຂມັນທີ່ມາຈາກພືດຜັກຫຼືສັດ.

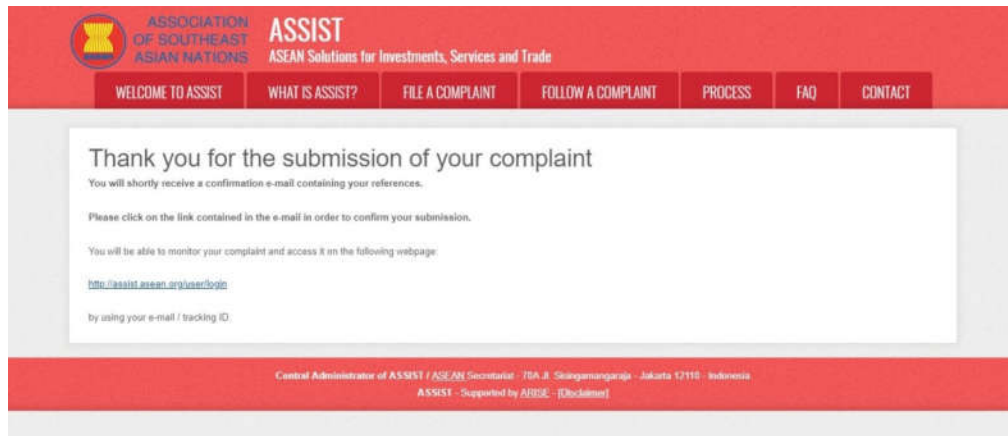
ດັ່ງນັ້ນ, ພວກເຮົາເຫັນວ່າມາດຕະການທີ່ຖືກຮັບຮອງແລະເອົາໄປນໍາໃຊ້ໂດຍAMS-Yນັ້ນແມ່ນຂັດແຍ່ງກັບ ມາດຕາ 6 ຂອງສັນຍາການຄ້າອາຊຽນ (ATIGA) (ກ່ຽວກັບການຈັດການແລະລະບຽບການພາສີພາຍໃນແຫ່ງ ຊາດ), ໂດຍເທົ່າທີ່ມັນໄດ້ແບ່ງແຍກກົດກັນນໍ້າມັນປາມແບບເຫມົາລວມແລະບໍ່ໄດ້ຖືກນໍາເອົາໄປໃຊ້ກັບ ຜະລິດຕະພັນອື່ນທີ່ຄ້າຍຄືກັນທີ່ຜະລິດຫຼືຈໍາໜ່າຍໃນAMS-Y (ເຊັ່ນຜະລິດຕະພັນອາຫານທີ່ມີໄຂມັນອີ່ມຕົວທີ່ ເຮັດມາຈາກຖົ່ວເຫລືອງ, ດອກຕາເວັນ, ຜັກກາດກ້ານຂາວ, ຫມາກສາລີ, ຫມາກຖົ່ວດິນຫລືໄຂມັນສັດ)..”



ໃນເມື່ອຄໍາຮ້ອງທຸກໄດ້ຖືກຍື່ນໂດຍການຄລິກທີ່ 'Submit Your Complaint - ຍື່ນຄໍາຮ້ອງທຸກຂອງທ່ານ', ເວັບໜ້າຕໍ່ໄປນີ້ທີ່ຢູ່ໃນຂັ້ນຕອນທີ 8 ກໍ່ຈະປາກົດຂຶ້ນໃຫ້ທ່ານໄດ້ເຫັນ.

ຂັ້ນຕອນ 8

ໄດ້ຮັບແຈ້ງການຈາກ ASSIST



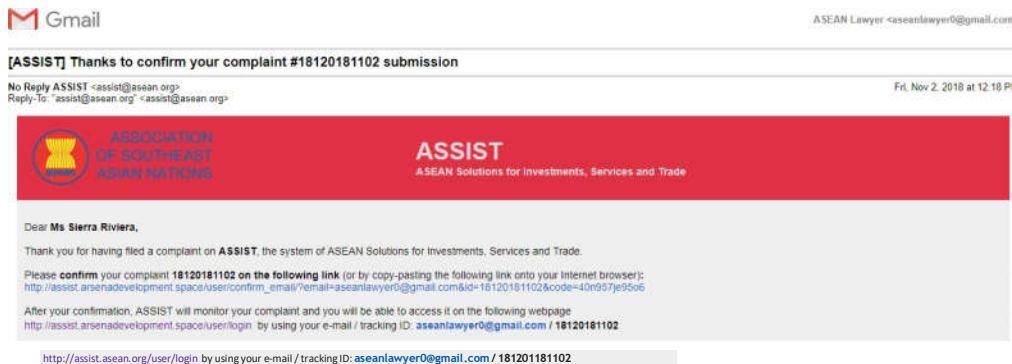
ການແຈ້ງການຂ້າງເທິງນັ້ນຊື່ໃຫ້ເຫັນວ່າທ່ານຄວນຄລິກທີ່ລິ້ງທີ່ໄດ້ໃຫ້ໄວ້ຢູ່ໃນບັນຊີອີເມລຂອງທ່ານເພື່ອຍືນຍັນຄໍາຮ້ອງທຸກຂອງທ່ານໃຫ້ກັບທາງ ASSIST.

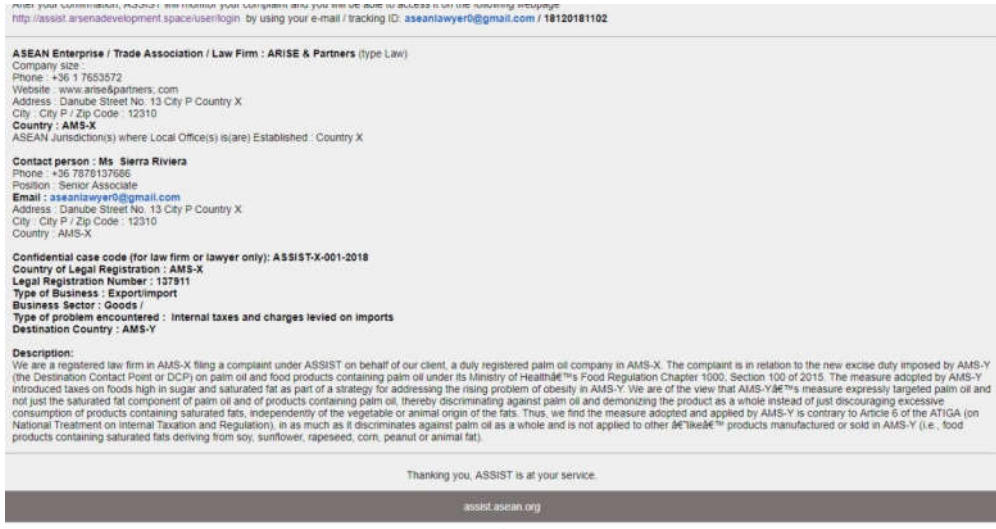
ຂັ້ນຕອນ 9

ຮ້ອງທຸກຂອງທ່ານໄດ້ທີ່ບັນຊີອີເມລຂອງທ່ານ.

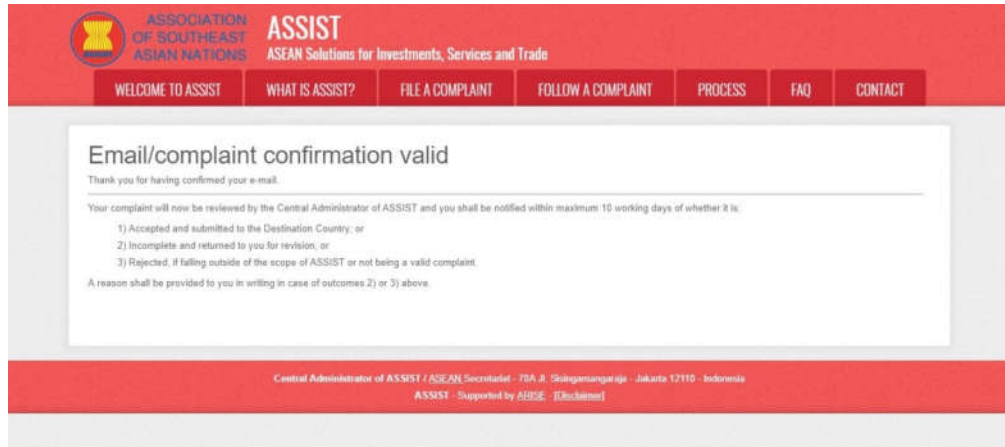
(a) ໃຫ້ທ່ານເຂົ້າໄປໃນບັນຊີອີເມລຂອງທ່ານທີ່ທ່ານໄດ້ໃຫ້ໄວ້ກັບແບບຟອມການຮ້ອງທຸກ. ທ່ານຈະໄດ້ຮັບອີເມລຈາກ ASSIST ເພື່ອໃຫ້ທ່ານທໍາການຍືນຍັນການສົ່ງຄໍາຮ້ອງທຸກຂອງທ່ານໂດຍໃຫ້ໄປຄລິກທີ່ລິ້ງທີ່ໄດ້ສົ່ງມາໃຫ້ທາງກັບອີເມລຫລືຖ້າບໍ່ຢາກຄລິກກໍ່ພຽງແຕ່ທ່ານຄັດລອກເອົາລິ້ງນັ້ນໄປແປະໃສ່ໃນ browser ອິນເຕີເນັດ. ອັນນີ້ແມ່ນຕ້ອງໄດ້ເຮັດຕາມທີ່ ASSIST ໄດ້ຮຽກຮ້ອງມາ ເພື່ອເປັນການຍືນຍັນວ່າ ອີເມລທີ່ທ່ານໄດ້ໃຫ້ໄປນັ້ນຖືກຕ້ອງ. ໝາຍເລກຄໍາຮ້ອງທຸກຂອງທ່ານກໍ່ໄດ້ສົ່ງມາໃຫ້ທ່ານດ້ວຍອີເມລນີ້ເຊັ່ນກັນ. ໃນກໍລະນີນີ້, ໝາຍເລກຄໍາຮ້ອງທຸກຂອງທ່ານແມ່ນ 18120181102.

ຂ້າງລຸ່ມນີ້ແມ່ນອີເມລທີ່ທ່ານຈະໄດ້ຮັບຈາກ ASSIST.





(b) ໃຫ້ທ່ານຄລິກທີ່ລິ້ງທີ່ໄດ້ໃຫ້ມາກັບອີເມລເຊິ່ງຕ້ອງໄດ້ຄລິກ ແລະໜ້າໃຫມ່ໃນອີເມລນັ້ນກໍ່ຈະສະແດງໃຫ້ເຫັນ.



ການແຈ້ງເຕືອນທີ່ໄດ້ສະແດງໄວ້ຂ້າງເທິງນີ້ຈະແຈ້ງໃຫ້ທ່ານຊາບວ່າ ຄໍາຮ້ອງທຸກຂອງທ່ານຈະຖືກທົບທວນໂດຍ CA ແລະຫຼັງຈາກນັ້ນ ທ່ານຈະໄດ້ຮັບການແຈ້ງກັບມາທາທ່ານທາງອີເມລ ພາຍໃນເວລາສູງສຸດ 10 ວັນລັດຖະການ ໂດຍທີ່ການຍື່ນຄໍາຮ້ອງທຸກຂອງທ່ານນັ້ນຈະ:

- 1) ໄດ້ຮັບການຍອມຮັບແລະຖືກສົ່ງຕໍ່ເພື່ອສະເໜີຕໍ່ປະເທດປາຍທາງ; ຫຼື
- 2) ບໍ່ຄົບຖ້ວນແລະໄດ້ຖືກສົ່ງກັບຄືນມາທາທ່ານເພື່ອດັດແກ້; ຫຼື
- 3) ຖືກປະຕິເສດ, ຖ້າຫາກຢູ່ນອກຂອບເຂດຂອງ ASSIST ຫຼື ເປັນການຮ້ອງທຸກທີ່ໃຊ້ການບໍ່ໄດ້.

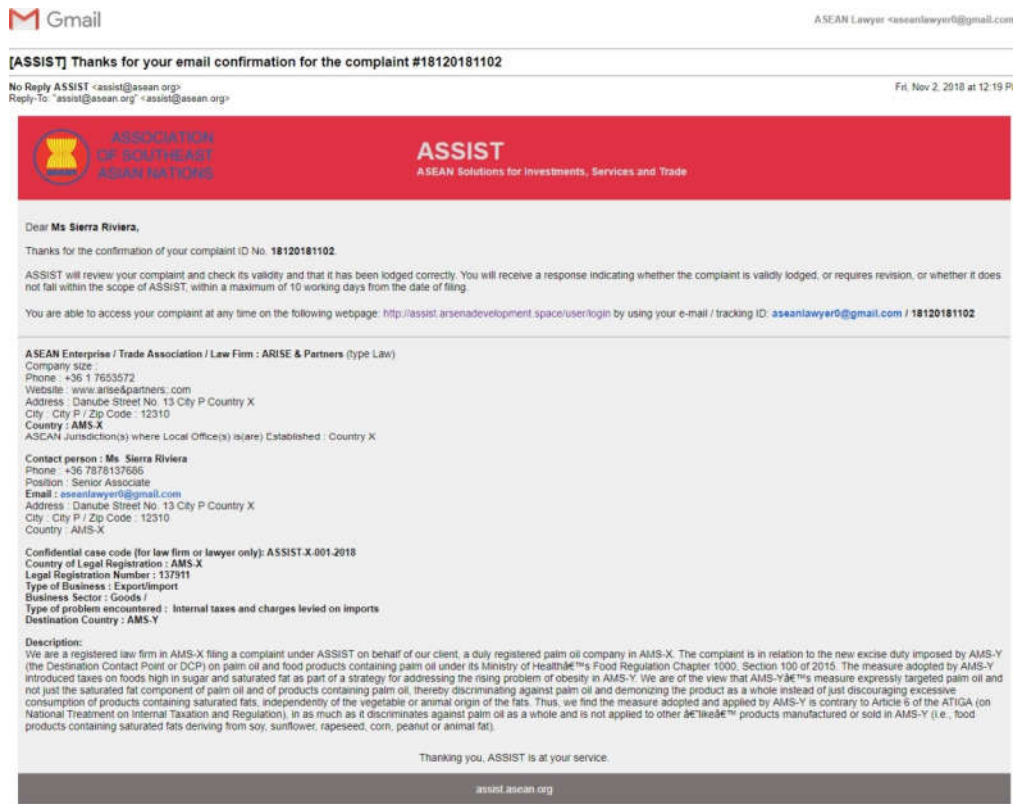
ໄປທີ່ບັນຊີອີເມລຂອງທ່ານ.



ຂັ້ນຕອນ 10

ໄດ້ຮັບອີເມລຈາກ ASSIST ເພື່ອໃຫ້ຮູ້ວ່າອີເມລແລະຄໍາຮ້ອງທຸກຂອງທ່ານນັ້ນໃຊ້ການໄດ້

ໃຫ້ທ່ານໄປທີ່ອີເມລຂອງທ່ານແລະທ່ານຈະເຫັນມີອີເມລໃໝ່ຈາກ ASSIST ສົ່ງມາທາທ່ານ. ອີເມລນີ້ຈະຊີ້ບອກໃຫ້ທ່ານຮູ້ວ່າ ທ່ານໄດ້ທໍາການຍືນຍັນຄໍາຮ້ອງທຸກຂອງທ່ານແລ້ວພ້ອມທັງທາງ CA ຈະກວດສອບຄວາມຖືກຕ້ອງຂອງຄໍາຮ້ອງທຸກ, ແລະກໍ່ໄດ້ຖືກນໍາເຂົ້າໄປເກັບໄວ້ໃນລະບົບພາຍໃນຂອງ ASSIST. ASSIST ຈະກັບມາຕິດຕໍ່ອີກເທື່ອໜຶ່ງພ້ອມດ້ວຍຄໍາຕອບທີ່ຈະບອກວ່າ ຄໍາຮ້ອງທຸກທີ່ໄດ້ສົ່ງໄປນັ້ນ ໄດ້ຮັບການຍອມຮັບແລ້ວ, ບໍ່ຄົບຖ້ວນ ຫຼື ຖືກປະຕິເສດພາຍໃນ 10 ວັນລັດຖະການ.

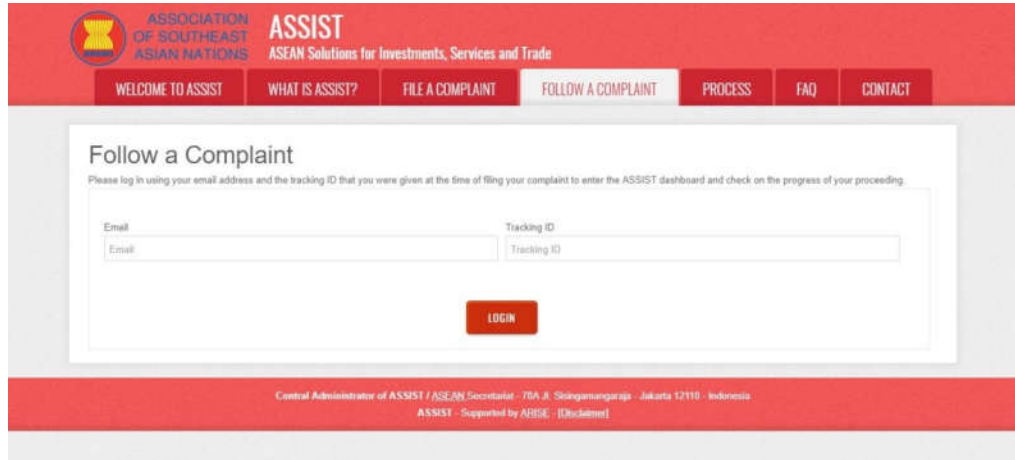


ຕາມທີ່ໄດ້ລະບຸໄວ້ໃນອີເມລຂ້າງເທິງນັ້ນ, ໃນເວລານີ້ ທ່ານສາມາດຕິດຕາມເບິ່ງຄວາມຄືບໜ້າໄດ້ໂດຍໃຫ້ທ່ານຄລິກທີ່ລິ້ງທີ່ໄດ້ແນະນໍາໄວ້ໃຫ້ ເຊິ່ງຈະພາທ່ານທີ່ແຖບ 'Follow a Complaint-ຕິດຕາມເບິ່ງຄໍາຮ້ອງທຸກ' ຢູ່ແຖບເມນູໃນເວັບໄຊທ໌ ASSIST.

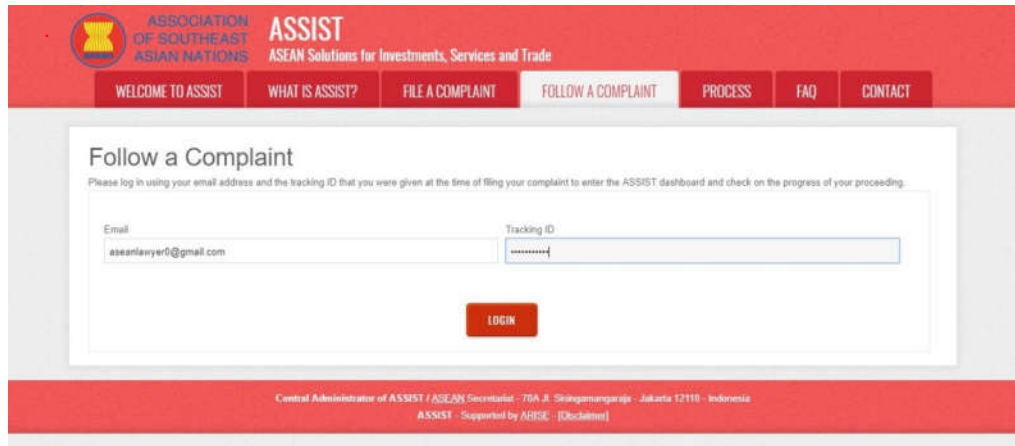
ຂັ້ນຕອນ 11

ຕິດຕາມຄວາມຄືບໜ້າຂອງການຮ້ອງທຸກຂອງທ່ານ

(a) ໃຫ້ໄປທີ່ລິ້ງຕໍ່ໄປນີ້: <http://assist.asean.org/user/login> ຫຼືໄປທີ່ແຖບ 'Follow a Complaint-ຕິດຕາມເບິ່ງຄໍາຮ້ອງທຸກ' ຢູ່ແຖບເມນູໃນເວັບໄຊທ໌ ASSIST. ໜ້າເວັບຕໍ່ໄປນີ້ກໍ່ຈະປາກົດຂຶ້ນມາໃຫ້ທ່ານ

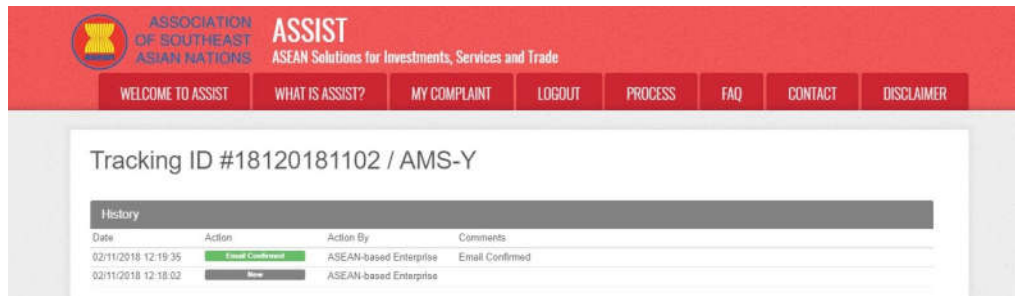


(b) ໃຫ້ທ່ານໃສ່ອີເມລຂອງທ່ານແລະໝາຍເລກເພື່ອຕິດຕາມ (ກໍ່ຄືໝາຍເລກຄຳຮ້ອງທຸກຂອງທ່ານ) ໃນຊ່ອງປ້ອນຂໍ້ມູນທີ່ມີໃຫ້ໄວ້ເພື່ອເຂົ້າສູ່ລະບົບ. ໃນກໍລະນີນີ້, ອີເມລແມ່ນ [aseanenterprise0@gmail.com](mailto:aseanenterprise0@gmail.com) ແລະ ໝາຍເລກເພື່ອຕິດຕາມແມ່ນ 18120181102.



ເມື່ອທ່ານໄດ້ເຂົ້າສູ່ລະບົບແລ້ວ, ທ່ານຈະເຫັນ Dashboard ຂອງ ASSIST ຂອງທ່ານເຊິ່ງເປັນບ່ອນທີ່ທ່ານສາມາດຕິດຕາມຄວາມຄືບໜ້າຂອງການຍື່ນຄຳຮ້ອງທຸກຂອງທ່ານ.

(c) ເປີດເບິ່ງລາຍລະອຽດໃນ Dashboard ຂອງ ASSIST ຂອງທ່ານເມື່ອທ່ານໄດ້ເຂົ້າສູ່ລະບົບແລ້ວ:





[WITHDRAW COMPLAINT](#)

### ASEAN ENTERPRISE

|                       |                        |                  |                                       |
|-----------------------|------------------------|------------------|---------------------------------------|
| ASEAN Enterprise Name |                        | ARISE & Partners |                                       |
| Company Size          |                        | Address          | Danube Street No. 13 City P Country X |
| Phone                 | +36 1 7653572          | City             | City P                                |
| Website               | www.arise5partners.com | ZIP Code         | 12310                                 |
|                       |                        | Country          | AMS-X                                 |

### CONTACT PERSON

|            |                                    |          |                                       |
|------------|------------------------------------|----------|---------------------------------------|
| First Name | Sierra                             | Address  | Danube Street No. 13 City P Country X |
| Last Name  | Riviera                            | City     | City P                                |
| Phone      | +36 7878137586                     | ZIP Code | 12310                                 |
| Position   | Senior Associate                   | Country  | AMS-X                                 |
| Email      | aseanlawyer0@gmail.com (Confirmed) |          |                                       |

### COMPLAINT DESCRIPTION

|                               |   |                     |  |
|-------------------------------|---|---------------------|--|
| Country of Legal Registration | AMS-X   | Business Sector     | Goods  |
| Registration Number           | 137911  | Type of Problem     | Goods / Internal taxes and charges levied on imports |
| Company Registration Proof    | <a href="#">Attach it:<br/>Simulated_Professional_License_of_Ms_Sierra_Riviera4.pdf</a> | Encouraged          |  |
| Type of Business              | Export/Import   | Destination Country | AMS-Y  |

**Description**

We are a registered law firm in AMS-X filing a complaint under ASSIST on behalf of our client, a duly registered palm oil company in AMS-X. The complaint is in relation to the new excise duty imposed by AMS-Y (the Destination Contact Point or DCP) on palm oil and food products containing palm oil under its Ministry of Health's Food Regulation Chapter 1000, Section 100 of 2015. The measure adopted by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the rising problem of obesity in AMS-Y. We are of the view that AMS-Y's measure expressly targeted palm oil and not just the saturated fat component of palm oil and of products containing palm oil, thereby discriminating against palm oil and demonizing the product as a whole instead of just discouraging excessive consumption of products containing saturated fats, independently of the vegetable or animal origin of the fats. Thus, we find the measure adopted and applied by AMS-Y is contrary to Article 6 of the ATIGA (on National Treatment on Internal Taxation and Regulation), in as much as it discriminates against palm oil as a whole and is not applied to other 'like' products manufactured or sold in AMS-Y (i.e., food products containing saturated fats deriving from soy, sunflower, rapeseed, corn, peanut or animal fat).

**Attachment**

Central Administrator of ASSIST / ASEAN Secretariat, TRA B, Sisingamangaraja - Jakarta 12110 - Indonesia  
 ASSIST - Supported by ASESSE - [Unclaimed]

ດັ່ງທີ່ທ່ານສາມາດເຫັນໄດ້ໃນ dashboard ຂອງທ່ານ, ການດຳເນີນການຕ່າງໆຂອງການຮ້ອງທຸກຂອງທ່ານແມ່ນໄດ້ຖືກລະບຸໄວ້ຢ່າງຈະແຈ້ງໃນ dashboard ຂອງທ່ານແລະເນື້ອໃນລາຍການຕ່າງໆເຫຼົ່ານີ້ຈະຖືກປັບໃຫ້ໃຫມ່ຢູ່ສະເໝີ ຫຼັງຈາກການດຳເນີນການໃນແຕ່ລະຄັ້ງ. ແບບຟອມຄຳຮ້ອງທຸກທີ່ທ່ານໄດ້ຍື່ນໄປແລ້ວນັ້ນ, ກໍ່ສາມາດເຂົ້າເບິ່ງໄດ້ໃນ dashboard ຂອງທ່ານເຊັ່ນກັນ.

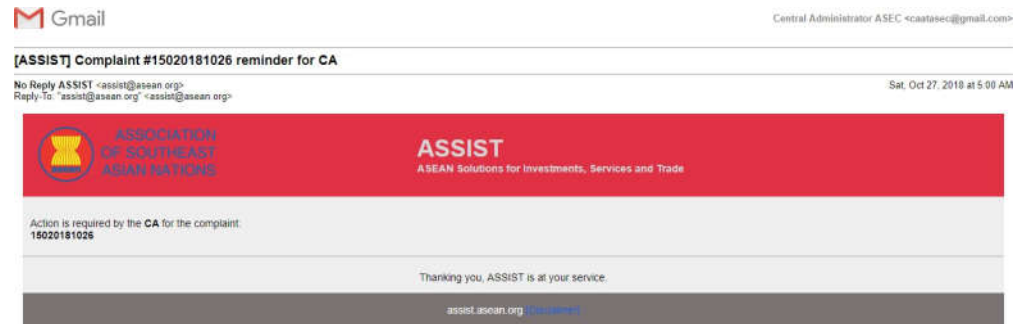
**ຂັ້ນຕອນ 12 ຜູ້ດູແລະລະບົບກວດເບິ່ງຄຳຮ້ອງທຸກຂອງທ່ານແລະຕອບທ່ານທາງອີເມລ (ວ່າຮັບຮອງ,ບໍ່ຄົບຖ້ວນ ຫລື ປະຕິເສດ)**

ຫຼັງຈາກທີ່ CAໄດ້ທຳການກວດກາເບິ່ງຄຳຮ້ອງທຸກຂອງທ່ານເປັນທີ່ຮຽບຮ້ອຍແລ້ວແລະທັງໄດ້ຕັດສິນແລ້ວວ່າຄຳຮ້ອງທຸກນັ້ນໄດ້ຜ່ານການຮັບຮອງ, ບໍ່ຄົບຖ້ວນ ຫລື ຖືກປະຕິເສດນັ້ນ ຈະມີອີເມລສົ່ງໄປຫາທ່ານພາຍໃນ 10 ວັນ ລັດຖະການນັບຕັ້ງແຕ່ທ່ານໄດ້ສົ່ງຄຳຮ້ອງທຸກຂອງທ່ານ.

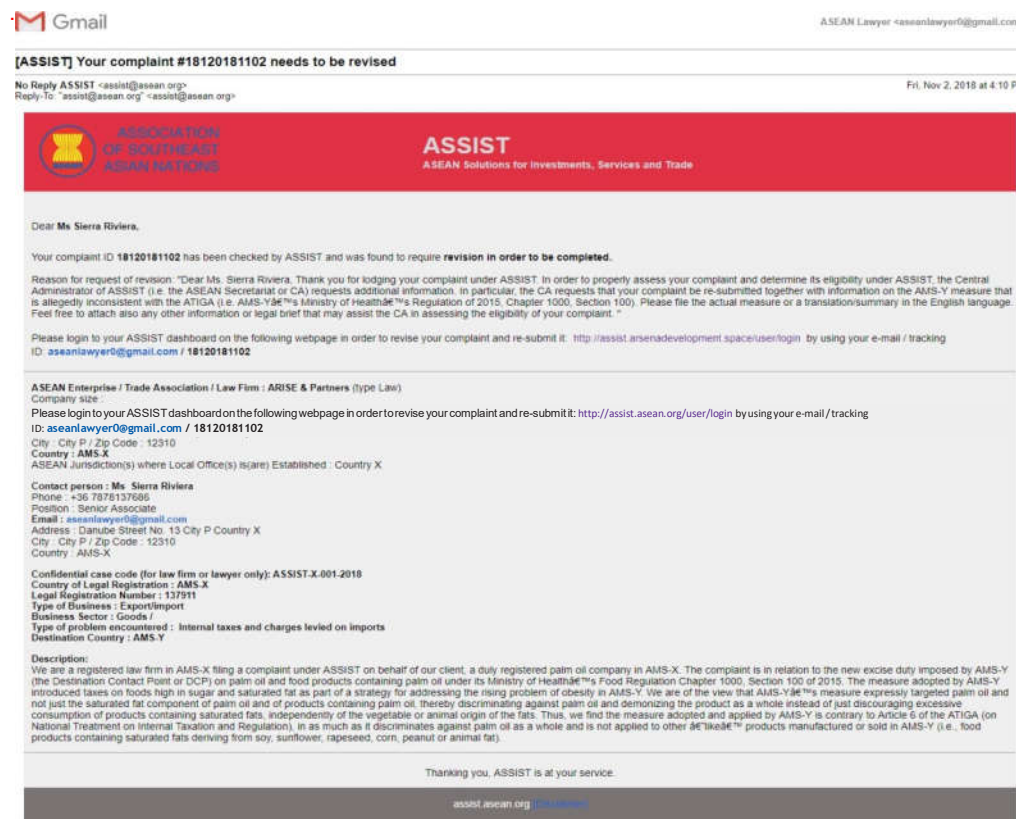
ຖ້າຫາກວ່າບໍ່ມີການດຳເນີນການໃດໆໂດຍCAໃນລະຍະນີ້ ທາງ CA ຈະໄດ້ຮັບຄຳເຕືອນແບບອັດຕະໂນມັດດັ່ງທີ່ສະແດງຂ້າງລຸ່ມນີ້ຜ່ານທາງອີເມລຈາກລະບົບ online ຂອງ ASSIST ພາຍໃນ 7 ວັນຕາມເວລາປະຕິທິນ ຫຼັງຈາກການຮ້ອງທຸກໄດ້ຖືກຍື່ນ. ດັ່ງນັ້ນຕາມທີ່ໄດ້ລະບຸໄວ້ຂ້າງເທິງນັ້ນ, ທາງ CA ຈະຕ້ອງຕັດສິນໃຈພາຍໃນ 10 ວັນລັດຖະການວ່າຈະຮັບຮອງຍອມຮັບເອົາ, ຈະແຈ້ງວ່າຄຳຮ້ອງທຸກບໍ່ຄົບຖ້ວນແລະໃຫ້ມີການແກ້ໄຂ, ຫຼືຈະຖືກປະຕິເສດ.



ອີເມລເຕືອນເທື່ອທີ 1 ສຳລັບຜູ້ດູແລລະບົບ:



ໃຫ້ທ່ານໝັ້ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄຳຮ້ອງທຸກ. ໃນທີ່ສຸດທ່ານກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.



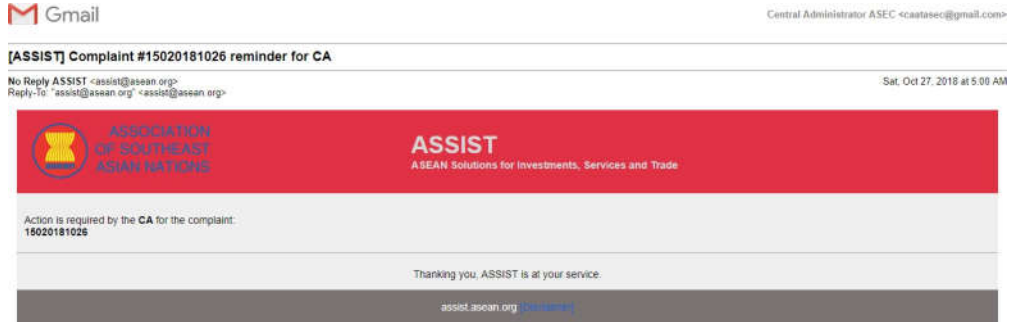
ໃນກໍລະນີນີ້, CA ໄດ້ກວດສອບແບບຟອມແລະເຫັນວ່າມັນບໍ່ຄົບຖ້ວນ. CA ຕ້ອງການຂໍ້ມູນເພີ່ມເຕີມຈາກທ່ານເພາະວ່າທ່ານໄດ້ຍື່ນແຕ່ເອກະສານໃບອະນຸຍາດວິຊາຊີບຂອງທ່ານຢ່າງດຽວເທົ່ານັ້ນ. ດັ່ງນັ້ນ, ທາງ CA ຈຶ່ງໄດ້ສົ່ງອີເມລຕອບໄປຫາທ່ານເພື່ອຮຽກຮ້ອງໃຫ້ທ່ານສົ່ງຄຳຮ້ອງທຸກອີກຄືນໃໝ່ໂດຍຕິດຄັດຂໍ້ກຳນົດທີ່ມາດຕະການຂອງ AMS-Y ທີ່ກ່ຽວຂ້ອງກັບບັນຫາທີ່ກ່າວເຖິງໄປນຳກັນ ພ້ອມກັບລາຍລະອຽດສັ້ນໆທາງກົດໝາຍ ທີ່ກ່າວເຖິງຂໍ້ກ່າວຫາຂອງທ່ານແລະທັງຂໍ້ໂຕ້ແຍ້ງທີ່ທ່ານເຊື່ອວ່າຄວນຈະໄດ້ຮັບການພິຈາລະນາເພື່ອຈຸດປະສົງໃນການທີ່ຄຳຮ້ອງທຸກນັ້ນໄດ້ຮັບການຍອມຮັບແລະມີຄວາມເປັນໄປໄດ້ທີ່ຈະໄດ້ຮັບການແກ້ໄຂ.

ດັ່ງທີ່ໄດ້ລະບຸໄວ້ໃນອີເມລຂ້າງເທິງນັ້ນ, ເພື່ອເປັນການແກ້ໄຂຄຳຮ້ອງທຸກຂອງທ່ານແລະສົ່ງກັບໄປຄືນໃໝ່, ທ່ານຈະຕ້ອງເຂົ້າສູ່ລະບົບ dashboard ຂອງ ASSIST ທີ່ທ່ານມີ.



ຖ້າທ່ານບໍ່ໄດ້ຮັບອີເມລຈາກ ASSIST ພາຍໃນກຳນົດເວລາທີ່ໄດ້ກຳນົດໄວ້ (ກໍ່ຄື 10 ວັນເຮັດລັດຖະການນັບຕັ້ງແຕ່ວັນທີ່ຄຳຮ້ອງທຸກໄດ້ຖືກຍື່ນໄປ), ອັນນີ້ ມັນກໍ່ພາຍຄວາມວ່າ CA ມີການດຳເນີນການທີ່ເກີນຂອບເຂດ. CA ຈະໄດ້ຮັບການແຈ້ງເຕືອນອັດຕະໂນມັດອີກທາງໜຶ່ງຜ່ານທາງອີເມລ (ພາຍໃນ 14 ວັນຕາມເວລາປະຕິທິນ ຫຼັງຈາກການຮ້ອງຮຽນໄດ້ຖືກຍື່ນ) CA ຈະໄດ້ຮັບອີເມລແບບຂ້າງລຸ່ມນີ້:

ອີເມລເຕືອນເທື່ອທີ 2 ສຳລັບຜູ້ຕູ້ແລະລະບົບ:

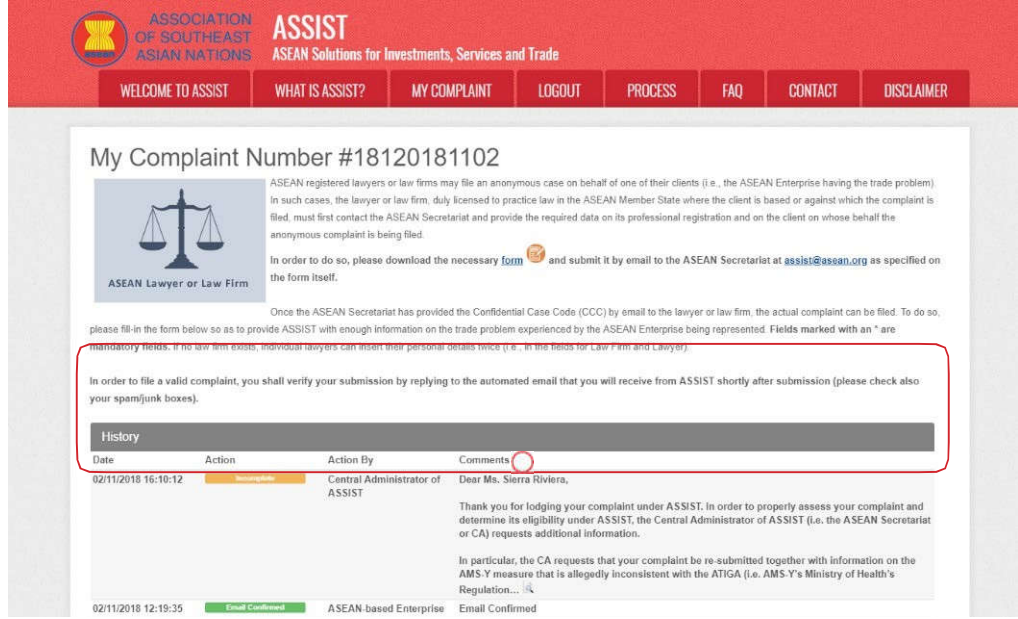


ຂັ້ນຕອນ 13

ໃຫ້ທ່ານເຂົ້າສູ່ລະບົບ Dashboard ຂອງ ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະໝາຍເລກຕິດຕາມຂອງທ່ານເພື່ອເບິ່ງຄຳຕອບຕົວຈິງຈາກທາງ ASSIST ແລະເພື່ອໃຫ້ທ່ານສາມາດທົບທວນຄຳຮ້ອງຂໍຂອງທ່ານທີ່ "ຍັງບໍ່ທັນຄົບຖ້ວນ"

- (a) ຖ້າທ່ານຕ້ອງການທີ່ຈະເຫັນການຕອບຮັບຢ່າງເຕັມທີ່ຈາກ CA, ທ່ານຈະຕ້ອງເຂົ້າສູ່ລະບົບ dashboard ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະໝາຍເລກຕິດຕາມຂອງທ່ານທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 11 (a) ແລະ (b) ຂ້າງເທິງ.

ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນ ຂອງ dashboard ຂອງທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດຳເນີນການຕ່າງໆລ້ວນແຕ່ໄດ້ຖືກເກັບບັນທຶກເພີ່ມເຂົ້າໄປໃນ 'ປະຫວັດ' ຂອງການດຳເນີນການຕ່າງໆ ເຊິ່ງສາມາດຫາເຫັນການທີ່ໄດ້ລະບຸໄວ້ວ່າ CA ນັ້ນ ໄດ້ "Incomplete - ບໍ່ຄົບຖ້ວນ" ຄຳຮ້ອງທຸກຂອງທ່ານໄປແລ້ວ.







02/11/2018 12:18:02 New ASEAN-based Enterprise

WITHDRAW COMPLAINT

### LAW FIRM

\* Law Firm Name:

\* Phone:

Website:

\* Address:   
City P:

250 characters remaining (500 maximum)

\* City:  ZIP Code:

\* Country:

\* ASEAN Jurisdiction(s) where Local Office(s) is(are) Established:

### LAWYER

\* Gender:  Mr  Mrs  Ms

\* First Name:  \* Last Name:

\* Phone:

\* Position:

\* Email:

Address:   
City P:

250 characters remaining (500 maximum)

City:  ZIP Code:

ASEAN Jurisdiction(s) where Admitted to Practice Law:

### COMPLAINT DESCRIPTION

\* Confidential Case Code:

\* Country of Legal Registration:

\* Legal Registration Number:

\* Registration Proof:  No file chosen  
[Annex 0-Simulated\\_Professional\\_License\\_of\\_Ms\\_Sierra\\_Riviera4.pdf](#)

\* Type of Business:

\* Business Sector:

- Services Sector Description:

\* Type of Problem Encountered:

\* Destination Country:

\* Description:

Attachment:  Annex 2-Simulated Regulation of AMS-Y.pdf   
 Annex 3-Simulated Le...RISE & Partners.pdf

I have read and accept the ASSIST rules.

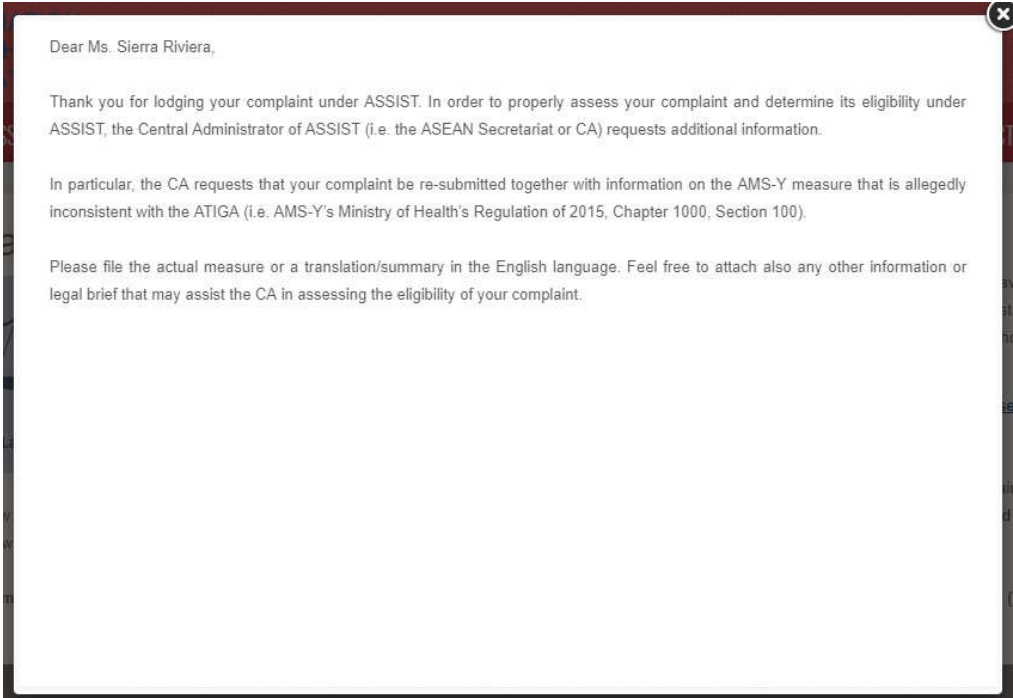
I hereby submit this complaint to the Central Administrator of ASSIST and I accept its transmission to the relevant authorities of the ASEAN Member States involved.

✓ I'm not a robot

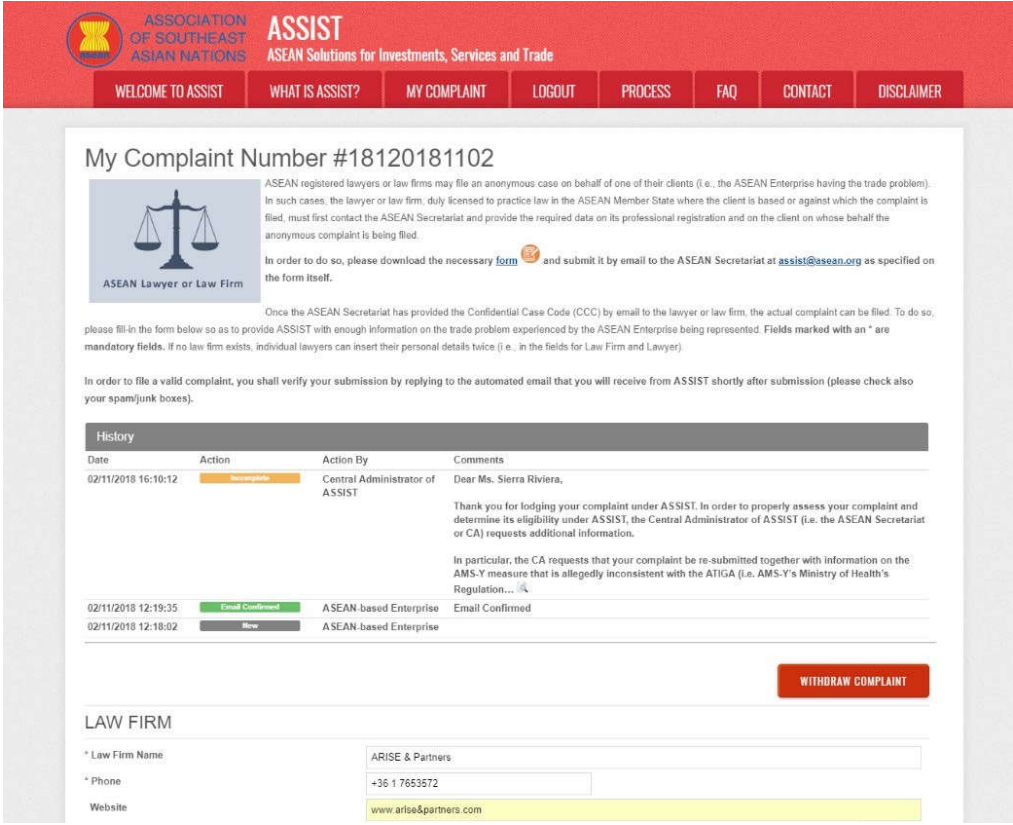
SUBMIT YOUR COMPLAINT

Central Administrator of ASSIST / ASEAN Secretariat - 70A JL. Sisingamangaraja - Jakarta 12110 - Indonesia  
ASSIST - Supported by ARISE - [Disclaimer]

(b) ໃຫ້ທ່ານຄລິກທີ່ໄອອອນທີ່ເປັນຮູບແກ້ວຂະຫຍາຍໃນບ່ອນສະແດງຄຳເຫັນທີ່ເປັນຫ້ອງາວງລົງມາ. ການຕອບຮັບອັນຄົບຖ້ວນຈາກຫາງ CA ກໍ່ຈະປາກົດຂຶ້ນມາໃຫ້ເຫັນ, ດັ່ງທີ່ໄດ້ສະແດງໃນພາບຂ້າງລຸ່ມນີ້:



(c) ໃຫ້ທ່ານຄັດຕິດເອກະສານເພີ່ມເຕີມທີ່ CA ໄດ້ຮ້ອງຂໍແລະສົ່ງຄໍາຮ້ອງທຸກກັບຄືນໄປໃໝ່ໂດຍຜ່ານທາງ dashboard ຂອງທ່ານ ຫມາຍເຖິງ ລະບຽບການຫລືມາດຕະການຕ່າງໆທີ່ກ່ຽວຂ້ອງກັບບັນຫານີ້ແລະບົດສະຫລຸບທາງກົດຫມາຍ.



My Complaint Number #18120181102



ASEAN registered lawyers or law firms may file an anonymous case on behalf of one of their clients (i.e., the ASEAN Enterprise having the trade problem). In such cases, the lawyer or law firm, duly licensed to practice law in the ASEAN Member State where the client is based or against which the complaint is filed, must first contact the ASEAN Secretariat and provide the required data on its professional registration and on the client on whose behalf the anonymous complaint is being filed.

In order to do so, please download the necessary form and submit it by email to the ASEAN Secretariat at assist@asean.org as specified on the form itself.

Once the ASEAN Secretariat has provided the Confidential Case Code (CCC) by email to the lawyer or law firm, the actual complaint can be filed. To do so, please fill in the form below so as to provide ASSIST with enough information on the trade problem experienced by the ASEAN Enterprise being represented. Fields marked with an \* are mandatory fields. If no law firm exists, individual lawyers can insert their personal details twice (i.e., in the fields for Law Firm and Lawyer).

In order to file a valid complaint, you shall verify your submission by replying to the automated email that you will receive from ASSIST shortly after submission (please check also your spam/junk boxes).

History table with columns: Date, Action, Action By, Comments. Includes entries for 02/11/2018 16:10:12 (Initial complaint) and 02/11/2018 12:19:35 (Email Confirmed).

WITHDRAW COMPLAINT

LAW FIRM

Form fields for Law Firm Name (ARISE & Partners), Phone (+36 1 7653572), and Website (www.arise&partners.com).



\* Address  
Denube Street No. 13  
City P  
Country X

255 characters remaining (300 maximum)

\* City  
City P ZIP Code 12310

\* Country  
AMS-X

\* ASEAN Jurisdiction(s) where Local Office(s) is(are) Established  
Country X

**LAWYER**

\* Gender  
 Mr  Mrs  Ms

\* First Name  
Sierra \* Last Name  
Riviera

\* Phone  
+36 7878137686

\* Position  
Senior Associate

\* Email  
aseanlawyer0@gmail.com

Address  
Denube Street No. 13  
City P  
Country X

255 characters remaining (300 maximum)

City  
City P ZIP Code 12310

ASEAN Jurisdiction(s) where Admitted to Practice Law  
AMS-X

**COMPLAINT DESCRIPTION**

\* Confidential Case Code  
ASSIST-X-001-2018

\* Country of Legal Registration  
AMS-X

\* Legal Registration Number  
137911

\* Registration Proof  
Choose File No file chosen  
Annex\_0-Simulated\_Professional\_License\_of\_Ms\_Sierra\_Riviera4.pdf

\* Type of Business  
Export/Import

\* Business Sector  
Goods

\* Services Sector Description

\* Type of Problem Encountered  
3.6.7 Internal taxes and charges levied on imports

\* Destination Country  
AMS-Y

\* Description  
We are a registered law firm in AMS-X filing a complaint under ASSIST on behalf of our client, a duly registered palm oil company in AMS-K. The complaint is in relation to the new excise duty imposed by AMS-Y (the Destination Contact Point or DCP) on palm oil and food products containing palm oil under its Ministry of Health's Food Regulation Chapter 1000, Section 100 of 2015. The measure adopted by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the rising problem of obesity in AMS-Y.  
We are of the view that AMS-Y's measure expressly targeted palm oil and not just the saturated fat component of palm oil and of products containing palm oil, thereby discriminating against

2024 characters remaining (3000 maximum)

Attachment  
Choose File Annex 2-Simulated Regulation of AMS-Y.pdf + Attachment  
Choose File Annex 3-Simulated Le. RISE & Partners.pdf Remove

I have read and accept the ASSIST rules.  
 I hereby submit this complaint to the Central Administrator of ASSIST and I accept its transmission to the relevant authorities of the ASEAN Member States involved

I'm not a robot

**SUBMIT YOUR COMPLAINT**

Central Administrator of ASSIST / ASEAN Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia  
ASSIST - Supported by ARISE - [Disclaimer]

(d) ຮັບການແຈ້ງການຈາກ ASSIST ກ່ຽວກັບການຍື່ນຄໍາຮ້ອງທຸກທີ່ໄດ້ຮັບການແກ້ໄຂຮັບປຸງໃໝ່ຂອງທ່ານ.

ASSOCIATION OF SOUTHEAST ASIAN NATIONS ASSIST ASEAN Solutions for Investments, Services and Trade

WELCOME TO ASSIST WHAT IS ASSIST? MY COMPLAINT LOGOUT PROCESS FAQ CONTACT DISCLAIMER

**Thank you for the submission of your complaint**

You will shortly receive a confirmation e-mail containing your references.

Please click on the link contained in the e-mail in order to confirm your submission.

You will be able to monitor your complaint and access it on the following webpage:

<http://assist.asean.org/ases/login>

by using your e-mail / tracking ID.

Central Administrator of ASSIST / ASEAN Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia  
ASSIST - Supported by ARISE - [Disclaimer]

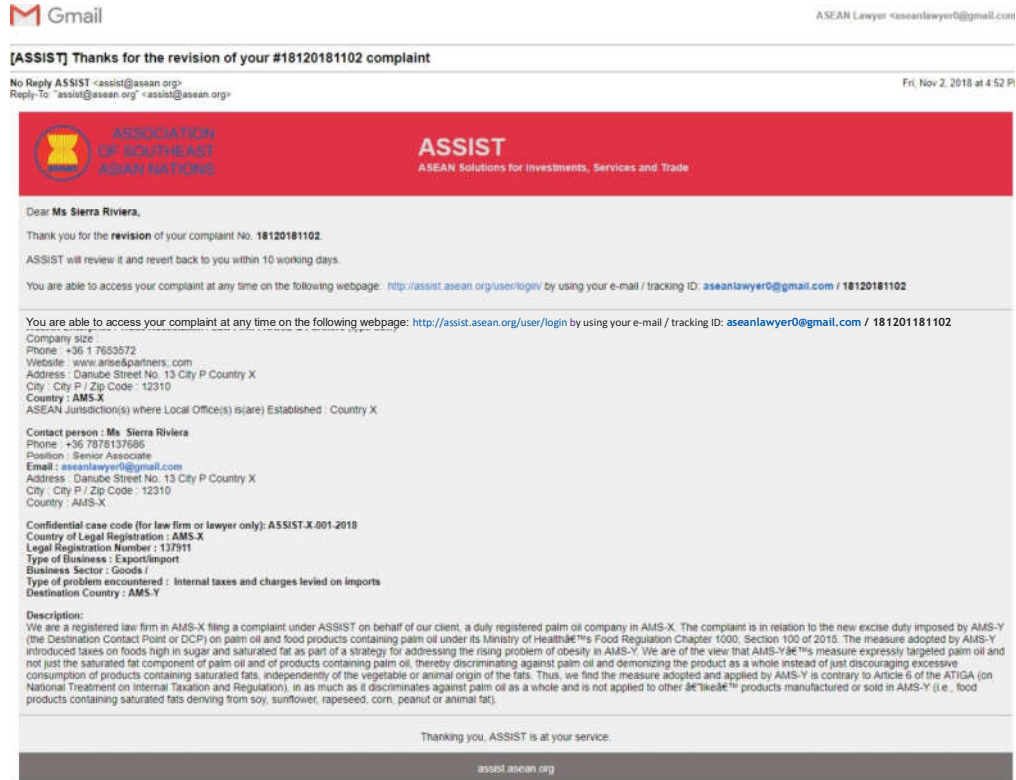


ຂັ້ນຕອນ

14

ຮັບ ແຈ້ງທາງອີເມລຈາກASSISTກ່ຽວກັບທົບທວນຄຳຮ້ອງທຸກຂອງທ່ານ

ໃຫ້ໄປທີ່ບັນຊີອີເມລຂອງທ່ານແລະທ່ານກໍຈະເຫັນອີເມລໃໝ່ມາຈາກASSISTສົ່ງເຖິງທ່ານ. ອີເມລນີ້ຊື່ໃຫ້ເຫັນວ່າ ຄຳຮ້ອງທຸກທີ່ໄດ້ຮັບການແກ້ໄຂຂອງທ່ານນັ້ນແມ່ນໄດ້ຮັບແລ້ວແລະ ASSISTຈະທຳການທົບທວນຄືນແລະຕອບກັບດ້ວຍຄຳຕອບທີ່ຈະຊີ້ໃຫ້ເຫັນວ່າ ຄຳຮ້ອງທຸກນັ້ນໄດ້ຖືກຍອມຮັບ, ຍັງບໍ່ຄົບຖ້ວນ ຫຼື ຖືກປະຕິເສດພາຍໃນ 10 ວັນລັດຖະການ.



ຖ້າທາກຍັງບໍ່ມີການດຳເນີນການໃດໆໃນເວລານີ້ໂດຍ CA, CA ກໍຈະໄດ້ຮັບຄຳເຕືອນທາງອີເມລແບບອັດຕະໂນມັດຜ່ານທາງອີເມລຈາກລະບົບອອນລາຍທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນ 12 ຕາມຂ້າງເທິງນັ້ນ.

ໃຫ້ທ່ານຫມັ້ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄຳຮ້ອງທຸກ. ໃນທີ່ສຸດທ່ານກໍຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.

ຂັ້ນຕອນ

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ຜູ້ດູແລລະບົບທົບທວນຄຳຮ້ອງທຸກຂອງທ່ານທີ່ຖືກປັບປຸງໃໝ່ແລະໄດ້ສົ່ງຄຳຕອບໄປຫາທ່ານທາງອີເມລຂອງທ່ານ.

ໃນເມື່ອ CA ໄດ້ທຳການກວດສອບຄຳຮ້ອງທຸກທີ່ຖືກປັບປຸງໃໝ່ຂອງທ່ານເປັນທີ່ຮຽບຮ້ອຍແລ້ວ, ກໍຈະມີອີເມລຖືກສົ່ງໄປຫາທ່ານ.

ເຂົ້າໄປທີ່ບັນຊີອີເມລຂອງທ່ານແລະເປີດເບິ່ງອີເມລທີ່ມີລັກສະນະຄ້າຍໆຂ້າງລຸ່ມນີ້ຈາກ ASSIST.



[ASSIST] ຄຳຮ້ອງທຸກຂອງທ່ານໝາຍເລກ #1812 0181102ນັ້ນ ທາງ CA ໄດ້ຮັບແລ້ວ

ASEAN Lawyer <aseanlawyer0@gmail.com>

[ASSIST] Your complaint #13120180921 is accepted by CA

No Reply ASSIST <assist@asean.org>  
Reply-To: <assist@asean.org> <assist@asean.org>

Fri, Sep 21, 2018 at 2:07 PM

The screenshot shows an email from ASSIST. The header includes the ASSIST logo and the text "ASSIST ASEAN Solutions for Investments, Services and Trade". The main body of the email reads: "Dear Ms Sierra Riviera, Your complaint ID No. 18120181102 has been accepted by the Destination Country. You are able to access your complaint at any time on the following webpage: http://assist.asean.org/user/login by using your e-mail / tracking ID. Since your complaint has been accepted by ASSIST, the Destination Country will now be asked to review your complaint and either accept it, or reject it, or revert back to you with a request for more information within 10 working days from today. You will be promptly notified of the response by the Destination Country through ASSIST." Below this, there is contact information for ARISE & Partners (type Law) and details for Ms Sierra Riviera, including phone, email, and address. A description of the complaint follows, mentioning a new excise duty imposed by AMS-Y on palm oil and food products.

ອີເມລຂ້າງເທິງນີ້ສະແດງໃຫ້ເຫັນວ່າຄຳຮ້ອງທຸກທີ່ຖືກປັບປຸງໃໝ່ຂອງທ່ານໄດ້ຖືກຍອມຮັບຈາກ CA ແລ້ວ. ມັນຍັງຊີ້ໃຫ້ເຫັນອີກວ່າ ຄຳຮ້ອງທຸກຂອງທ່ານຈະຖືກສົ່ງໄປທີ່ຈຸດຕິດຕໍ່ປາຍທາງ, ເຊິ່ງແມ່ນອົງການຂອງລັດຖະບານ (ASSIST Focal Point) ໃນ AMS-Y ເຊິ່ງເປັນບ່ອນທີ່ທ່ານກຳລັງປະເຊີນໜ້າກັບບັນຫາການຕົກແລະບ່ອນທີ່ຄຳຮ້ອງທຸກຂອງທ່ານຖືກສົ່ງໄປຫາແລະກຳລັງຫາທາງແກ້ໄຂບັນຫານັ້ນຢູ່. DCP ໃນ AMS-Y ຈະໄດ້ຮັບເວລາ 10 ວັນເພື່ອໃຊ້ໃນການເຮັດວຽກເພື່ອທົບທວນຄຳຮ້ອງທຸກຂອງທ່ານແລະເພື່ອທີ່ຈະຍອມຮັບ, ປະຕິເສດຫຼືສົ່ງຄືນກັບໄປໃຫ້ທ່ານພ້ອມທັງສະເໜີຂໍ້ມູນເພີ່ມເຕີມຈາກທ່ານ. ນີ້ແມ່ນມິຈຸດປະສົງທີ່ສະແດງເຖິງຄວາມຕັ້ງໃຈທີ່ຈະໃຫ້ເວລາແກ້ DCP ໄດ້ສາມາດກວດກາເບິ່ງລາຍລະອຽດຂອງການຮ້ອງທຸກ, ແລະຂໍຄຳປຶກສາຫາລືຕາມຄວາມຈຳເປັນກັບເຈົ້າໜ້າທີ່ແຫ່ງຊາດທີ່ກ່ຽວຂ້ອງ.

ຈຸດຕິດຕໍ່ຕົ້ນທາງ, ເຊິ່ງແມ່ນອົງການຂອງລັດຖະບານ (ASSIST Focal Point) ໃນ AMS-X (ກໍ່ຄືປະເທດບ້ານເກີດຂອງທ່ານ) ກໍ່ໄດ້ຮັບການແຈ້ງເຕືອນວ່າ ຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍື່ນໄປແລ້ວ.

ຂັ້ນຕອນ 16

ໃຫ້ທ່ານເຂົ້າສູ່ລະບົບ Dashboard ຂອງ ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະໝາຍເລກຕິດຕາມຂອງທ່ານເພື່ອເບິ່ງຄຳຕອບຕົວຈິງຈາກຜູ້ດູແລລະບົບ

ຖ້າທ່ານຕ້ອງການທີ່ຈະເຫັນການຕອບຮັບຢ່າງເຕັມທີ່ຈາກ CA, ທ່ານຈະຕ້ອງເຂົ້າສູ່ລະບົບ dashboard ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະໝາຍເລກຕິດຕາມຂອງທ່ານທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 11 (a) ແລະ (b) ຂ້າງເທິງ.

ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນ ຂອງ dashboard ຂອງທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດຳເນີນການຕ່າງໆລ້ວນແຕ່ໄດ້ຖືກເກັບບັນທຶກເພີ່ມເຂົ້າໄປໃນ 'ປະຫວັດ' ຂອງການດຳເນີນການຕ່າງໆ ເຊິ່ງສາມາດຫາເຫັນການທີ່ໄດ້ລະບຸໄວ້ວ່າ CA ນັ້ນ ໄດ້ "Accepted - ຍອມຮັບ" ຄຳຮ້ອງທຸກຂອງທ່ານໄປແລ້ວ.



Tracking ID #18120181102 / AMS-Y

History

| Date                | Action          | Action By                       | Comments  |
|---------------------|-----------------|---------------------------------|---|
| 02/11/2018 18:31:54 | Accepted        | Central Administrator of ASSIST | Thank you for the completion or revision of your complaint. The Central Administrator has verified that the complaint is now complete, with the submission of the following documents: (i) AMS-Y's Ministry of Health's Regulation of 2015, Chapter 1000, Section 100; and (ii) Legal Brief on the Complaint. Thus, the Central Administrator finds that the nature of your complaint falls within the scope of ASSIST and that you have fulfilled all the necessary requirements to file a complaint under ASSIST. |
| 02/11/2018 16:52:15 | Received        | ASEAN-based Enterprise          |   |
| 02/11/2018 16:10:12 | Submitted       | Central Administrator of ASSIST | Dear Ms. Sierra Riviera,<br><br>Thank you for lodging your complaint under ASSIST. In order to properly assess your complaint and determine its eligibility under ASSIST, the Central Administrator of ASSIST (i.e. the ASEAN Secretariat or CA) requests additional information.<br><br>In particular, the CA requests that your complaint be re-submitted together with information on the AMS-Y measure that is allegedly inconsistent with the ATIGA (i.e. AMS-Y's Ministry of Health's Regulation...           |
| 02/11/2018 12:19:35 | Email Confirmed | ASEAN-based Enterprise          | Email Confirmed   |
| 02/11/2018 12:18:02 | New             | ASEAN-based Enterprise          |   |

WITHDRAW COMPLAINT

ASEAN ENTERPRISE

|                       |                        |          |                                       |
|-----------------------|------------------------|----------|---------------------------------------|
| ASEAN Enterprise Name | ARISE & Partners       |          |                                       |
| Company Size          |                        | Address  | Danube Street No. 13 City P Country X |
| Phone                 | +36 1 7653572          | City     | City P                                |
| Website               | www.arise&partners.com | ZIP Code | 12310                                 |
|                       |                        | Country  | AMS-X                                 |

CONTACT PERSON

|            |                                    |          |                                       |
|------------|------------------------------------|----------|---------------------------------------|
| First Name | Sierra                             | Address  | Danube Street No. 13 City P Country X |
| Last Name  | Riviera                            | City     | City P                                |
| Phone      | +36 7878137886                     | ZIP Code | 12310                                 |
| Position   | Senior Associate                   | Country  | AMS-X                                 |
| Email      | aseanlawyerf@gmail.com (Confirmed) |          |                                       |

COMPLAINT DESCRIPTION

|                               |   |                             |  |
|-------------------------------|---|-----------------------------|--|
| Country of Legal Registration | AMS-X   | Business Sector             | Goods  |
| Registration Number           | 137911  | Type of Problem Encountered | Goods / Internal taxes and charges levied on imports |
| Company Registration Proof    | <a href="#">Annex 0: Simulated Professional License of Ms. Sierra Riviera.pdf</a> | Destination Country         | AMS-Y  |
| Type of Business              | Export/Import   |                             |  |

**Description**  
We are a registered law firm in AMS-X filing a complaint under ASSIST on behalf of our client, a duly registered palm oil company in AMS-X. The complaint is in relation to the new excise duty imposed by AMS-Y (the Destination Contact Point or DCP) on palm oil and food products containing palm oil under its Ministry of Health's Food Regulation Chapter 1000, Section 100 of 2015. The measure adopted by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the rising problem of obesity in AMS-Y. We are of the view that AMS-Y's measure expressly targeted palm oil and not just the saturated fat component of palm oil and of products containing palm oil, thereby discriminating against palm oil and demonizing the product as a whole instead of just discouraging excessive consumption of products containing saturated fats, independently of the vegetable or animal origin of the fats. Thus, we find the measure adopted and applied by AMS-Y is contrary to Article 6 of the ATIGA (on National Treatment on Internal Taxation and Regulation), in as much as it discriminates against palm oil as a whole and is not applied to other 'like' products manufactured or sold in AMS-Y (i.e. food products containing saturated fats deriving from soy, sunflower, rapeseed, corn, peanut or animal fat).

**Attachment**  
[Annex 2: Simulated Regulation of AMS-Y1.pdf](#)  
[Annex 3: Simulated Legal Brief ARISE\\_Partner1.pdf](#)

ໃຫ້ທ່ານຄລິກທີ່ໂອຄອນທີ່ເປັນຮູບແກ້ວຂະຫຍາຍໃນບ່ອນສະແດງຄຳເຫັນທີ່ເປັນຫ້ອງຍາວໆລົງມາ. ການຕອບຮັບອັນຄົບຖ້ວນຈາກທາງ CA ກໍ່ຈະປາກົດຂຶ້ນມາໃຫ້ເຫັນ, ດັ່ງທີ່ໄດ້ສະແດງໃນພາບຂ້າງລຸ່ມນີ້:



Thank you for the completion or revision of your complaint. The Central Administrator has verified that the complaint is now complete, with the submission of the following documents: (i) AMS-Y's Ministry of Health's Regulation of 2015, Chapter 1000, Section 100; and (ii) Legal Brief on the Complaint. Thus, the Central Administrator finds that the nature of your complaint falls within the scope of ASSIST and that you have fulfilled all the necessary requirements to file a complaint under ASSIST.

We will forward your complaint to AMS-Y (Destination Contact Point). The Destination Contact Point will review your complaint and consult with the relevant national authorities, and will revert with a response within 10 working days on whether it has accepted or rejected your complaint.

You may monitor the progress on the handling of the complaint by login to your ASSIST Dashboard by using your Email/Tracking ID.

ດັ່ງທີ່ໄດ້ແຈ້ງໃຫ້ຊາບໃນຂັ້ນຕອນທີ 15 ໄປແລ້ວນັ້ນ, ເມື່ອຄໍາຮ້ອງທຸກໄດ້ຮັບການຍອມຮັບຈາກ CA, ຄໍາຮ້ອງທຸກກໍ່ຈະຖືກສົ່ງໄປທີ່ຈຸດຕິດຕໍ່ທາງປາຍທາງ (DCP) ໃນ AMS-Y ບ່ອນທີ່ທ່ານກຳລັງປະເຊີນກັບບັນຫາດ້ານການຄ້າ. DCP ໃນ AMS-Y ຈະໄດ້ຮັບເວລາ 10 ວັນເພື່ອໃຊ້ໃນການເຮັດວຽກເພື່ອທົບທວນຄໍາຮ້ອງທຸກຂອງທ່ານແລະເພື່ອທີ່ຈະຍອມຮັບ, ປະຕິເສດຫຼືສົ່ງຄືນກັບໄປໃຫ້ທ່ານ. ນີ້ແມ່ນມີຈຸດປະສົງທີ່ສະແດງເຖິງຄວາມຕັ້ງໃຈທີ່ຈະໃຫ້ເວລາແກ່ DCP ໄດ້ສາມາດກວດກາເບິ່ງລາຍລະອຽດຂອງການຮ້ອງທຸກ, ແລະຂໍຄໍາປຶກສາຫາລືຕາມຄວາມຈຳເປັນກັບເຈົ້າໜ້າທີ່ແຫ່ງຊາດທີ່ກ່ຽວຂ້ອງ. ເມື່ອ DCP ໃຫ້ຄໍາຕອບ, ອີເມລຈະຖືກສົ່ງມາຫາທ່ານຈາກ ASSIST ເພື່ອແຈ້ງໃຫ້ທ່ານຮູ້ວ່າຄໍາຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍອມຮັບຫຼືປະຕິເສດໂດຍ DCP ໃນ AMS-Y.

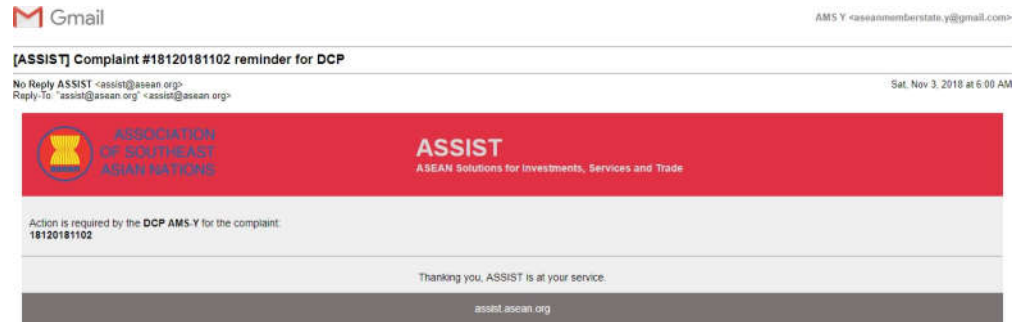
ໃຫ້ທ່ານໝັ້ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍິນຄໍາຮ້ອງທຸກ. ໃນທີ່ສຸດທ່ານກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.

**ຂັ້ນຕອນ 17** ຮັບແຈ້ງທາງອີເມລຈາກທາງASSISTວ່າຄໍາຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍອມຮັບຫຼືປະຕິເສດໂດຍຈຸດຕິດຕໍ່ປາຍທາງທີ່AMS-Y

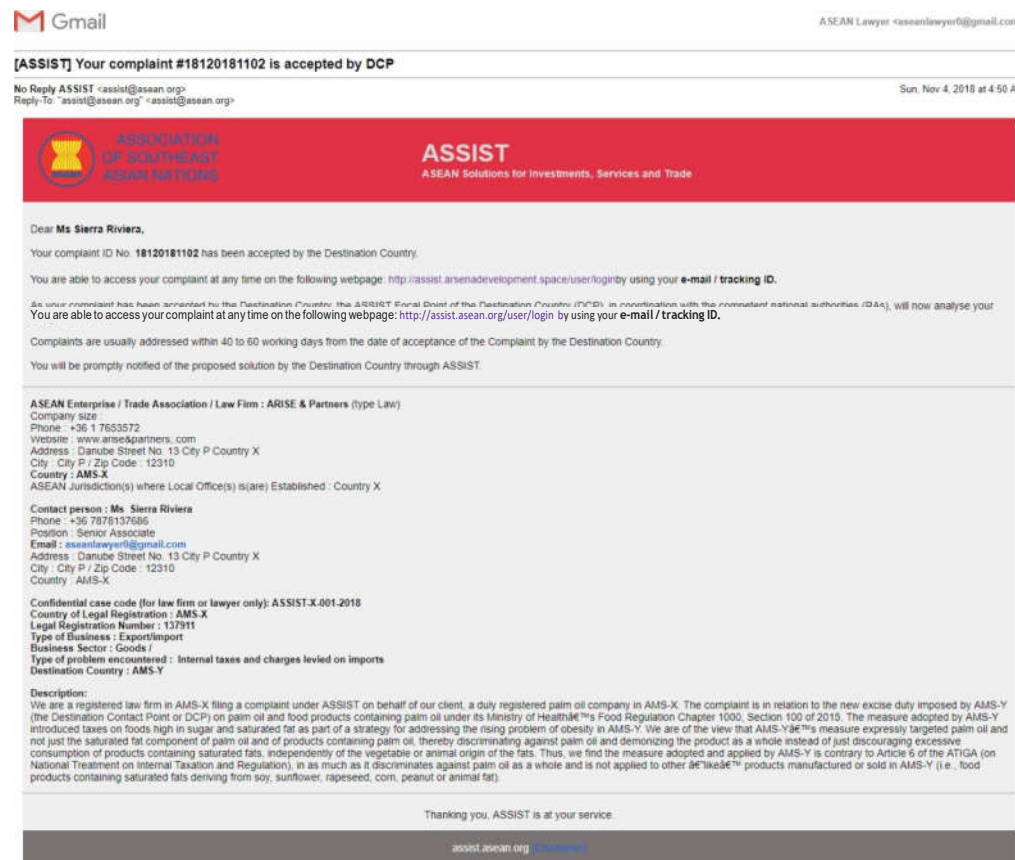
ພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກໄດ້ຮັບຄໍາຕອບຈາກ CA ທີ່ຄໍາຮ້ອງທຸກຂອງທ່ານຖືກຍອມຮັບ, ທ່ານຈະໄດ້ຮັບອີເມລທີ່ແຈ້ງໃຫ້ທ່ານຊາບວ່າ ຄໍາຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍອມຫຼືປະຕິເສດໂດຍ DCP ໃນ AMS-Y ເປັນທີ່ຮຽບຮ້ອຍແລ້ວ.

ຖ້າຫາກວ່າບໍ່ມີການດຳເນີນການໃດໆໂດຍDCPໃນລະຍະນີ້ທາງ DCP ຈະໄດ້ຮັບຄໍາເຕືອນແບບອັດຕະໂນມັດດັ່ງທີ່ສະແດງຂ້າງລຸ່ມນີ້ຜ່ານທາງອີເມລຈາກລະບົບ online ຂອງ ASSIST ພາຍໃນ 7 ວັນຕາມເວລາປະຕິທິນ ຫຼັງຈາກການຮ້ອງທຸກໄດ້ຖືກຍິນ. ດັ່ງນັ້ນຕາມທີ່ໄດ້ລະບຸໄວ້ຂ້າງເທິງນັ້ນ, ທາງ DCP ຈະຕ້ອງຕັດສິນໃຈພາຍໃນ 10 ວັນລັດຖະການວ່າຈະຮັບຮອງຍອມຮັບເອົາຫຼືປະຕິເສດຄໍາຮ້ອງທຸກນັ້ນ ນັບຕັ້ງແຕ່ວັນທີ່ທາງ CA ໄດ້ຮັບເລື່ອງຮ້ອງທຸກແລ້ວ.

## ອີເມລເຕືອນເທື່ອທີ 1 ສຳລັບຈຸດຕິດຕໍ່ປາຍທາງ:



ໃຫ້ທ່ານໝັ້ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄຳຮ້ອງທຸກ. ໃນທີ່ສຸດທ່ານກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.



ໃນກໍລະນີນີ້, ຄຳຮ້ອງທຸກໄດ້ຮັບການຍອມຮັບຈາກ DCP ດັ່ງທີ່ເຫັນໄດ້ຂ້າງເທິງ.

ຖ້າທ່ານບໍ່ໄດ້ຮັບອີເມລຈາກ ASSIST ກ່ຽວກັບການຕອບຮັບໂດຍທາງ DCP ພາຍໃນກຳນົດເວລາທີ່ກຳນົດໄວ້ (10 ວັນລັດຖະການ) ຫຼັງຈາກຄຳຮ້ອງທຸກໄດ້ຮັບການຍອມຮັບຈາກ CA, ນັ້ນກໍ່ໝາຍຄວາມວ່າ DCP ມີການດຳເນີນການທີ່ເກີນຂອບເຂດ ເຊິ່ງທາງ DCP ຈະໄດ້ຮັບຄຳເຕືອນແບບອັດຕະໂນມັດອີກເທື່ອໜຶ່ງຜ່ານທາງອີເມລ (ພາຍໃນ 14 ວັນຕາມເວລາປະຕິທິນຫຼັງຈາກການຮ້ອງທຸກໄດ້ຖືກຍື່ນໄປແລ້ວ) ເຊິ່ງເປັນການດຳເນີນການທີ່ເລັ່ງດ່ວນທີ່ DCP ໄດ້ຮ້ອງຂໍສຳລັບການຮ້ອງທຸກນີ້.





ອີເມວເຕືອນເທື່ອທີ 2 ສໍາລັບຈຸດຕິດຕໍ່ປາຍທາງ.

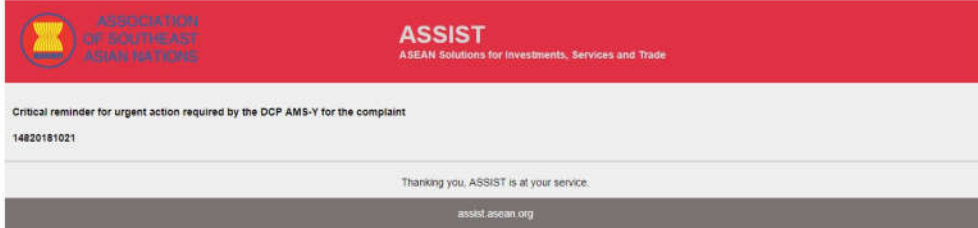


AMS Y <aseanmemberstate.y@gmail.com>

[ASSIST] Critical DCP reminder for the #14820181021 complaint

No Reply ASSIST <assist@asean.org>  
Reply-To: 'assist@asean.org' <assist@asean.org>

Fri, Oct 26, 2018 at 5:00 AM



ເມື່ອ DCP ຍອມຮັບຄໍາຮ້ອງທຸກແລ້ວ, ເລື່ອງດັ່ງກ່າວຈະຖືກສົ່ງຕໍ່ເຈົ້າໜ້າທີ່ຮັບຜິດຊອບ (RAs) ເພື່ອຂໍຄວາມເຫັນ. ເມື່ອ RAs ໄດ້ດໍາເນີນການຕາມຄວາມພະຍາຍາມຂອງພວກເຂົາແລ້ວ, DCP ຄວນກວດກາວິທີແກ້ໄຂແລະສົ່ງຕໍ່ໃຫ້ແກ່ CA ພາຍໃນກໍານົດເວລາ 40 ວັນລັດຖະການ. ດັ່ງນັ້ນ, ເພື່ອໃຫ້ສາມາດເຮັດໃຫ້ໄດ້ພາຍໃນກໍານົດການນີ້, ການກໍານົດການຄວນຖືກກໍານົດໂດຍ DCP ສໍາລັບ RAs ເພື່ອຊອກຫາວິທີແກ້ໄຂ. ມັນແມ່ນຄວາມຮັບຜິດຊອບຂອງ DCP ເພື່ອແຈ້ງໃຫ້ CA ໄດ້ຮັບຊາບ ກ່ຽວກັບການປຸງແປງໃດໆທີ່ກ່ຽວຂ້ອງກັບໄລຍະເວລາລະຫວ່າງເຂົາເຈົ້າແລະເຈົ້າໜ້າທີ່ແຫ່ງຊາດ.

CA ອາດຈະຕໍ່ກໍານົດເວລາອອກໄປອີກ 20 ວັນລັດຖະການຕາມການຮ້ອງຂໍຂອງ DCP. ທາງລະບົບຈະແຈ້ງໃຫ້ຊາບໂດຍອັດຕະໂນມັດເມື່ອເວລາກໍານົດໄດ້ຫຍັບໃກ້ເຂົ້າມາ (ເຊັ່ນວ່າໂດຍປົກກະຕິແລ້ວກໍ່ຈະແມ່ນ 10 ວັນຕາມເວລາປະຕິທິນກ່ອນທີ່ຈະໝົດເວລາກໍານົດການ). ຖ້າຫາກວ່າ DCP ດໍາເນີນການຂອງຕົນໃນການສົ່ງວິທີແກ້ໄຂຕໍ່ CA ນັ້ນບໍ່ທັນ, ລະບົບ online ກໍ່ຈະແຈ້ງ CA ໃຫ້ໄດ້ຮັບ ຊາບເພື່ອໄປຕິດຕາມກັບ DCP.

ໃຫ້ທ່ານຫມັ້ນກວດເບິ່ງອີເມລຂອງທ່ານເປັນປະຈໍາພາຍໃນ 40 + 20 ວັນລັດຖະການຫລັງຈາກທີ່ທ່ານໄດ້ຮັບແຈ້ງວ່າ DCP ໄດ້ຍອມຮັບຄໍາຮ້ອງທຸກຂອງທ່ານແລ້ວ. ໃນທີ່ສຸດທ່ານຈະໄດ້ຮັບອີເມລອັນໃໝ່ຈາກ ASSIST ທີ່ຊີ້ບອກເຖິງການແກ້ໄຂບັນຫາທີ່ສະເໜີໂດຍ DCP.

ຂັ້ນຕອນ  
18

ຮັບແຈ້ງທາງອີເມລຈາກ ASSIST ວ່າການແກ້ໄຂບັນຫາໄດ້ຖືກສະເໜີໂດຍ AmS-y ແລະຍອມຮັບໂດຍຜູ້ດູແລລະບົບ

ຫຼັງຈາກ DCP (AMS-Y) ໄດ້ຮັບການສະເໜີການແກ້ໄຂບັນຫາຈາກ RA(s) ຂອງພວກເຂົາແລະພິຈາລະນາວ່າຂໍ້ສະເໜີດັ່ງກ່າວໄດ້ເລັ່ງໄປທີ່ໄດ້ຍົກຂຶ້ນໃນຄໍາຮ້ອງທຸກ, DCP ກໍ່ຈະໃຫ້ການແກ້ໄຂທີ່ສະເໜີໄປແລ້ວຕໍ່ກັບ CA.

CA ຈະທໍາການ: (i) ທົບທວນວິທີແກ້ໄຂໃນແງ່ຂອງການຮ້ອງທຸກອັນດັ້ງເດີມ; (ii) ລົງທະບຽນວິທີແກ້ໄຂແລະສົ່ງໃຫ້ AE ໂດຍທາງອີເມລ; ແລະ (iii) ຄັດລອກວິທີແກ້ໄຂບັນຫາໄປໃຫ້ທາງຈຸດຕິດຕໍ່ທາງຕົ້ນທາງໃນ AMS-X (ກໍ່ຄືປະເທດບ້ານເກີດຂອງທ່ານ).

(a) ໃຫ້ທ່ານໄປທີ່ບັນຊີອີເມລຂອງທ່ານ. ທ່ານຈະໄດ້ຮັບອີເມລອັນໃໝ່ມາຈາກ ASSIST ທີ່ສະແດງການຕອບຮັບຕໍ່ຄໍາຮ້ອງທຸກຂອງທ່ານຈາກ DCP.



ASEAN Lawyer <aseanlawyer0@gmail.com>

[ASSIST] Response for your #18120181102 complaint

No Reply ASSIST <assist@asean.org>  
Reply-To: 'assist@asean.org' <assist@asean.org>

Sun, Nov 4, 2018 at 5:21 AM



ASSOCIATION OF SOUTHEAST ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade

Dear Ms Sierra Riviera,

The response for your complaint **18120181102** is ready:

Upon internal discussions between the DCP and the RAs, it emerges that, indeed, the measure adopted by AMS-Y, imposing increased excise duties to a range of foods high in sugar and saturated fat, is aimed at discouraging excessive consumption of substances considered dangerous under AMS-Y's strategy for addressing the rising problem of obesity among its citizens. This is in line with similar actions taken by several countries around the world and with the World Health Organization's Global Action Plan for the Prevention and Control of Non-Communicable Diseases 2013-2020, such as diabetes and obesity. However, AMS-Y recognizes that the measure did single-out certain products (i.e., inter alia, palm oil) and did not target, in a 'neutral manner', the substances (i.e., saturated fats) that the Government considers dangerous (if consumed in excess) from a dietary and health policy perspective. Therefore, the DCP, in coordination with AMS-Y's RA, proposes the immediate suspension of the measure contained in its Ministry of Health's Food Regulation of 2015, Chapter 1000, Section 100, pending its amendment to delete any express reference to specific products and application only to products containing saturated fats, irrespective of their vegetable or animal origin. AMS-Y underlined that its measure was never intended to have, de jure or de facto, any discriminatory effect or objective, being justified in science and in light of its health protection purpose and applying to all 'like' products containing saturated fats.

You can also check the status of your complaint online at <http://assist.arsenadevelopment.space/user/login> by using your email / tracking ID.

Please kindly indicate whether you are satisfied with the answer given by the DCP and the solution provided therein. You can do so by choosing 'Yes' or 'No' below:

Yes / No

ASEAN Enterprise / Trade Association / Law Firm : ARISE & Partners (type Law)

Company size :  
Phone : +36 1 765372  
Website : www.arise&partners.com  
Address : Danube Street No. 13 City P Country X  
City : City P / Zip Code : 12310  
Country : AMS-X  
ASEAN Jurisdiction(s) where Local Office(s) is(are) Established : Country X

Contact person : Ms Sierra Riviera  
Phone : +36 7878137686  
Position : Senior Associate  
Email : asevenlawyer@gmail.com  
Address : Danube Street No. 13 City P Country X  
City : City P / Zip Code : 12310  
Country : AMS-X

Confidential case code (for law firm or lawyer only): ASSIST.X.001-2018  
Country of Legal Registration : AMS-X  
Legal Registration Number : 137911  
Type of Business : Export/Import  
Business Sector : Goods /  
Type of problem encountered : Internal taxes and charges levied on imports  
Destination Country : AMS-Y

Description:  
We are a registered law firm in AMS-X filing a complaint under ASSIST on behalf of our client, a duly registered palm oil company in AMS-X. The complaint is in relation to the new excise duty imposed by AMS-Y (the Destination Contact Point or DCP) on palm oil and food products containing palm oil under its Ministry of Health's Food Regulation Chapter 1000, Section 100 of 2015. The measure adopted by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the rising problem of obesity in AMS-Y. We are of the view that AMS-Y's measure expressly targeted palm oil and not just the saturated fat component of palm oil and of products containing palm oil, thereby discriminating against palm oil and demonizing the product as a whole instead of just discouraging excessive consumption of products containing saturated fats, independently of the vegetable or animal origin of the fats. Thus, we find the measure adopted and applied by AMS-Y is contrary to Article 5 of the ATIGA (on National Treatment on Internal Taxation and Regulation), in as much as it discriminates against palm oil as a whole and is not applied to other 'like' products manufactured or sold in AMS-Y (i.e., food products containing saturated fats deriving from soy, sunflower, rapeseed, corn, peanut or animal fat).

Thanking you, ASSIST is at your service.

assist.asean.org

(b) ໃຫ້ທ່ານເຂົ້າລະບົບ dashboard ຂອງ ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະຫມາຍເລກຕິດຕາມ ຂອງທ່ານຕາມທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 7 (a) ແລະ (b) ຂ້າງເທິງນັ້ນ. ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນຂອງ dashboard ຂອງທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດຳເນີນການອື່ນໆລ້ວນແຕ່ໄດ້ຖືກເກັບບັນທຶກເພີ່ມເຂົ້າໄປໃນ 'ປະຫວັດ' ຂອງການດຳເນີນການຕ່າງໆ ' ຂອງທ່ານທີ່ຊື່ໃຫ້ເຫັນວ່າມີການສະເໜີວິທີແກ້ໄຂຄຳຮ້ອງທຸກຂອງທ່ານ. ວິທີການແກ້ໄຂບັນຫາ/ການຕອບຮັບຂອງASSIST ທີ່ມາຈາກ DCP, ທີ່ທາງ CA ໄດ້ໃຫ້ການຍອມຮັບນັ້ນ ກໍ່ໄດ້ສະແດງໄວ້ໃຫ້ທ່ານເບິ່ງຢູ່ໃນວັກທີ່ຫນຶ່ງໃນ dashboard ຂອງທ່ານ.



ASSOCIATION OF SOUTHEAST ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade

Tracking ID #18120181102 / AMS-Y

ASSIST Solution

Upon internal discussions between the DCP and the RAs, it emerges that, indeed, the measure adopted by AMS-Y, imposing increased excise duties to a range of foods high in sugar and saturated fat, is aimed at discouraging excessive consumption of substances considered dangerous under AMS-Y's strategy for addressing the rising problem of obesity among its citizens. This is in line with similar actions taken by several countries around the world and with the World Health Organization's Global Action Plan for the Prevention and Control of Non-Communicable Diseases 2013-2020, such as diabetes and obesity. However, AMS-Y recognizes that the measure did single-out certain products (i.e., inter alia, palm oil) and did not target, in a 'neutral manner', the substances (i.e., saturated fats) that the Government considers dangerous (if consumed in excess) from a dietary and health policy perspective. Therefore, the DCP, in coordination with AMS-Y's RA, proposes the immediate suspension of the measure contained in its Ministry of Health's Food Regulation of 2015, Chapter 1000, Section 100, pending its amendment to delete any express reference to specific products and application only to products containing saturated fats, irrespective of their vegetable or animal origin. AMS-Y underlined that its measure was never intended to have, de jure or de facto, any discriminatory effect or objective, being justified in science and in light of its health protection purpose and applying to all 'like' products containing saturated fats.

Attachment



| History             |                 |                                 |  |
|---------------------|-----------------|---------------------------------|--|
| Date                | Action          | Action By                       | Comments   |
| 04/11/2018 05:21:40 | Submitted       | Central Administrator of ASSIST | Upon internal discussions between the DCP and the RAs, it emerges that, indeed, the measure adopted by AMS-Y, imposing increased excise duties to a range of foods high in sugar and saturated fat, is aimed at discouraging excessive consumption of substances considered dangerous under AMS-Y's strategy for addressing the rising problem of obesity among its citizens. This is in line with similar actions taken by several countries around the world and with the World Health Organization's Global Action... |
| 02/11/2018 18:31:54 | Accepted        | Central Administrator of ASSIST | Thank you for the completion or revision of your complaint. The Central Administrator has verified that the complaint is now complete, with the submission of the following documents: (i) AMS-Y's Ministry of Health's Regulation of 2015, Chapter 1000, Section 100; and (ii) Legal Brief on the Complaint. Thus, the Central Administrator finds that the nature of your complaint falls within the scope of ASSIST and that you have fulfilled all the necessary requirements to file a complaint under ASSIST...    |
| 02/11/2018 16:52:15 | Received        | ASEAN-based Enterprise          |  |
| 02/11/2018 16:10:12 | Resubmitted     | Central Administrator of ASSIST | Dear Ms. Sierra Riviera,<br><br>Thank you for lodging your complaint under ASSIST. In order to properly assess your complaint and determine its eligibility under ASSIST, the Central Administrator of ASSIST (i.e. the ASEAN Secretariat or CA) requests additional information.<br><br>In particular, the CA requests that your complaint be re-submitted together with information on the AMS-Y measure that is allegedly inconsistent with the ATIGA (i.e. AMS-Y's Ministry of Health's Regulation...                |
| 02/11/2018 12:19:35 | Email Confirmed | ASEAN-based Enterprise          | Email Confirmed  |
| 02/11/2018 12:16:02 | New             | ASEAN-based Enterprise          |  |

| ASEAN ENTERPRISE      |                        |          |                                       |
|-----------------------|------------------------|----------|---------------------------------------|
| ASEAN Enterprise Name | ARISE & Partners       |          |                                       |
| Company Size          |                        | Address  | Danube Street No. 13 City P Country X |
| Phone                 | +36 1 7653572          | City     | City P                                |
| Website               | www.arisa&partners.com | ZIP Code | 12310                                 |
|                       |                        | Country  | AMS-X                                 |

| CONTACT PERSON |                                    |          |                                       |
|----------------|------------------------------------|----------|---------------------------------------|
| First Name     | Sierra                             | Address  | Danube Street No. 13 City P Country X |
| Last Name      | Riviera                            | City     | City P                                |
| Phone          | +36 7878137686                     | ZIP Code | 12310                                 |
| Position       | Senior Associate                   | Country  | AMS-X                                 |
| Email          | aseanlawyer0@gmail.com (Confirmed) |          |                                       |

| COMPLAINT DESCRIPTION         |   |                             |  |
|-------------------------------|---|-----------------------------|--|
| Country of Legal Registration | AMS-X   | Business Sector             | Goods  |
| Registration Number           | 137911  | Type of Problem Encountered | Goods / Internal taxes and charges levied on imports |
| Company Registration Proof    | <a href="#">Annex 1: Simulated_Professional_License_of_Ms_Sierra_Riviera1.pdf</a>   | Destination Country         | AMS-Y  |
| Type of Business              | Export/Import   |                             |  |
| Description                   | We are a registered law firm in AMS-X filing a complaint under ASSIST on behalf of our client, a duly registered palm oil company in AMS-X. The complaint is in relation to the new excise duty imposed by AMS-Y (the Destination Contact Point or DCP) on palm oil and food products containing palm oil under its Ministry of Health's Food Regulation Chapter 1000, Section 100 of 2015. The measure adopted by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the rising problem of obesity in AMS-Y. We are of the view that AMS-Y's measure expressly targeted palm oil and not just the saturated fat component of palm oil and of products containing palm oil, thereby discriminating against palm oil and demonizing the product as a whole instead of just discouraging excessive consumption of products containing saturated fats, independently of the vegetable or animal origin of the fats. Thus, we find the measure adopted and applied by AMS-Y is contrary to Article 6 of the ATIGA (on National Treatment on Internal Taxation and Regulation), in as much as it discriminates against palm oil as a whole and is not applied to other 'like' products manufactured or sold in AMS-Y (i.e., food products containing saturated fats deriving from soy, sunflower, rapeseed, corn, peanut or animal fat). |                             |  |
| Attachment                    | <a href="#">Annex 2-Simulated_Regulation_of_AMS-Y1.pdf</a><br><a href="#">Annex 3-Simulated_Legal_Risk-ARISE_Partners1.pdf</a>  |                             |  |

Central Administrator of ASSIST / ASEAN Secretariat / JPA, Jl. Setiabudi Raya - Jakarta 12110 - Indonesia  
ASSIST - Supported by ARES - (Rückstein)

ຂ້າງລຸ່ມນີ້ແມ່ນການແກ້ໄຂທີ່ສະເໜີມາຈາກ DCP:

"ພາຍຫຼັງໄດ້ມີການສົນທະນາພາຍໃນລະຫວ່າງ DCP ແລະ RAs, ມັນກໍ່ປາກົດວ່າ, ແທ້ຈິງແລ້ວ, ມາດຕະການທີ່ໄດ້ຮັບຮອງເອົາໂດຍ AMS-Y, ເຊິ່ງໄດ້ຍົກເວັ້ນການຂຶ້ນພາສີໃຫ້ກັບອາຫານທີ່ມີລະດັບນ້ຳຕານແລະໄຂມັນອີ່ມຕົວສູງ, ເຊິ່ງໄດ້ແນໃສ່ເພື່ອສະກັດກັ້ນການບໍລິໂພກສານອາຫານທີ່ຖືກພິຈາລະນາວ່າເປັນອັນຕະລາຍຫຼາຍເກີນໄປເຊິ່ງຢູ່ພາຍໃຕ້ກົນລະຍຸດຂອງ AMS-Y ເພື່ອການແກ້ໄຂບັນຫາທີ່ເພີ່ມຂຶ້ນຂອງໂຮກອ້ວນໃນບັນດາພື້ນລະເມືອງຂອງປະເທດຕົນເອງ. ອັນນີ້ມັນກໍ່ແມ່ນສອດຄ່ອງກັນກັບການດຳເນີນການທີ່ຄ້າຍຄືກັນຂອງຫລາຍໆປະເທດໃນທົ່ວໂລກແລະດ້ວຍແຜນປະຕິບັດງານທົ່ວໂລກຂອງອົງການອະນາໄມໂລກເພື່ອການປ້ອງກັນແລະຄວບຄຸມພະຍາດທີ່ບໍ່ສາມາດຕິດຕໍ່ກັນໃນຊ່ວງປີ 2013-2020 ເຊັ່ນພະຍາດເບົາຫວານແລະໂຮກອ້ວນ.

ເຖິງຢ່າງໃດກໍ່ຕາມ, AMS-Y ກໍ່ຮັບຮູ້ວ່າມາດຕະການດັ່ງກ່າວໄດ້ເນັ້ນໃສ່ຜະລິດຕະພັນສິນຄ້າບາງຢ່າງ (ຕົວຢ່າງເຊັ່ນນ້ຳມັນປາມ) ແລະບໍ່ໄດ້ວາງເປົ້າໝາຍໃຫ້ມີລັກສະນະເປັນກາງ, ສານຕ່າງໆ (ເຊັ່ນ: ໄຂມັນອີ່ມຕົວ) ທີ່ລັດຖະບານໄດ້ຖືວ່າເປັນອັນຕະລາຍ (ຖ້າກິນຫລາຍເກີນໄປ) ໃນມຸມມອງຂອງນະໂຍບາຍອາຫານແລະສຸຂະພາບ.



ດັ່ງນັ້ນ, DCP ໂດຍໄດ້ປະສານສົມທົບກັບ AMS-Y's RA, ໄດ້ສະເໜີໃຫ້ໂຈະມາດຕະການທີ່ມີຢູ່ໃນລະບຽບການອາຫານຂອງກະຊວງສາທາລະນະສຸກ ປີ 2015, ໝວດ ທີ 1000, ວັກ ທີ 100, ໃຫ້ລໍຖ້າການດັດແກ້ຂອງຕົນເພື່ອການລົບລ້າງການອ້າງອີງຕ່າງໆທີ່ໄດ້ສະແດງອອກຕໍ່ຜະລິດຕະພັນແລະການນໍາໃຊ້ກັບຜະລິດຕະພັນທີ່ມີໄຂມັນອີ່ມຕົວ, ໂດຍບໍ່ສົນໃຈວ່ານໍ້າມັນເຫລົ່ານັ້ນມາຈາກຜັກຫຼືສັດ. AMS-Y ໄດ້ເນັ້ນໜັກໃຫ້ເຫັນວ່າມາດຕະການຂອງເຂົາເຈົ້າບໍ່ເຄີຍມີຈຸດປະສົງເພື່ອໃຫ້ເກີດມີຜົນກະທົບທີ່ມີການແບ່ງແຍກກົດກັນໃດໆ, ມີແຕ່ເຮັດໃຫ້ຖືກຕ້ອງຕາມຫຼັກການທາງວິທະຍາສາດແລະໃນຈຸດປະສົງເພື່ອການຮັກສາສຸຂະພາບແລະນໍາໃຊ້ກັບຜະລິດຕະພັນທີ່ມີສານທີ່ມີຄວາມຄ້າຍຄືກັບໄຂມັນອີ່ມຕົວ”.

(c) ຢູ່ທາງລຸ່ມຂອງອີເມລທີ່ມາຈາກ ASSIST ໃນ ຂໍ້ 18 (a) ຂ້າງເທິງນັ້ນ, ທ່ານໄດ້ຖືກຮຽກຮ້ອງໃຫ້ລະບຸວ່າທ່ານພໍໃຈຫຼືບໍ່ພໍໃຈກັບຄໍາຕອບທີ່ DCPໄດ້ໃຫ້ໄວ້ແລະວິທີແກ້ໄຂບັນຫາທີ່ມີຢູ່ໃນນັ້ນ. ທ່ານສາມາດລະບຸໄດ້ໂດຍການເລືອກເອົາ 'ແມ່ນແລ້ວ' ຫຼື 'ບໍ່ແມ່ນ' ໃນຊ່ອງປ້ອນຂໍ້ມູນທີ່ມີໃຫ້ໄວ້.

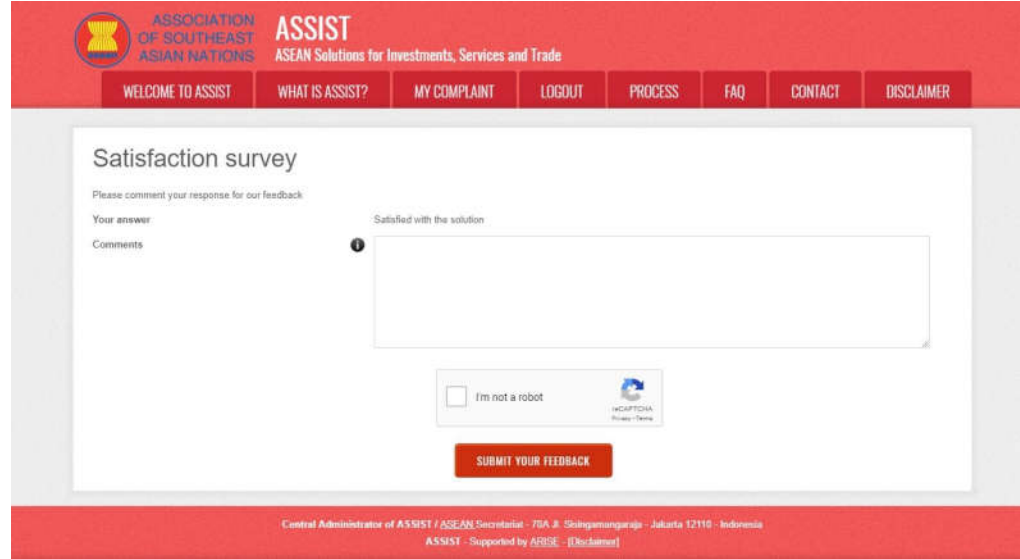
Please kindly indicate whether you are satisfied with the answer given by the DCP and the solution provided therein. You can do so by choosing 'Yes' or 'No' below:  
 Yes /  No

ໃນກໍລະນີນີ້, AE ເລືອກ “ Yes-ແມ່ນ”.

ຂັ້ນຕອນ 19

ໃຫ້ຄໍາຄິດເຫັນຂອງທ່ານຕໍ່ກັບການແກ້ໄຂທີ່ສະເໜີໂດຍ AmS-y ໃນການສໍາຫຼວດຄວາມເພິ່ງພໍໃຈແລະໄດ້ຮັບອີເມລການຮັບຮູ້ຈາກ ASSIST.

ເມື່ອທ່ານໄດ້ເລືອກ 'ແມ່ນ/ບໍ່ແມ່ນ' ໃນຂັ້ນຕອນທີ 18 (c) ຂ້າງເທິງ, ທ່ານຈະຖືກນໍາໄປຫາໜ້າເວັບລຸ່ມນີ້ບ່ອນທີ່ທ່ານຈະຖືກຮ້ອງຂໍໃຫ້ຕອບແບບຟອມການສໍາຫຼວດຄວາມເພິ່ງພໍໃຈແລະຖືກເຊີນໃຫ້ອອກຄໍາເຫັນ, ໂດຍສະເພາະຖ້າທ່ານບໍ່ພໍໃຈກັບຂໍ້ສະເໜີການແກ້ໄຂດັ່ງກ່າວ.



(a) ໃຫ້ທ່ານຕື່ມຂໍ້ມູນໃນຟອມການສໍາຫຼວດຄວາມເພິ່ງພໍໃຈ. ໃນກໍລະນີນີ້, ບໍລິສັດທະນາຍຄວາມ/ນັກກົດໝາຍອາຊຽນແມ່ນມີຄວາມເພິ່ງພໍໃຈຕໍ່ການແກ້ໄຂບັນຫາທີ່ໄດ້ຈັດໂດຍ ASSIST ແລະເພາະສະນັ້ນຈຶ່ງໄດ້ສະແດງອອກມາຕາມນັ້ນ.



(b) ໃຫ້ໄປທີ່ບັນຊີອີເມລຂອງທ່ານ. ທ່ານຈະໄດ້ຮັບອີເມລໃຫມ່ໜຶ່ງຫລືສອງສະບັບ (ຖ້າທ່ານໄດ້ຕື່ມຂໍ້ມູນໃນແບບຟອມການສໍາຫຼວດຄວາມເພິ່ງພໍໃຈແລ້ວ) ຈາກ ASSIST, ເຊິ່ງໄດ້ໃຫ້ການຮັບຮູ້ການຮັບເອົາຄໍາຕອບຂອງທ່ານຕໍ່ກັບການແກ້ໄຂທີ່ສະເໜີໂດຍ AMS-Y. ນອກຈາກນັ້ນ ສໍາເນົາຄໍາຕອບຂອງທ່ານກໍ່ຍັງຈະຖືກສົ່ງໄປໃຫ້ DCP ແລະ HCP ນໍາດ້ວຍ.

*ອີເມລຈາກ ASSIST ສະບັບທໍາອິດທີ່ສະແດງການຮັບຮູ້*

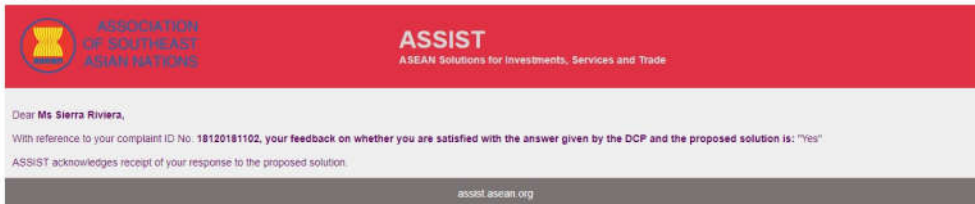


ASEAN Lawyer <aseanlawyer@gmail.com>

[ASSIST][#18120181102] Thank you for answer

No Reply ASSIST <assist@asean.org>  
Reply-To: "assist@asean.org" <assist@asean.org>

Sun, Nov 4, 2018 at 5:35 AM



*ອີເມລຈາກ ASSIST ສະບັບທີສອງທີ່ສະແດງການຮັບຮູ້*

ຖ້າຫາກທ່ານໃຫ້ຄໍາເຫັນກ່ຽວກັບການສໍາຫຼວດຄວາມເພິ່ງພໍໃຈ, ທ່ານກໍ່ຈະໄດ້ຮັບອີເມລທີສອງຂ້າງລຸ່ມນີ້, ທີ່ໄດ້ສະແດງການຮັບຮູ້ການໄດ້ຮັບຄໍາຕອບຂອງທ່ານຕໍ່ກັບການແກ້ໄຂບັນຫາທີ່ໄດ້ສະເໜີໄວ້ທີ່ຈະຖືກສົ່ງໂດຍ ASSIST ໃຫ້ແກ່ທ່ານ, DCP ແລະ HCP.

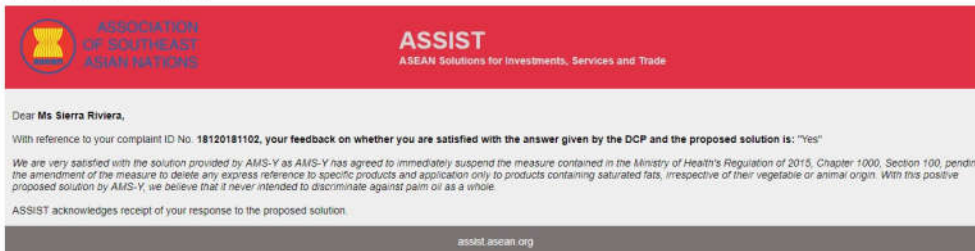


ASEAN Lawyer <aseanlawyer@gmail.com>

[ASSIST][#18120181102] Thank you for answer

No Reply ASSIST <assist@asean.org>  
Reply-To: "assist@asean.org" <assist@asean.org>

Sun, Nov 4, 2018 at 5:37 AM





(c) ໃຫ້ທ່ານເຂົ້າສູ່ລະບົບ dashboard ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະຫມາຍເລກຕິດຕາມຂອງທ່ານທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 11 (a) ແລະ (b) ຂ້າງເທິງ. ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນ ຂອງ dashboard ຂອງທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດຳເນີນການຕ່າງໆລ້ວນແຕ່ໄດ້ຖືກເກັບບັນທຶກເພີ່ມເຂົ້າໄປໃນ 'ປະຫວັດ' ຂອງການດຳເນີນການຕ່າງໆ ເຊິ່ງສາມາດຫາເຫັນການທີ່ໄດ້ລະບຸໄວ້ວ່າ ທ່ານໄດ້ລະບຸຄວາມເພິ່ງພໍໃຈຕໍ່ການທີ່ ASSIST ໄດ້ສະເໜີທາງແກ້ໄຂບັນຫາໃຫ້.

**Tracking ID #18120181102 / AMS-Y**

**ASSIST Solution**

Upon internal discussions between the DCP and the RAAs, it emerges that, indeed, the measure adopted by AMS-Y, imposing increased excise duties to a range of foods high in sugar and saturated fat, is aimed at discouraging excessive consumption of substances considered dangerous under AMS-Y's strategy for addressing the rising problem of obesity among its citizens. This is in line with similar actions taken by several countries around the world and with the World Health Organization's Global Action Plan for the Prevention and Control of Non-Communicable Diseases 2013-2020, such as diabetes and obesity. However, AMS-Y recognizes that the measure did single-out certain products (i.e., lard, palm oil) and did not target, in a neutral manner, the substances (i.e., saturated fats) that the Government considers dangerous (if consumed in excess) from a dietary and health policy perspective. Therefore, the DCP, in coordination with AMS-Y's RA, proposes the immediate suspension of the measure contained in its Ministry of Health's Food Regulation of 2015, Chapter 1000, Section 100, pending its amendment to delete any express reference to specific products and application only to products containing saturated fats, irrespective of their vegetable or animal origin. AMS-Y underlined that its measure was never intended to have, de jure or de facto, any discriminatory effect or objective, being justified in science and in light of its health protection purpose and applying to all 'like' products containing saturated fats.

Attachment

Satisfied: Yes

**History**

| Date                | Action          | Action By                       | Comments  |
|---------------------|-----------------|---------------------------------|---|
| 04/11/2018 05:37:40 | Satisfied       | ASEAN-based Enterprise          | We are very satisfied with the solution provided by AMS-Y as AMS-Y has agreed to immediately suspend the measure contained in the Ministry of Health's Regulation of 2015, Chapter 1000, Section 100, pending the amendment of the measure to delete any express reference to specific products and application only to products containing saturated fats, irrespective of their vegetable or animal origin. With this positive proposed solution by AMS-Y, we believe that it never intended to discriminate against... |
| 04/11/2018 05:21:48 | Rejected        | Central Administrator of ASSIST | Upon internal discussions between the DCP and the RAAs, it emerges that, indeed, the measure adopted by AMS-Y, imposing increased excise duties to a range of foods high in sugar and saturated fat, is aimed at discouraging excessive consumption of substances considered dangerous under AMS-Y's strategy for addressing the rising problem of obesity among its citizens. This is in line with similar actions taken by several countries around the world and with the World Health Organization's Global Action... |
| 02/11/2018 18:31:54 | Rejected        | Central Administrator of ASSIST | Thank you for the completion or revision of your complaint. The Central Administrator has verified that the complaint is now complete, with the submission of the following documents: (i) AMS-Y's Ministry of Health's Regulation of 2015, Chapter 1000, Section 100, and (ii) Legal Brief on the Complaint. Thus, the Central Administrator finds that the nature of your complaint falls within the scope of ASSIST and that you have fulfilled all the necessary requirements to file a complaint under ASSIST.       |
| 02/11/2018 16:52:15 | Revisited       | ASEAN-based Enterprise          |   |
| 02/11/2018 16:18:12 | Revisited       | Central Administrator of ASSIST | Dear Ms. Sierra Rivera,<br><br>Thank you for lodging your complaint under ASSIST. In order to properly assess your complaint and determine its eligibility under ASSIST, the Central Administrator of ASSIST (i.e. the ASEAN Secretariat or CA) requests additional information.<br><br>In particular, the CA requests that your complaint be re-submitted together with information on the AMS-Y measure that is allegedly inconsistent with the ATIGA (i.e. AMS-Y's Ministry of Health's Regulation...                  |
| 02/11/2018 12:19:35 | Email Confirmed | ASEAN-based Enterprise          | Email Confirmed   |
| 02/11/2018 12:18:02 | New             | ASEAN-based Enterprise          |   |

**ASEAN ENTERPRISE**

ASEAN Enterprise Name: ARISE & Partners

Company Size: Address: Danube Street No. 13 City P Country X  
 Phone: +36 1 7653572 City: City P  
 Website: www.arise&partners.com ZIP Code: 12310  
 Country: AMS-X

**CONTACT PERSON**

First Name: Sierra Address: Danube Street No. 13 City P Country X  
 Last Name: Rivera City: City P  
 Phone: +36 7878137656 ZIP Code: 12310  
 Position: Senior Associate Country: AMS-X  
 Email: ariaselawyerfi@gmail.com (Confirmed)

**COMPLAINT DESCRIPTION**

Country of Legal Registration: AMS-X Business Sector: Goods  
 Registration Number: 137911 Type of Problem Encountered: Goods / Internal taxes and charges levied on imports  
 Company Registration Proof: Annex 1: Simulated\_Professional\_License\_of\_Ms\_Sierra\_Rivera.pdf Destination Country: AMS-Y  
 Type of Business: Export/Import

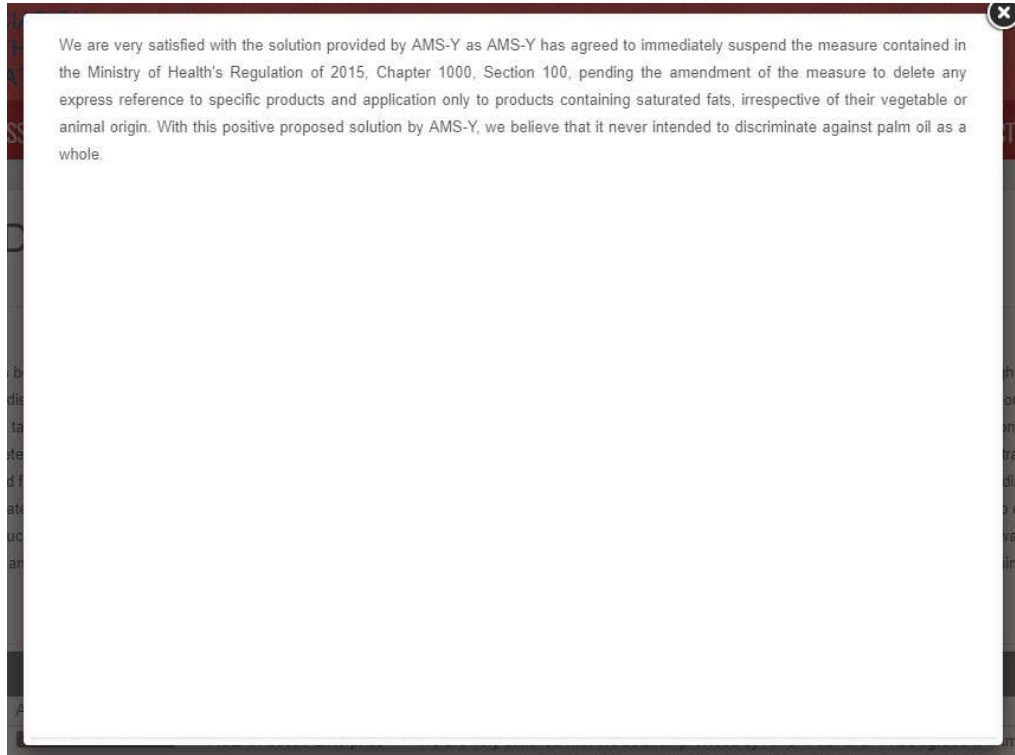
Description: We are a registered law firm in AMS-X filing a complaint under ASSIST on behalf of our client, a duly registered palm oil company in AMS-X. The complaint is in relation to the new excise duty imposed by AMS-Y (the Destination Contact Point or DCP) on palm oil and food products containing palm oil under its Ministry of Health's Food Regulation Chapter 1000, Section 100 of 2015. The measure adopted by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the rising problem of obesity in AMS-Y. We are of the view that AMS-Y's measure expressly targeted palm oil and not just the saturated fat component of palm oil and of products containing palm oil, thereby discriminating against palm oil and demonizing the product as a whole instead of just discouraging excessive consumption of products containing saturated fats, independently of the vegetable or animal origin of the fats. Thus, we find the measure adopted and applied by AMS-Y is contrary to Article 6 of the ATIGA (on National Treatment on Internal Taxation and Regulation). In as much as it discriminates against palm oil as a whole and is not applied to other 'like' products manufactured or sold in AMS-Y (i.e., food products containing saturated fats deriving from soy, sunflower, rapeseed, corn, peanut or animal fat).

Attachment: Annex 2-Simulated\_Regulation\_of\_AMS-Y1.pdf  
 Annex 3-Simulated\_Legal\_Brief-ARISE\_Farmers1.pdf

Central Administrator of ASSIST / ASEAN Secretariat / RA & Schengenstraße - Jakarta 12110 - Indonesia  
 ASSIST - Supported by ARISE - [The Partner]



(d) ຖ້າທ່ານຕ້ອງການເຫັນຄຳເຫັນທີ່ທ່ານໄດ້ສະເໜີໄວ້ໃນການສຳຫຼວດຄວາມເພິ່ງພໍໃຈນັ້ນ, ກໍ່ໃຫ້ທ່ານຄລິກທີ່ໂອຄອນທີ່ເປັນຮູບ 'ແກ້ວຂະຫຍາຍ' ແລະ ໜ້າຈໍເວັບດ້ານລຸ່ມຈະປາກົດຂຶ້ນໃຫ້ທ່ານໄດ້ເຫັນ.



ກ່ຽວກັບການແຈ້ງການວ່າວິທີການສະເໜີຕໍ່ AE ນັ້ນໄດ້ຖືກຍອມຮັບເປັນທີ່ພໍໃຈຂອງບໍລິສັດທະນາຍຄວາມ/ທະນາຍຄວາມອາຊຽນ, DCP ຄວນໃຫ້ມີການແຈ້ງການກ່ຽວກັບການຍອມຮັບຕໍ່ RA(s), ເພື່ອຮັບປະກັນວ່າການຈັດການດ້ານການບໍລິຫານທີ່ຈຳເປັນເພື່ອຈັດຕັ້ງປະຕິບັດວິທີແກ້ໄຂໃນທັນທີຍິ່ງໄວຍິ່ງດີ.

**ASSIST ຈະທຳການພິຈາລະນາຂັ້ນຕອນນີ້ວ່າເປັນໜຶ່ງຂັ້ນຕອນໃນຄຳຮ້ອງທຸກທີ່ຖືກຍອມຮັບແລະວິທີການແກ້ໄຂໄດ້ຖືກແນະນຳໂດຍ DCP ແລະເປັນທີ່ຍອມຮັບໂດຍທະນາຍຄວາມ/ກົດໝາຍອາຊຽນ.**

ກະລຸນາຮັບຊາບວ່າ ໄລຍະເວລາສຳລັບການແກ້ໄຂບັນຫາຂ້າມແດນທີ່ນຳມາພາຍໃຕ້ຂອບເຂດຂອງ ASSIST ຈະຕ້ອງບໍ່ກາຍ 40 ວັນລັດຖະການຫຼື 2 ເດືອນຕາມເວລາປະຕິທິນ (ເວັ້ນເສຍແຕ່ວ່າຈະມີການຕໍ່ກຳນົດເວລາສູງສຸດ 20 ມື້ລັດຖະການ) ຈາກວັນທີ່ຄຳຮ້ອງທຸກທີ່ໄດ້ຮັບການຍອມຮັບໂດຍ DCP (ໝາຍເຖິງປະເທດສະມາຊິກອາຊຽນທີ່ໄດ້ມີປະຕິກິລິຍາຕໍ່ກັບຄຳຮ້ອງທຸກທີ່ຖືກຍື່ນໄປ).