

ຄຳຮ້ອງທຸກທີ່ໄດ້ຍື່ນໂດຍທະນາຍຄວາມຫລືສຳນັກງານກົດຫມາຍທີ່ ໄດ້ລົງທະບຸງນໃນນາມຂອງລູກຄ້າຂອງຕົນ, ທີ່ເປັນວິສາຫະກິດ ອາຊຸງນ, ໄດ້ຮັບການຍອມຮັບຈາກຜູ້ດູແລລະບົບແລະການແກ້ໄຂ ບັນຫາທີ່ໄດ້ສະເໜີ ໂດຍຈຸດຕິດຕໍ່ທາງປາຍທາງ ແລະໄດ້ຮັບການ ຍອມຮັບຈາກວິສາຫະກິດອາຊຸງນ

ລາຍລະອຸງດໂດຍຫຍໍ້ກຸ່ງວກັບກໍລະນີນີ້ແມ່ນ: ສະຖານະການນີ້ແມ່ນ ການຮ້ອງທຸກທີ່ໄດ້ຮັບການຍອມຮັບຈາກຜູ້ດູແລລະບົບ (ASSIST) ວ່າໄດ້ຖືກຍື່ນຢ່າງຖືກຕ້ອງແລະຄົບຖ້ວນໂດຍທະນາຍຄວາມ/ ສຳນັກງານກົດໝາຍ (ທະນາຍຄວາມອາຊຸງນ) ໃນນາມລູກຄ້າຂອງ ຕົນເອງ, ທີ່ເປັນວິສາຫະກິດອາຊຽນ (AE) ແລະຍັງໄດ້ຮັບການ ຍອມຮັບຈາກປະເທດປາຍທາງທີ່ເປັນປະ ເດັນໜຶ່ງທີ່ເຕັມໃຈທີ່ຈະ ເຂົ້າໄປພົວພັນກັບທະນາຍຄວາມອາຊຸເນໂດຍຜ່ານ ASSIST, ພົວພັນປະສານງານກັບເຈົ້າຫນ້າທີ່ແຫ່ງລັດທີ່ກ່ຽວຂ້ອງພາຍໃນ ປະເທດແລະໃຫ້ການແກ້ໄຂບັນຫາໃຫ້ທະນາຍຄວາມອາຊຸງນໂດຍ ຕ່ານ ASSIST. ໃນກໍລະນີທີ່ມີສ່ວນຮ່ວມນັ້ນ, ປະເທດຕົ້ນທາງບໍ່ ແຕ່ທຸກຂັ້ນຕອນທີ່ເປັນໄປໄດ້ໃນຂັ້ນ ໄດ້ມີສ່ວນຮ່ວມຢ່າງຈິງຈັງ, ຕອນການດຳເນີນການຂອງ ASSIST, ລວມທັງການຮ້ອງຂໍໃນ ສໍາລັບຂໍ້ມູນເພີ່ມເຕີມຈາກທະນາຍຄວາມ ເບື້ອງຕົ້ນໂດຍ CA ອາຊຸເນນັ້ນ, ໄດ້ຖືກຈຳລອງຂື້ນເພື່ອຈຸດປະສົງໃນການທົບທວນ ການດຳເນີນການຂອງ ASSIST ຢ່າງເຕັມຮູບແບບ.

ຄຳຮ້ອງທຸກນີ້ແມ່ນກ່ຽວຂ້ອງກັບພາລະໜ້າທີ່ໃໝ່ທີ່ໄດ້ກຳນົດໂດຍ ປະເທດປາຍທາງກ່ຽວກັບນ້ຳມັນປາມແລະຜະລິດຕະພັນອາຫານທີ່ມີ ສ່ວນປະກອບຂອງນ້ຳມັນປາມພາຍໃຕ້ລະບຽບການຂອງກະຊວງ

ສາທາລະນະສຸກປີ 2015, ໝວດທີ່ 1000, ວັກທີ100. ມາດ ຕະການທີ່ໄດ້ຖືກຮັບຮອງເອົາໂດຍປະເທດປາຍທາງໄດ້ແນະນຳການ ນຳໃຊ້ພາສີອາຫານທີ່ມີນ້ຳຕານແລະ ໄຂມັນອີ່ມຕົວສູງເຊິ່ງເປັນສ່ວນ ໜຶ່ງຂອງຍຸດທະສາດໃນການແກ້ໄຂບັນຫາທີ່ໄດ້ຍົກຂື້ນມາກຸ່ງວໂຣກ ອ້ວນໃນປະເທດປາຍທາງ. ທະນາຍຄວາມອາຊຽນອ້າງວ່າມາດ ຕະການຂອງປະເທດປາຍທາງນັ້ນໄດ້ສະແດງອອກມາດ້ວຍຄວາມ ຊັດເຈນທີ່ໄດ້ເລັງໃສ່ນໍ້າມັນປາມແລະທັງບໍ່ພຸງງແຕ່ສ່ວນປະກອບຂອງ ໄຂມັນອື່ມຕົວຂອງນ້ຳມັນປາມລວມທັງແລະຂອງຜະລິດຕະພັນທີ່ ບັນຈຸນ້ຳມັນປາມເທົ່ານັ້ນ, ດ້ວຍເຫດນີ້ຈື່ງໄດ້ມີການແບ່ງແຍກກີດກັນ ນ້ຳມັນປາມແລະໃສ່ຮ້າຍໃຫ້ກັບຕະລິດຕະພັນເຫລົ່ານັ້ນແບບເຫມົາ ລວມ ແທນທີ່ວ່າ ພຽງແຕ່ບໍ່ສົ່ງເສີມການຊົມໃຊ້ຜະລິດຕະພັນ ປະກອບດ້ວຍໄຂມັນອີ່ມຕົວທີ່ຫຼາຍເກີນໄປ, ໂດຍທີ່ບໍ່ກຸ່ວຂ້ອງກັບ ຜະລິດຕະພັນທີ່ປະກອບໄປດ້ວຍໄຂມັນທີ່ມາຈາກພືດຜັກຫຼືສັດ. ທະນາຍຄວາມອາຊຽນໄດ້ອ້າງໃນຄຳຮ້ອງທຸກທີ່ຢູ່ໃນ ASSIST ນັ້ນ ວ່າ ມາດຕະການທີ່ຖືກຮັບຮອງແລະເອົາໄປນຳໃຊ້ໂດຍປະເທດ ປາຍທາງນັ້ນແມ່ນຂັດແຍ່ງກັບມາດຕາ 6 ຂອງສັນຍາການຄ້າ ອາຊຸເນ (ATIGA) (ກຼ່ງວກັບການຈັດການແລະລະບຸງບການພາສີ ພາຍໃນແຫ່ງຊາດ), ໂດຍເທົ່າທີ່ມັນໄດ້ແບ່ງແຍກກີດກັນນ້ຳມັນປາມ ແບບເຫມົາລວມແລະບໍ່ໄດ້ຖືກນຳເອົາໄປໃຊ້ກັບຕະລິດຕະພັນອື່ນທີ່ ຄ້າຍຄືກັນທີ່ຜະລິດຫຼືຈຳໜ່າຍໃນປະເທດປາຍທາງ (ເຊັ່ນຜະລິດຕະ ພັນອາຫານທີ່ມີໄຂມັນອີ່ມຕົວທີ່ເຮັດມາຈາກຖົ່ວເຫລືອງ, ດອກ ຕາເວັນ, ຜັກກາດກ້ານຂາວ, ຫມາກສາລີ, ຫມາກຖົ່ວດິນຫລືໄຂມັນ ສັດ).

ລາຍຊື່ຜູ້ດຳເນີນການຫລັກແລະຕົວຫຍໍ້:

- ຜູ້ຮ້ອງທຸກ = ທະນາຍຄວາມຫລືສຳນັກງານກົດໝາຍອາຊຸງນ
- ກອງເລຂາອາຊຸງນ = ຜູ້ດູແລລະບົບ ASSIST (CA)
- ປະເທດເຈົ້າບ້ານ = ຈຸດທີ່ໃຊ້ຕິດຕໍ່ໃນປະເທດຕົ້ນທາງ (HCP) ໃນບັນດາປະເທດສະມາຊິກອາຊູານ -X (AMS-X)
- ປະເທດປາຍທາງ = ຈຸດທີ່ໃຊ້ຕິດຕໍ່ໃນປະເທດປາຍທາງ (DCP) ໃນບັນດາປະເທດສະມາຊິກອາຊຸງນ -Y (AMS-Y)
- ເຈົ້າຫນ້າທີ່ແຫ່ງຊາດທີ່ກ່ຽວຂ້ອງ = ອຳນາດການປົກຄອງທີ່ກ່ຽວຂ້ອງ (RAs)



ຂັ້ນຕອນ

່ ໄປທີ່ເວັບໄຊຂອງ ASSIST (hTTP://ASSIST.ASEAN.oRG)

ຕ້າທ່ານຮູ້ສຶກວ່າຄະດີຂອງທ່ານແມ່ນບັນຫາກ່ຽວກັບການຄ້າຂ້າມຊາດຂອງອາຊຽນ, ແລະທ່ານເອງແມ່ນມີທຸລະກິດທີ່ຈົດ ທະບຽນຢູ່ໃນປະເທດສະມາຊິກອາຊຽນ, ແລະທ່ານຕ້ອງການບໍລິການແບບບໍ່ເສຍຄ່າ, ບໍ່ຜູກມັດ, ໃນການໃຫ້ຄຳປຶກສາ ແລະໄດ້ຮັບການເລັ່ງດ່ວນ ແລະວິທີແກ້ໄຂທີ່ມີປະສິດທິພາບ, ໃຫ້ໄປທີ່ລິ້ງຕໍ່ໄປນີ້: <u>http://assist.asean.org</u>.

ຂ້າງລຸ່ມນີ້ແມ່ນໜ້າທຳອິດຂອງເວັບໄຊທ໌ຂອງ ASSIST.





ໃຫ້ຄລິກເລືອກເອົາຫົວຂໍ້ "ຍື່ນຄຳຮ້ອງທຸກ" (ASEAN LAWYER OR LAW FIRM)

<u>ຂັ້ນ</u>ຕອນ

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(a) ຖ້າທ່ານແມ່ນຫະນາຍຄວາມຫລືທະນາຍຄວາມທີ່ຂຶ້ນທະບຸງນອາຊຸງນ, ທີ່ຍື່ນຄຳຮ້ອງທຸກໃນນາມລູກຄ້າຂອງທ່ານ (ເຊັ່ນວ່າວິສາຫະກິດອາຊຸງນທີ່ມີບັນຫາການຄ້າ) ແລະໄດ້ຮັບອະນຸຍາດຢ່າງຖືກຕ້ອງໃນການດຳເນີນການໃນ ເລື່ອງກົດໝາຍໃນປະເທດສະມາຊິກອາຊຸງນບ່ອນທີ່ລູກຄ້າຂອງທ່ານຕັ້ງຢູ່ຫຼືຕໍ່ກັບຄຳຮ້ອງທຸກທີ່ໄດ້ຖືກຍື່ນນັ້ນ, ໃຫ້ ທ່ານເລືອກຄລິກໃສ່ຮູບສັນຍາລັກ 'ASEAN Lawyer or Law Firm-ທະນາຍຄວາມຫລືກົດໝາຍອາຊຸງນ' ຢູ່ ໃນແຖບເມນູ 'File a Complaint-ຍື່ນຄຳຮ້ອງທຸກ'.



(b) ເມື່ອທ່ານຄລິກທີ່ໄອຄອນ 'ASEAN Lawyer or Law Firm-ທະນາຍຄວາມຫລືສຳນັກງານກົດໝາຍອາຊຸງນ', ເວັບ ໜ້າຕໍ່ໄປຈະປາກົດຂຶ້ນໃຫ້ເຫັນ.

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ASEAN Lawyer or Law Firm Intel must first contact the ASEAN Societariat and provide the required data on its professional registration and on the client on whose behalf the annymous complaint is being field In order to do so, please download the necessary form end of the provide the total solution it by email to the ASEAN Secretariat at <u>assist@exean.org</u> as specifit ase fill-in the form below so as to provide ASSIST with anogin information on the take problem experiated by the ASEAN EXEXP. Firm and Lawyer) ase fill-in the form below so as to provide ASSIST with anogin information on the take problem experiated by the ASEAN EXEXP. Firm and Lawyer) in the form below so as to provide ASSIST with end of the take the take the firm and the take the ASEAN Executed with an * are reductive field.	1	ASEAN registered lawyers In such cases, the lawyer	i or law firms may file an anonym or law firm, duly licensed to pract	ous case on behalf of one of their clie ice law in the ASEAN Member State (nts (i.e., the ASEAN E where the client is bes-	nterprise having ed or against wh) the trade problem sich the complaint is
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IME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTA
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	* Law Firm Name					
	* Phone					
	Website					
	Address					
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	* Country		23° Code			
	* ASEAN Jurisdiction(s) where	Local Office(s) is(are)				
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	* Position					
	* Email					
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	COMPLAINT DES	CRIPTION				
	* Confidential Case Code	0				
	* Country of Legal Registration * Legal Registration Number	0	5			
	* Registration Proof	Choose File No	file chosen			
	* Type of Business	0 -				
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	- Services Sector Description	0				
	* Destination Country	0	*			
	* Description	0 0				
	Attachment	Choose File No	file chosen + Attachment			
	I have read and accept the A	SSIST rules.				
	I hereby submit this complate	nt to the Central Administrator of ASSIST and I a	ccept its transmission to the relevant authorities of the AS	EAN Member Status involved		
		l'in no	it a robot			
			Prime - Series			
			SIRNET YOUR COMPLAINT			

(c) ໃນຖານະທີ່ເປັນທະນາຍຄວາມຫລືສຳນັກງານກົດຫມາຍອາຊຸງນທີ່ໄດ້ຂຶ້ນທະບຸງນ, ທ່ານຈຳເປັນຕ້ອງຍື່ນຄຳ ຮ້ອງທຸກດ້ວຍຊື່ຂອງທ່ານເອງແລະ/ຫຼືຊື່ບໍລິສັດກົດໝາຍຂອງທ່ານໂດຍທີ່ຕົວຕົນຂອງລູກຄ້າຂອງທ່ານໄດ້ຖືກເກັບຮັກ ສາໄວ້ໂດຍບໍ່ໃຫ້ລະບຸຊື່ແລະຖືເປັນ. ເພື່ອທີ່ຈະເຮັດແນວນັ້ນ, ທ່ານຕ້ອງປະຕິບັດຕາມຄຳແນະນຳທີ່ຢູ່ໃນໜ້າຂ້າງ ເທິງນັ້ນ. ກ່ອນອື່ນໝົດ, ທ່ານຕ້ອງໄດ້ດາວໂຫລດແບບຟອມທີ່ຈຳເປັນເພື່ອຕື່ມໃສ່ແລະສົ່ງໃຫ້ກອງເລຂາອາຊຸງນ, ຕາມທີ່ໄດ້ກຳນົດໄວ້ໃນແບບຟອມເອງ.

ເມື່ອທ່ານຄລິກໃສ່ຮູບສັນຍາລັກ "round orange - ວົງມົນສີສົ້ມ" ທີ່ຢູ່ໃນໜ້າເວັບຂ້າງເທິງນັ້ນ, ແບບຟອມຕໍ່ ໄປນີ້ກໍ່ຈະຖືກດາວໂຫລດລົງໄປຢູ່ໃນຄອມພິວເຕີຂອງທ່ານ.



ໃຫ້ທ່ານຕື່ມແບບຟອມຂ້າງເທິງນີ້ແລະສົ່ງໂດຍທາງອີເມລໄປຫາກອງເລຂາອາຊູງນທີ່ <u>help@asean.org</u>, ຕາມທີ່ໄດ້ລະບຸໄວ້ໃນແບບຟອມຂອງມັນເອງ. ກະລຸນາສົ່ງຂໍ້ມູນທີ່ຕ້ອງການດັ່ງຕໍ່ໄປນີ້ພ້ອມດ້ວຍແບບຟອມ ດັ່ງນີ້: (i) ເອກະສານການລົງທະບູງມ/ໃບອະນຸຍາດທີ່ກ່ຽວຂ້ອງກັບວີຊາອາຊີບຂອງທ່ານ (ຖ້າຫາກພາສາເດີມ ບໍ່ແມ່ນພາສາອັງກິດ, ຕ້ອງໃຫ້ມີການແປເປັນພາສາອັງກິດທີ່ບໍ່ຈຳເປັນຕ້ອງເປັນທາງການກໍ່ຄວນທີ່ຈະຕິດຄັດສົ່ງ ມານຳ) ແລະ (ii) ເອກະສານການລົງທະບູງນຂອງບໍລິສັດລູກຄ້າ (ວິສາຫະກິດອາຊູງນ) ໃນນາມຜູ້ທີ່ໄດ້ຍື່ນຄຳ ຮ້ອງທຸກແບບທີ່ບໍ່ໄດ້ລະບຸຊື່.

ASSOCIATION OF SOUTHEAST ASIAN NATIONS	ASSIST ASEAN Solutions for I	nvestments, Services and	Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT

ຂັ້ນຕອນ Δ

ໃຫ້ຕື່ມຂໍ້ມູນໃສ່ໃນແບບຟອມການຮ້ອງຮຽນແບບ "ບໍ່ລະບຸຊື່"

ໃຫ້ຕື່ມຂໍ້ມູນໃສ່ໃນແບບຟອມທີ່ໄດ້ດາວໂຫລດມາ. ຂ້າງລຸ່ມນີ້ແມ່ນຕົວຢ່າງຂອງແບບຟອມທີ່ຕື່ມຮູບຮ້ອຍແລ້ວ ສໍາລັບກໍລະນີສຶກສານີ້.

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 the 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

LAWYER

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

City: P

City: P

LAW FIRM

- Name: ARISE & Partners
- Address: Danube Street No. 13
 - Zip code: 12310

+36 1 7653572

E-mail: aseanlawyer0@gmail.com

E-mail: aseanenterprise0@gmail.com

- Website: www.arise&partners.com
- ASEAN Jurisdiction(s) where Local Office(s) is(are) Established (country): Country X

PROFESSIONAL LICENCE

Phone:

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 . City: P
- Zip code: 13150 .
 - Phone: +36 1 726 5977
- Website: www.naturalpalmoil.com
- Country of Legal Registration: Country X •
- Registration Number: 123456789
- Company Registration Proof: Attached as Annex 1



ASSOCIATIO OF SOUTHEAS ASIAN NATION	ASSIST ASEAN Solutions for	Investments, Services an	l Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
	(b) ເມື່ອກອງເລຂາອາຊຸ ຊາບວ່າທ່ານອາດຈະດຳເ ຄັ້ງຫນື່ງແລະເລືອກແຖບເມ ການຮ້ອງທຸກທີ່ບໍ່ທັນໄດ້ຕຶ່ ກໍລະນີນີ້, CCC ຂອງທ່າ	ງນໄດ້ລະຫັດລັບ(CCC) ນີນການຕື່ມລະຫັດນັ້ນໃນ ມນູ 'ຍື່ນຄຳຮ້ອງທຸກ' (ສຳ ໄມຫຍັງ ຕາມທີ່ສະແດງຍຸ ນແມ່ນ ASSISt-X-001	ຂອງເລື່ອງຮ້ອງທຸກທີ່ທ່ານໄ ເຄໍາຮ້ອງທຸກ, ໂດຍທີ່ເຂົ້າໄ ເລັບທະນາຍຄວາມອາຊຸງນຫຼື ຢູ່ໃນຂັ້ນຕອນທີ 2 (ຂ) ນັ້ນ -2018 .	ດ້ຍື່ນໄປນັ້ນ ແລະນໍ ປທີ່ໜ້າເວັບໄຊທ໌ A ສຳນັກງານກິດໝາ: ກໍ່ຈະປາກິດອອກມ	າັງແຈ້ງໃຫ້ທ່າ ASSIST ອີ ຍ). ແບບຟອ າໃຫ້ເຫັນ. ໃ	ກ ນ ກ
ຂັ້ນຕອນ 7 ສຳນັກ	ປະກອບຄຳຮັອງທຸກທີ່ຕ້ອງ າງານກົດໝາຍທີ່ໄດ້ລົງທະບຸ	ງຍື່ນໂດຍແບບຟອມ"ຄຳຮັ ງນ"	ອງທຸກທີ່ຕັອງຢື່ນໂດຍທະນາຍ	ບຄວາມອາຊຽນຫລື		
	ເບິ່ງຄຳແນະນຳລະອຸງດກູ່ ຮັບປະກັນວ່າທ່ານສາມາດ ສຳນັກງານກົດໝາຍ, ເຫມາຍຄວາມວ່າ ໃນຊ່ອງ ມັນເປັນສິ່ງສຳຄັນທີ່ສຸດທີ່ ສອບວ່າ ຄຳອະທິບາຍຕ່າ ໃນແງ່ຂອງຂໍ້ຕົກລົງກ່ຽວກໍ ລະມັດລະວັງພ້ອມດ້ວຍຂໍ້ ການຕັດສິນໃຈວ່າຈະອະນຸ ຂ້າງລຸ່ມນີ້ແມ່ນຕົວຢ່າງຂອ	ງວກັບວ່າຈະປ້ອນຂໍ້ມູນແ ກເຂົ້າໃຈແລະຮູ້ໄດ້ວ່າຈະ ທະນາຍຄວາມແຕ່ລະຄົນ ງປ້ອນຂໍ້ມູນສໍາລັບທະນາ ທ່ານຕ້ອງປ້ອນຂໍ້ມູນໃສ່ໃ ງໆທີ່ໄດ້ກ່າວໄວ້ໃນຄໍາຮ້ະ ມູນການໂຕ້ຖຸງໆຕ່າງໆທ ມັດຄໍາຮ້ອງທຸກຂອງທ່ານ ງແບບຟອມທີ່ໄດ້ປ້ອນຂໍ້ມູ	ບບໃດໃສ່ໃນແຕ່ລະຊ່ອງ. ກ ກ້ອງປ້ອນຂໍ້ມູນແບບໃດທີ່ຖືກ ເກັ່ສາມາດໃສ່ລາຍລະອງດສ ຍຄວາມແລະສຳນັກງານກົດ ບຊ່ອງ 'Description'. ທາ ວງທຸກນັ້ນແມ່ນມີຄວາມພງງພໍ ດັ່ງນັ້ນ, ກະລຸນາໃຫ້ທ່ານ ດັ່ງນັ້ນ, ກະລຸນາໃຫ້ທ່ານ ເດັຫຼືບໍ່. ເດັຫຼືບໍ່.	ະລຸນາກົດປຸ່ມທີ່ເປັນ ເຕັອງລົງໃນແບບຟ ່ວນຕົວຂອງພວກເ ຫມາຍ). າງ CA ຈະຕ້ອງໄ ທີ່ຈະກຳນົດບັນຫາໄ ຈັດແຈງຄຳຮ້ອງທຸກ ປັນຈິງເພື່ອຊ່ວຍໃຫ້ າສາກໍລະນີນີ້ໂດຍສະ	ມຮູບ ① ເພື່ ອມ. ຖ້າບໍ່ ຂົາໄດ້ສອງຄັ້ ເດັຢ່າງຈະແຈ໋ ເຂອງທ່ານຢ່າ ທາງ CA ໃ ະເພາະ.	ອ ມີ ງົງ ທ
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ມີການຍົກຕົວຢ່າງຂອງການອະທິບາຍຄຳຮ້ອງທຸກທີ່ໄດ້ຂູງນໄວ້ຈະແຈ້ງແລະຊັດເຈນ, ຂ້າງລຸ່ມນີ້ແມ່ນຄຳອະທິບາຍ ແລະລາຍລະອຸເດສຳລັບກໍລະນີສຶກສານີ້ໂດຍສະເພາະສະເພາະ:

"ພວກເຮົາແມ່ນບໍລິສັດກົດໝາຍທີ່ໄດ້ຈົດທະບຸງນພາຍໃຕ້ ASSIST ແລະ ຢູ່ໃນ AMS-X ທີ່ໄດ້ຍື່ນຄຳ ຮ້ອງທຸກໃນນາມລູກຄ້າຂອງພວກເຮົາ, ທີ່ເປັນບໍລິສັດນ້ຳມັນປາມທີ່ໄດ້ຈົດທະບຸງນຖືກຕ້ອງໃນ AMS-X. ຄຳ ຮ້ອງທຸກດັ່ງກ່າວແມ່ນກ່ຽວຂ້ອງກັບເລື່ອງພາສີໃໝ່ທີ່ໄດ້ວາງອອກໂດຍ AMS-Y (ຈຸດຕິດຕໍ່ທາງປາຍທາງຫລື DCP) ກ່ຽວກັບນ້ຳມັນປາມແລະຜະລິດຕະພັນອາຫານທີ່ມີນ້ຳມັນປາມພາຍໃຕ້ລະບຽບການອາຫານຂອງ ກະຊວງສາທາລະນະສຸກ ໝວດທີ 1000, ວັກທີ 100 ຂອງປີ 2015. ມາດຕະການທີ່ໄດ້ຮັບຮອງເອົາໂດຍ AMS-Y ໄດ້ທຳການແນະນຳເລື່ອງພາສີອາຫານທີ່ມີນ້ຳຕານແລະໄຂມັນອີ່ມຕົວໃນປະລິມານສູງເຊິ່ງເປັນສ່ວນ ໜຶ່ງຂອງຍຸດທະສາດໃນການແກ້ໄຂບັນຫາທີ່ເພີ່ມຂຶ້ນຂອງໂຣກອ້ວນໃນ AMS-Y.

ພວກເຮົາມີທັດສະນະທີ່ເຫັນວ່າ ມາດຕະການຂອງ AMS-Y ໄດ້ສະແດງອອກຢ່າງຈິງຈັງກູ່ວກັບນໍ້າມັນປາມ ແລະບໍ່ພູງງແຕ່ສ່ວນປະກອບໄຂມັນອີ່ມຕົວຂອງນໍ້າມັນປາມແລະຂອງຜະລິດຕະພັນທີ່ບັນຈຸນໍ້າມັນປາມນັ້ນ, ດ້ວຍເຫດນີ້ຈື່ງໄດ້ມີ ການແບ່ງແຍກກີດກັນນໍ້າມັນປາມແລະໃສ່ຮ້າຍໃຫ້ກັບຜະລິດຕະພັນເຫລົ່ານັ້ນແບບເຫມົາ ລວມ ແທນທີ່ວ່າ ພູງແຕ່ບໍ່ສົ່ງເສີມການຊົມໃຊ້ຜະລິດຕະພັນປະກອບດ້ວຍໄຂມັນອີ່ມຕົວທີ່ຫຼາຍເກີນໄປ, ໂດຍ ທີ່ບໍ່ກຸ່ງວຂ້ອງກັບຜະລິດຕະພັນທີ່ປະກອບໄປດ້ວຍໄຂມັນທີ່ມາຈາກພືດຜັກຫຼືສັດ.

ດັ່ງນັ້ນ, ພວກເຮົາເຫັນວ່າມາດຕະການທີ່ຖືກຮັບຮອງແລະເອົາໄປນຳໃຊ້ໂດຍAMS-Yນັ້ນແມ່ນຂັດແຍ່ງກັບ ມາດຕາ 6 ຂອງສັນຍາການຄ້າອາຊຸງນ (ATIGA) (ກ່ງວກັບການຈັດການແລະລະບຽບການພາສີພາຍໃນແຫ່ງ ຊາດ), ໂດຍເທົ່າທີ່ມັນໄດ້ແບ່ງແຍກກີດກັນນ້ຳມັນປາມແບບເຫມົາລວມແລະບໍ່ໄດ້ຖືກນຳເອົາໄປໃຊ້ກັບ ຜະລິດຕະພັນອື່ນທີ່ຄ້າຍຄືກັນທີ່ຜະລິດຫຼືຈຳໜ່າຍໃນAMS-Y (ເຊັ່ນຜະລິດຕະພັນອາຫານທີ່ມີໄຂມັນອີ່ມຕົວທີ່ ເຮັດມາຈາກຖົ່ວເຫລືອງ, ດອກຕາເວັນ, ຜັກກາດກ້ານຂາວ, ຫມາກສາລີ, ຫມາກຖົ່ວດິນຫລືໄຂມັນສັດ)"..

ASIAN NATION	ASSIST ASEAN Solutions for	Investments, Services an	l Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
	ໃນເມື່ອຄຳຮ້ອງທຸກໄດ້ຖື ໜ້າຕໍ່ໄປນີ້ທີ່ຢູ່ໃນຂັ້ນຕຂ	ກຍື່ນໂດຍການຄລິກທີ່ ' ນທີ 8 ກໍ່ຈະປາກົດຂຶ້ນໃ	Submit Your Complaint ກັທ່ານໄດ້ເຫັນ.	- ຍື່ນຄຳຮ້ອງທຸ:	nຂອງທ່ານ',	ເວັບ
ຂັ້ນຕອນ	່ ໄດ້ຮັບແຈ້ງການຈາກ A	SSIST				
	ASSOCIATE OF SOLITHER ASIAN MATIO WELCOME TO ASSIST	ASSIST ASEAN Solutions for Investments, S WHAT IS ASSIST? FILE A COM	ervices and Trade IPLAINT FOLLOW & COMPLAINT PROC	2ESS FAQ CON	TACT	
	Thank you fo	r the submission of your references.	our complaint			
	Please click on the link contain You will be able to monitor your o http://assistancen.org/user/bogin	eed in the e-mail in order to confirm your submine omplaint and access it in the following veibpage	on.			
	by using your e-nial / tracking ID	Control Administrator of ASSIST (ASE)	N Secontariat - 116A.B. Selangamanganga - Jakarta 12110 - Indo	renia		
ຂັ້ນຕອນ	ຮັດຄາກາວດຄາກຄາງໄ	້ຕໍ່ຄັ້ງທາຍອີອີເມລອອດທ່	ຈາງ			
	(a) ໃຫ້ທ່ານເຂົ້າໄປໃນບໍ ASSIST ເພື່ອໃຫ້ທ່ ເມລຫລືຖ້າບໍ່ຢາກຄະ ເຮັດຕາມທີ່ ASSIS ຄຳຮັອງທຸກຂອງທ່ານ 18120181102.	ບັນຊີອີເມລຂອງທ່ານທີ່ທ່າ ານທໍາການຢືນຍັນການສົ່ງ ຈີກກໍ່ພູງແຕ່ທ່ານຄັດລອກ T ໄດ້ຮູງກຮ້ອງມາ ເພື່ອ ມກໍ່ໄດ້ສົ່ງມາໃຫ້ທ່ານດ້ວຍອ່	ນໄດ້ໃຫ້ໄວ້ກັບແບບຟອມການ ຄຳຮ້ອງທຸກຂອງທ່ານໂດຍໃຫ້ ເອົາລິ້ງນັ້ນໄປແປະໃສ່ໃນ brov ເປັນການຢືນຢັນວ່າ ອີເມລທີ່ທ່ ອີເມລນີ້ເຊັ່ນກັນ. ໃນກໍລະນີນີ້,	ເຮັອງທຸກ. ທ່ານຈ ໄປຄລິກທີ່ລິ້ງທີ່ໄດ້ vser ອິນເຕີເນັດ. ່ານໄດ້ໃຫ້ໄປນັ້ນຳ ໝາຍເລກຄຳຮັອ	າະໄດ້ຮັບອີເມາ ້າສົ່ງມາໃຫ້ທາງ ອັນນີ້ແມ່ນຕ້ ຖືກຕ້ອງ. ໝາ ງທຸກຂອງທ່ານ	ລຈາກ ງກັບອີ ອງໄດ້ ຍເລກ ມແມ່ນ
	ຂ້າງລຸ່ມນີ້ແມ່ນອີເມວທີ່ທ່າ 🖌 Canal	ານຈະໄດ້ຮັບຈາກ ASSIS	Τ.			
LA LA	ASSIST] Thanks to confirm your co	mplaint #18120181102 submission		ASEAN Lawyer G	seantawyer0gigmail.com	
No Re) Reply ASSIST <assist@asean.org> pp)-To "assist@asean.org< <assist@asean.org> ASSISTCATION CF SOLTTHEAST ASSISTCATION</assist@asean.org></assist@asean.org>	ASS	ST		Fri, Nov 2, 2018 at 12,18 Pl	
			utions for investments. Services and Trade			



(b) ໃຫ້ທ່ານຄລິກທີ່ລິ້ງທີ່ໄດ້ໃຫ້ມາກັບອີເມລເຊິ່ງຕ້ອງໄດ້ຄລິກ ແລະຫນ້າໃຫມ່ໃນອີເມລນັ້ນກໍ່ຈະສະແດງໃຫ້ເຫັນ.

WELCO	IME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
Email	/complair	nt confirmatio	on valid				
Thank you for	having confirmed you	or e-mail. It is the Castral Administrator	of &SSIST and unu shall be not?	ad althin maximum 10 uncking data	of urbattuar 2 la		
1) Acca 2) Incor 2) Pais	opted and submitted to replete and returned to	a the Destination Country; or o you for revision, or	holes a collid semalated	and human service and radia	un avragarar a sa		
A reason shall	cied, if failing butsion I be provided to you in	ter the scope or ASSIST or not swriting in case of outcomes 2	oeing a valo complaim.) or 3) above				

ການແຈ້ງເຕືອນທີ່ໄດ້ສະແດງໄວ້ຂ້າງເທິງນີ້ຈະແຈ້ງໃຫ້ທ່ານຊາບວ່າ ຄຳຮ້ອງທຸກຂອງທ່ານຈະຖືກທົບທວນໂດຍ CA ແລະຫລັງຈາກນັ້ນ ທ່ານຈະໄດ້ຮັບການແຈ້ງກັບມາຫາທ່ານທາງອີເມລ ພາຍໃນເວລາສູງສຸດ 10 ວັນລັດຖະການ ໂດຍທີ່ການຍື່ນຄຳຮ້ອງທຸກຂອງທ່ານນັ້ນຈະ:

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

່ ໄປທີ່ບັນຊີອີເມລຂອງທ່ານ.

ຂັ້ນຕອນ 10

່ໄດ້ຮັບອີເມລຈາກ ASSIST ເພື່ອໃຫ້ຮູ້ວ່າອີເມລແລະຄຳຮ້ອງທຸກຂອງທ່ານນັ້ນໃຊ້ການໄດ້

ໃຫ້ທ່ານໄປທີ່ອີເມລຂອງທ່ານແລະທ່ານຈະເຫັນມີອີເມລໃໝ່ຈາກ ASSIST ສົ່ງມາຫາທ່ານ. ອີເມລນີ້ຈະຊີ້ບອກໃຫ້ ເຫັນວ່າທ່ານຮູ້ວ່າ ທ່ານໄດ້ທຳການຢືນຢັນຄຳຮ້ອງທຸກຂອງທ່ານແລ້ວພ້ອມທັງທາງ CA ຈະກວດສອບຄວາມ ຖືກຕ້ອງຂອງຄຳຮ້ອງທຸກ, ແລະກໍ່ໄດ້ຖືກນຳເຂົ້າໄປເກັບໄວ້ໃນລະບົບພາຍໃນຂອງ ASSIST. ASSIST ຈະກັບ ມາຕິດຕໍ່ອີກເທື່ອຫນຶ່ງພ້ອມດ້ວຍຄຳຕອບທີ່ຈະບອກວ່າ ຄຳຮ້ອງທຸກທີ່ໄດ້ສົ່ງໄປນັ້ນ ໄດ້ຮັບການຍອມຮັບແລ້ວ, ບໍ່ ຄົບຖ້ວນ ຫຼື ຖືກປະຕິເສດພາຍໃນ 10 ວັນລັດຖະການ.



ຕາມທີ່ໄດ້ລະບຸໄວ້ໃນອີເມລຂ້າງເທິງນັ້ນ, ໃນເວລານີ້ ທ່ານສາມາດຕິດຕາມເບິ່ງຄວາມຄືບໜ້າໄດ້ໂດຍໃຫ້ທ່ານຄລິກ ທີ່ລິ້ງທີ່ໄດ້ແນະນຳໄວ້ໃຫ້ ເຊິ່ງຈະພາທ່ານທີ່ແຖບ 'Follow a Complaint-ຕິດຕາມເບິ່ງຄຳຮ້ອງທຸກ' ຢູ່ແຖບເມນູ ໃນເວັບໄຊທ໌ ASSIST.

ຂັ້ນຕອນ **11**

ຕິດຕາມຄວາມຄືບຫນ້າຂອງການຮ້ອງທຸກຂອງທ່ານ

(a) ໃຫ້ໄປທີ່ລິ້ງຕໍ່ໄປນີ້: <u>http://assist.asean.org/user/login</u> ຫຼືໄປທີ່ແຖບ 'Follow a Complaint-ຕິດຕາມ
 ເບິ່ງຄຳຮ້ອງທຸກ' ຢູ່ແຖບເມນູໃນເວັບໄຊທ໌ ASSIST. ໜ້າເວັບຕໍ່ໄປນີ້ກໍ່ຈະປາກົດຂື້ນມາໃຫ້ທ່ານ



WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
ollow a Comp	plaint					
aase log in using your email addre	ts and the tracking ID that you	were given at the time of fiting yo	our complaint to enter the ASSIST das	iboard and check on t	he progress of y	our proceeding
Email		т	acking ID			
Email		16	Fracking ID			
		Loco				
		- Million and				

(b) ໃຫ້ທ່ານໃສ່ອີເມລຂອງທ່ານແລະຫມາຍເລກເພື່ອຕິດຕາມ (ກໍ່ຄືໝາຍເລກຄຳຮ້ອງທຸກຂອງທ່ານ) ໃນຊ່ອງປ້ອນ ຂໍ້ມູນທີ່ມີໃຫ້ໄວ້ເພື່ອເຂົ້າສູ່ລະບົບ. ໃນກໍລະນີນີ້, ອີເມລແມ່ນ <u>aseanenterprise0@gmail.com</u> ແລະ ຫມາຍ ເລກເພື່ອຕິດຕາມແມ່ນ 18120181102.

ASIMI MATRIMS	ASEAN Solutions for	Investments, Services and	Irade	and the second second		
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
Ollow a Compl sase log in using your email address	aint and the Wacking ID that you	were given at the time of filing yo	or complaint to enter the ASSIST dash	board and check on t	he progress of y	our proceeding.
Email		Ta	acking ID			
aseanlawyer0@omail.com			CONTRACTOR INCOME.			
ateanlawyer0@gmail.com						

ເມື່ອທ່ານໄດ້ເຂົ້າສູ່ລະບົບແລ້ວ, ທ່ານຈະເຫັນ Dashboard ຂອງ ASSIST ຂອງທ່ານເຊິ່ງເປັນບ່ອນທີ່ທ່ານສາມາດ ຕິດຕາມຄວາມຄືບໜ້າຂອງການຍື່ນຄຳຮ້ອງທຸກຂອງທ່ານ.

(C) ເປີດເບິ່ງລາຍລະອງດໃນ Dashboard ຂອງ ASSIST ຂອງທ່ານເມື່ອທ່ານໄດ້ເຂົ້າສູ່ລະບົບແລ້ວ:

ASIAN N	ATIONS	ASEAN Solutions for I	Investments, Services a	ind Trade				
WELCOME TO A	ISSIST	WHAT IS ASSIST?	MY COMPLAINT	LOGOUT	PROCESS	FAQ	CONTACT	DISCLAIM
Tracking I	D #181.	20181102	/ AMS-Y					
Tracking I	D #181	20181102	/ AMS-Y					
Tracking I	D #181	20181102	/ AMS-Y					
Tracking I	D #181	20181102 Action By	/ AMS-Y					



ດັ່ງທີ່ທ່ານສາມາດເຫັນໄດ້ໃນ dashboard ຂອງທ່ານ, ການດຳເນີນການຕ່າງໆຂອງການຮ້ອງທຸກຂອງທ່ານແມ່ນ ໄດ້ຖືກລະບຸໄວ້ຢ່າງຈະແຈ້ງໃນ dashboard ຂອງທ່ານແລະເນື້ອໃນລາຍການຕ່າງໆເຫລົ່ານີ້ຈະຖືກປັບໃຫ້ໃຫມ່ຢູ່ ສະເຫມີ ຫຼັງຈາກການດຳເນີນການໃນແຕ່ລະຄັ້ງ. ແບບຟອມຄຳຮ້ອງທຸກທີ່ທ່ານໄດ້ຍື່ນໄປແລ້ວນັ້ນ, ກໍ່ສາມາດເຂົ້າ ເບິ່ງໄດ້ໃນ dashboard ຂອງທ່ານເຊັ່ນກັນ.

ຂັ້ນຕອນ **12**

ຜູ້ດູແລລະບົບກວດເບິ່ງຄຳຮ້ອງທຸກຂອງທ່ານແລະຕອບທ່ານທາງອີເມລ (ວ່າຮັບຮອງ,ບໍ່ຄົບຖ້ວນ ຫລື ປະຕິເສດ)

ຫລັງຈາກທີ່ CAໄດ້ທຳການກວດກາເບິ່ງຄຳຮ້ອງທຸກຂອງທ່ານເປັນທີ່ຮູບຮ້ອຍແລ້ວແລະທັງໄດ້ຕັດສິນແລ້ວວ່າຄຳ ຮ້ອງທຸກນັ້ນໄດ້ຜ່ານການຮັບຮອງ, ບໍ່ຄົບຖ້ວນ ຫລື ຖືກປະຕິເສດນັ້ນ ຈະມີອີເມລສົ່ງໄປຫາທ່ານພາຍໃນ 10 ວັນ ລັດຖະການນັບຕັ້ງແຕ່ທ່ານໄດ້ສົ່ງຄຳຮ້ອງທຸກຂອງທ່ານ.

ຖ້າຫາກວ່າບໍ່ມີການດຳເນີນການໃດໆໂດຍCAໃນລະຍະນີ້ ທາງ CA ຈະໄດ້ຮັບຄຳເຕືອນແບບອັດຕະໂນມັດດັ່ງທີ່ ສະແດງຂ້າງລຸ່ມນີ້ຜ່ານທາງອີເມລຈາກລະບົບ online ຂອງ ASSIST ພາຍໃນ 7 ວັນຕາມເວລາປະຕິທິນ ຫຼັງ ຈາກການຮ້ອງທຸກໄດ້ຖືກຍື່ນ. ດັ່ງນັ້ນຕາມທີ່ໄດ້ລະບຸໄວ້ຂ້າງເທິງນັ້ນ, ທາງ CA ຈະຕ້ອງຕັດສິນໃຈພາຍໃນ 10 ວັນລັດຖະການວ່າຈະຮັບຮອງຍອມຮັບເອົາ, ຈະແຈ້ງວ່າຄຳຮ້ອງທຸກບໍ່ຄົບຖ້ວນແລະໃຫ້ມີການແກ້ໄຂ, ຫຼືຈະຖືກ ປະຕິເສດ.



ອີເມລເຕືອນເຫືອທີ 1 ສຳລັບຜູ້ດູແລລະບົບ:

M Gmail		Central Administrator ASEC <caatasec@gmail.com></caatasec@gmail.com>
[ASSIST] Complaint #15020181026 reminder for C	A	
No Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>		Sat, Oct 27, 2018 at 5:00 AM
Association or searcheast administrations	ASSIST ASEAN Bolutions for Investments, Services and Trade	
Action is required by the CA for the complaint: 15020181026		
	Thanking you, ASSIST is at your service.	
	assist asean.org. Providence	

ໃຫ້ທ່ານຫມັ່ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄຳຮ້ອງທຸກ. ໃນທີ່ສຸດທ່ານ ກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.



ໃນກໍລະນີນີ້, CA ໄດ້ກວດສອບແບບຟອມແລະເຫັນວ່າມັນບໍ່ຄົບຖ້ວນ. CA ຕ້ອງການຂໍ້ມູນເພີ່ມເຕີມຈາກ ທ່ານເພາະວ່າທ່ານໄດ້ຍື່ນແຕ່ເອກະສານໃບອະນຸຍາດວິຊາຊີບຂອງທ່ານຢ່າງດູເວເທົ່ານັ້ນ. ດັ່ງນັ້ນ, ທາງ CA ຈື່ງໄດ້ສົ່ງອີເມລຕອບໄປຫາທ່ານເພື່ອຮູງກຮ້ອງໃຫ້ທ່ານສົ່ງຄຳຮ້ອງທຸກອີກຄືນໃໝ່ໂດຍຕິດຄັດຂໍ້ກຳນົດຫຼື ມາດຕະການຂອງ AMS-Y ທີ່ກ່ຽວຂອ້ງກັບບັນຫາທີ່ກ່າວເຖິງໄປນຳກັນ ພ້ອມກັບລາຍລະອຽດສັ້ນໆຫາງກົດ ໝາຍ ທີ່ກ່າວເຖິງຂໍ້ກ່າວຫາຂອງທ່ານແລະທັງຂໍ້ໂຕ້ແຍ້ງທີ່ທ່ານເຊື່ອວ່າຄວນຈະໄດ້ຮັບການພິຈາລະນາເພື່ອ ຈຸດປະສົງໃນການທີ່ຄຳຮ້ອງທຸກນັ້ນໄດ້ຮັບການຍອມຮັບແລະມີຄວາມເປັນໄປໄດ້ທີ່ຈະໄດ້ຮັບການແກ້ໄຂ.

ດັ່ງທີ່ໄດ້ລະບຸໄວ້ໃນອີເມລຂ້າງເທິງນັ້ນ, ເພື່ອເປັນການແກ້ໄຂຄຳຮ້ອງທຸກຂອງທ່ານແລະສົ່ງກັບໄປຄືນໃໝ່, ທ່ານຈະຕ້ອງເຂົ້າສູ່ລະບົບ dashboard ຂອງ ASSIST ທີ່ທ່ານມີ. ຕັ້ງແຕ່ວັນທີ່ຄຳຮ້ອງທຸກໄດ້ຖືກຍື່ນໄປ), ອັນນີ້ ມັນກໍ່ໝາຍຄວາມວ່າ CA ມີການດຳເນີນການທີ່ເກີນຂອບເຂດ. CA ຈະໄດ້ຮັບການແຈ້ງເຕືອນອັດຕະໂນມັດອີກທາງໜຶ່ງຜ່ານທາງອີເມລ (ພາຍໃນ 14 ວັນຕາມເວລາປະຕິທິນ ຫຼັງຈາກການຮ້ອງຮຸງນໄດ້ຖືກຍື່ນ) CA ຈະໄດ້ຮັບອີເມລແບບຂ້າງລຸ່ມນີ້:

ອີເມລເຕືອນເຫື່ອທີ 2 ສຳລັບຜູ້ດູແລລະບົບ:

M Gmail		Central Administrator ASEC <caatasec@gmail.com></caatasec@gmail.com>
ASSIST Complaint #15020181026 reminder for CA	(
No Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>		Sat. Oct 27, 2018 at 5.00 AM
	ASSIST ASEAN Solutions for Investments, Services and Trade	
Action is required by the CA for the complaint: 15020181025		
	Thanking you, ASSIST is at your service.	
	assist asean org	

ຂັ້ນຕອນ **13** ີ ໃຫ້ທ່ານເຂົ້າສູ່ລະບົບ Dashboard ຂອງ ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະຫມາຍເລກຕິດຕາມຂອງທ່ານເພື່ອເບິ່ງ ຄຳຕອບຕົວຈິງຈາກທາງ ASSISTແລະເພື່ອໃຫ້ທ່ານສາມາດທົບທວນຄຳຮ້ອງຂໍຂອງທ່ານທີ່ "ຍັງບໍ່ທັນຄົບຖ້ວນ"

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

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

- MOUNTER	THEAST A	33131 EAN Solutions for Investr	ients, Services a	nd Trade				
WELCOME TO	ASSIST WI	HAT IS ASSIST? M	/ COMPLAINT	LOGOUT	PROCESS	FAQ	CONTACT	DISCLAIME
My Comp	laint Nun	nber #18120	181102					
ASEAN Lawyer o	ASE In si filed ano In o r Law Firm	EAN registered lawyers or law fi uch cases, the lawyer or law fir I, must first contact the ASEAN nymous complaint is being filed order to do so, please downloa form itself.	ms may file an anon n, duly licensed to pr Secretariat and provi d the necessary fo	ymous case on beha actice law in the ASE de the required data m	If of one of their client AN Member State wh on its professional reg It by email to the AS	s (i.e., the ASEA ere the client is I istration and on EAN Secretaria	N Enterprise having to based or against which the client on whose b t at assist@asean.or	he trade problem) h the complaint is ehalf the rg as specified on
please fill-in the form be	Onc low so as to provide A	the ASEAN Secretariat has p SSIST with enough information	ovided the Confiden on the trade problen	tial Case Code (CCC n experienced by the) by email to the lawy ASEAN Enterprise be	er or law firm, th ing represented	e actual complaint car Fields marked with	n be filed. To do so, an * are
please fill-in the form be manuatory fields. If ne In order to file a valid o your spamijunk boxes History	Onc iow so as to provide A naw firm exists, individ complaint, you shall }.	be the ASEAN Secretariat has p SSIST with enough information busi lawyers can insen they per verify your submission by rep	ovided the Confiden on the trade problen ional details twice (1 lying to the automo	tial Case Code (CCC experienced by the e, in the fields for La sted email that you) by émail to the lawyer ASEAN Enterprise be w Firm and Lawyer) will receive from ASS	er or law firm, th ing represented	a actual complaint car Fields marked with er submission (pleas	n be filed. To do so an [*] are se check also
please fill-in the form be mandatory fields. If no In order to file a valid d your spamijunk boxes History Date	Onc sow so as to provide A naw firm exists, individ complaint, you shall). Action	be the ASEAN Secretariat has p SSIST with enough information subtravyers can insert their per- verify your submission by rep Action By	ovided the Confiden on the trade problem ronal details twice (r) dying to the automo Comments	tial Case Code (CCC experienced by the e, in the fields for La sted email that you) by émail to the lawyer ASEAN Enterprise be w Firm and Lawyer) will receive from ASS	er or law firm, th ing represented	a actual complaint car Fields marked with ar submission (pleas	n be filed. To do so an * are se check also
plaase fill-in the form be mandatory fields: if no In order to file a valid your spamijunk boxes History Date 02/11/2018 16:10:12	Onco low so as to provide A law firm exists, narrive complaint, you shall). Action	es the ASEAN Secretariat has p SSIST with enough information boat aavyes can ensor one per verify your submission by rep Action By Central Administrate ASSIST	ovided the Confiden on the trade problem committee of the automatic type of the automatic comments r of Dear Ms. Si Thank you of CAP require In particula AMS-Y mae Benulation	tial Case Code (CCC experienced by the e) by email to the lawy ASEAN Enterprise be wr am and Lawyer) will receive from ASS will receive from ASS signature from ASS SSIST, the Central A mation. That your complaint b by inconsistent with fi	or or law firm, th ing represented iIST shortly aft II. In order to p dministrator of e re-submitted he ATIGA (J.e. 1	e actual complaint car Fields marked with ar submission (pleas operly assess your ASSIST (Le. the ASI together with inform MS-Y's Ministry of I	n be filed. To do so an * are se check also complaint and EAN Secretariat hation on the Health's



02/11/2018 12:18:02 ASEAN-based Enterpri

LAW FIRM				
* Law Firm Name	ARISE & Partners			
Phone	+36 1.7653572			
Website	www.arise&partners.com			
Address	Danube Street No. 13			
	City P Country X			
	// 25% characters renaining (D09 maximum)			
City	City P ZIP Code 12310			
Country	AMS-X *			
ASEAN Jurisdiction(s) where Local Office(s) is(are) Established	Country X			
AWYER				
Gander	0 Br 0 Br @ Br			
First Name	Slore *Last Name Philippe			
Phone	Unera Hillera			
Position	Pagiar Assaults			
Fmail				
Addraws	aseanawyano@gman.com			
Aduless	Denue scret No. 13 City P Country X			
	259 characters remaining (300 maximum)			
City	City P ZIP Code 12310			
ASEAN Jurisdiction(s) where Admitted to Practice La	w 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 *			
Services Sector Description	0 6000s			
Tune of Problem Encountered	157 lateral true and shares field as invests			
Destination Country	AMS Y AMS Y A			
Description	Ne are a repistered law firm in SHS.V filing a resulties under ACCTCY on babalé of any olivier. 4			
	duly registered pairs in a company in ARSK. The complaint hash on heads on our clief with a process by ARSK (in Despiny in ARSK. The complaint is in relation to the new sciles duty imposed by ARSK (in Desting and the second science) and the scile duty imposed by ARSK (in Desting and the second science) and the scile duty imposed by ARSK (in Desting and the second science) and sciences and the science of a strategy for addressing the rising problem of obesity in ANSK. We are of the view that ANSKY's messure expressly targeted pair oil, threely discriminating against fat component of pairs oil and of products containing pairs oil, threely discriminating against 306 durateurs messing (Bornamum)			
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 Admin	istrator of ASSIST and I accept its transmission to the relevant authorities of the ASEAN Member States involved			
nn an ann an an Airdinneach ann an Airdinne ann an Airdinneachadh an Cheallannaigh (1995) 1990 (19	2			
	V I'm not a robot			
	SUBMIT YOUR COMPLAINT			

(b) ໃຫ້ທ່ານຄລິກທີ່ໄອຄອນທີ່ເປັນຮູບແກ້ວຂະຫຍາຍໃນບ່ອນສະແດງຄຳເຫັນທີ່ເປັນຫ້ອງຍາວໆລົງມາ. ການຕອບ ຮັບອັນຄົບຖ້ວນຈາກທາງ CA ກໍ່ຈະປາກົດຂື້ນມາໃຫ້ເຫັນ, ດັ່ງທີ່ໄດ້ສະແດງໃນພາບຂ້າງລຸ່ມນີ້:



WELCOME TO ASSIST

FILE A COMPLAINT FOLLOW A COMPLAINT

LAINT

CONTACT

Dear	Ms	Sierra	Riviera
D'ou,		010110	

WHAT IS ASSIST?

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.

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 of 2015, Chapter 1000, Section 100).

Please file the actual measure or a translation/summary in the English language. Feel free to attach also any other information or legal brief that may assist the CA in assessing the eligibility of your complaint.

(c) ໃຫ້ທ່ານຄັດຕິດເອກະສານເພີ່ມເຕີມທີ່ CA ໄດ້ຮ້ອງຂໍແລະສົ່ງຄຳຮ້ອງທຸກກັບຄືນໄປໃໝ່ໂດຍຜ່ານທາງ dashboard ຂອງທ່ານ ຫມາຍເຖິງ ລະບູບການຫລືມາດຕະການຕ່າງໆທີ່ກ່ຽວຂ້ອງກັບບັນຫານີ້ແລະບົດສະຫລຸບ ທາງກົດຫມາຍ.

-	LODIOT IN			LODOLT	pagorag		CONTRACT	DIG01 111
WELCUME TO	assisi v	VHAT IS ASSIST?	MY CUMPLAINT	LUGUUT	PRUCESS	FAŲ	CUNTAGT	DISCLAIM
My Comp	laint Nur	mber #1812	20181102					
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	file an	ed, must first contact the AS onymous complaint is being	EAN Secretariat and pro I filed.	vide the required data	on its professional reg	istration and or	the client on whose b	ehalf the
	in 🖌	order to do so, please do	wnload the necessary [orm 🕝 and submit	it by email to the AS	EAN Secretari	at at assist@asean.o	rg as specified c
ASEAN Lawyer o	r Law Firm the	e form itself.						
	Or	ice the ASEAN Secretariat I	has provided the Confide	ntial Case Code (CCC) by email to the lawy	er or law firm, th	ne actual complaint ca	n be filed. To do s
please fill-in the form be	low so as to provide	ASSIST with enough inform	ation on the trade proble	m experienced by the	ASEAN Enterprise be	ing represented	. Fields marked with	an * are
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In order to file a valid o your spam/junk boxes	complaint, you shal).	i verify your submission t	y replying to the autor				ter submission (piea	se check also
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ASSOCIATION OF SOUTHEAST ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade



ຂັ້ນຕອນ

14

ຮັບແຈ້ງທາງອີເມລຈາກASSISTກຼ່ງວກັບທົບທວນຄຳຮ້ອງທຸກຂອງທ່ານ

ໃຫ້ໄປທີ່ບັນຊີອີເມລຂອງທ່ານແລະທ່ານກໍ່ຈະເຫັນອີເມລໃໝ່ມາຈາກASSISTສົ່ງເຖິງທ່ານ. ອີເມລນີ້ຊີ້ໃຫ້ເຫັນ ວ່າ ຄຳຮ້ອງທຸກທີ່ໄດ້ຮັບການແກ້ໄຂຂອງທ່ານນັ້ນແມ່ນໄດ້ຮັບແລ້ວແລະ ASSISTຈະທຳການທົບທວນຄືນ ແລະຕອບກັບດ້ວຍຄຳຕອບທີ່ຈະຊີ້ໃຫ້ເຫັນວ່າ ຄຳຮ້ອງທຸກນັ້ນໄດ້ຖືກຍອມຮັບ, ຍັງບໍ່ຄົບຖ້ວນ ຫຼື ຖືກ ປະຕິເສດພາຍໃນ 10 ວັນລັດຖະການ.

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Reply ASSIST <assist@asean.org> piy-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>	Fri, Nov 2, 2018 at 41
	ASSIST ASEAN Eductions for Investments, Services and Trade
Dear Ms Sierra Riviera,	
Thank you for the revision of your complaint No. 1812018110	2
ASSIST will review it and revert back to you within 10 working	days.
You are able to access your complaint at any time on the follow	ving webpage: http://assist.asean.org/user/logit/ by using your e-mail / tracking ID: aseanlawyer0@gmail.com / 18120181102
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ຖ້າຫາກຍັງບໍ່ມີການດຳເນີນການໃດໆໃນເວລານີ້ໂດຍ CA, CA ກໍ່ຈະໄດ້ຮັບຄຳເຕືອນທາງອີເມລແບບ ອັດຕະໂນມັດຜ່ານທາງອີເມລຈາກລະບົບອອນລາຍທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນ 12 ຕາມຂ້າງເທິງນັ້ນ.

ໃຫ້ທ່ານຫມັ່ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄຳຮ້ອງທຸກ. ໃນທີ່ສຸດ ທ່ານກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.

ຂັ້ນຕອນ 15

ຜູ້ດູແລລະບົບທົບທວນຄຳຮ້ອງທຸກຂອງທ່ານທີ່ຖືກປັບປຸງໃໝ່ແລະໄດ້ສົ່ງຄຳຕອບໄປຫາທ່ານທາງອີເມລຂອງທ່ານ.

ໃນເມື່ອ CA ໄດ້ທຳການກວດສອບຄຳຮ້ອງທຸກທີ່ຖືກປັບປຸງໃໝ່ຂອງທ່ານເປັນທີ່ຮຽບຮ້ອຍແລ້ວ, ກໍ່ຈະມີອີເມລຖືກສົ່ງໄປ ຫາທ່ານ.

ເຂົ້າໄປທີ່ບັນຊີອີເມລຂອງທ່ານແລະເປິດເບິ່ງອີເມລທີ່ມີລັກສະນະຄ້າຍໆຂ້າງລຸ່ມນີ້ຈາກ ASSIST.



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	Tracking ID a	#18120181102 / AMS	S-Y				
	History		Provide the second s				
	02/11/2018 18 31 54	Accented Administrator of ASSIST	Thank you for the completion or revisio complaint is now complete, with the sul Regulation of 2015. Chapter 1000, Sec Administrator finds that the nature of yo fulfilled all the necessary requirements	n of your complaint. The Ce tenission of the following do dion 100; and (ii) Legal Brief our complaint falls within the to Re a complaint under AS	ntral Administrator has verified currents: (I) AMS-Y's Ministry o on the Complaint. Thus, the Ca scoos of ASSIST and that you SIST	that the f Health's entral have	
	02/11/2918 16.52 15	ASEAN-based Enterprise Central Administrator of ASSIST	Dear Me. Sierra Riviera, Thank you for Indging your complaint u determine its eligibility under ASSIST, t requests additional information.	nder ASSIST. In order to pro	perly assess your complaint an ASSIST (i.e. the ASEAN Secret	id ariat or CA)	
	02/11/2018 12 19 35	Email Conferent ASEAN-based Enterprise New ASEAN-based Enterprise	In particular, the CA requests that your measure that is alregedly inconsistent v Email Confirmed	complaint be re-submitted to with the ATIGA (i.e. AMS-Y's	sgether with internation on the Ministry of Health's Regulation	AMS-Y	
					WITHDRAW COMPL	LAINT	
	ASEAN ENTERF	RISE					
	ASEAN Enterprise Name	ARISE & Partners					
	Company Siz#		Address	Danube Street No. 13	City P Country X		
	Website	+30 1 /003072	ZIP Code	12318			
			Country	AMS-X			
	CONTACT PERS	ON					
	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	aseanlawyerI@gmail.com (Confirmed)					
	COMPLAINT DE	SCRIPTION					
	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_0- Simulated Diversional License of Ma Sierra D	Destination Country	AMS-Y			
	Type of Business	Export/import	COLLEGET ROL				
	Description	We are a registered law firm in AMS-X filing a con relation to the new excise duty imposed by AMS-1 Health's Food Regulation Chapter 1000, Section ' a strategy for addressing the inling problem of ob- fat component of paim oil and of products contain discouraging excessive consumption of products adjoined and applied by AMS-Y is contrary to Arti- against path oil as a whole and is not applied to o	plaint under ASSIST on behalf of our clier (the Destination Contact Point or DCP) o 00 of 2015. The measure adopted by AM sithy in AMS-Y. We are of the view that AM on pahm of, thereby discriminating against containing saturated faits, independently of le 6 of the ATIGA (on National Treatment ther Tike' products manufactured or sold in	nt, a duly registered paim oil n paim oil and food products 5.Y introduced taxes on food SS-Ya measure expressly ta paim oil and demonizing th the vegetable or animal org on Internal Taxation and Rej AMS-Y (i.e., food products	company in AMS-X. The comp containing paim oil under its M Is high in sugar and saturated I geted patm oil and not just the product as a whole instead of in of the fats. Thus, we find the utation), in a much as it discri- containing saturated fats derivi	laint is in linistry of at as part of asturated just measure minatos ng from soy.	
		suppriser rapesant norm magnet as sales of feat					

ໃຫ້ທ່ານຄລິກທີ່ໄອຄອນທີ່ເປັນຮູບແກ້ວຂະຫຍາຍໃນບ່ອນສະແດງຄຳເຫັນທີ່ເປັນຫ້ອງຍາວໆລົງມາ. ການຕອບຮັບ ອັນຄົບຖ້ວນຈາກທາງ CA ກໍ່ຈະປາກົດຂື້ນມາໃຫ້ເຫັນ, ດັ່ງທີ່ໄດ້ສະແດງໃນພາບຂ້າງລຸ່ມນີ້:



FOLLOW A COMPLAINT

PROCESS

CONTACT

FAO

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, ຄຳ ຮ້ອງທຸກກໍ່ຈະຖືກສົ່ງໄປທີ່ຈຸດຕິດຕໍ່ທາງປາຍທາງ (DCP) ໃນ AMS-Y ບ່ອນທີ່ທ່ານກຳລັງປະເຊີນກັບບັນຫາ ດ້ານການຄ້າ. DCP ໃນ AMS-Y ຈະໄດ້ຮັບເວລາ 10 ວັນເພື່ອໃຊ້ໃນການເຮັດວຽກເພື່ອທິບທວນຄຳຮ້ອງທຸກ ຂອງທ່ານແລະເພື່ອທີ່ຈະຍອມຮັບ, ປະຕິເສດຫຼືສົ່ງຄືນກັບໄປໃຫ້ທ່ານ. ນີ້ແມ່ນມີຈຸດປະສົງທີ່ສະແດງເຖິງຄວາມ ຕັ້ງໃຈທີ່ຈະໃຫ້ເວລາແກ່ DCP ໄດ້ສາມາດກວດກາເບິ່ງລາຍລະອຽດຂອງການຮ້ອງທຸກ, ແລະຂໍຄຳປຶກສາຫາລືຕາມ ຄວາມຈຳເປັນກັບເຈົ້າໜ້າທີ່ແຫ່ງຊາດທີ່ກ່ຽວຂ້ອງ. ເມື່ອ DCP ໃຫ້ຄຳຕອບ, ອີເມລຈະຖືກສົ່ງມາຫາທ່ານຈາກ ASSIST ເພື່ອແຈ້ງໃຫ້ທ່ານຮູ້ວ່າຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍອມຮັບຫຼືປະຕິເສດໂດຍ DCP ໃນ AMS-Y.

ໃຫ້ທ່ານຫມັ່ນກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄຳຮ້ອງທຸກ. ໃນທີ່ສຸດ ທ່ານກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.

ຮັບແຈ້ງທາງອີເມລຈາກທາງASSISTວ່າຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍອມຮັບຫລືປະຕິເສດໂດຍຈຸດຕິດຕໍ່ປາຍທາງທີ່AMS-Y

ຂັ້ນຕອນ **17**

> ພາຍໃນ 10 ວັນລັດຖະການຫລັງຈາກໄດ້ຮັບຄຳຕອບຈາກ *CA* ທີ່ຄຳຮ້ອງທຸກຂອງທ່ານຖືກຍອມຮັບ, ທ່ານຈະໄດ້ຮັບອີ ເມລທີ່ແຈ້ງໃຫ້ທ່ານຊາບວ່າ ຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ຖືກຍອມຫລືປະຕິເສດຮັບໂດຍ DCP ໃນ AMS-Y ເປັນທີ່ຮູບ ຮ້ອຍແລ້ວ.

ຖ້າຫາກວ່າບໍ່ມີການດຳເນີນການໃດໆໂດຍDCPໃນລະຍະນີ້ທາງ DCP ຈະໄດ້ຮັບຄຳເຕືອນແບບອັດຕະໂນມັດດັ່ງທີ່ ສະແດງຂ້າງລຸ່ມນີ້ຜ່ານທາງອີເມລຈາກລະບົບ online ຂອງ ASSIST ພາຍໃນ 7 ວັນຕາມເວລາປະຕິທິນ ຫຼັງຈາກ ການຮ້ອງທຸກໄດ້ຖືກຍື່ນ. ດັ່ງນັ້ນຕາມທີ່ໄດ້ລະບຸໄວ້ຂ້າງເທິງນັ້ນ, ທາງ DCP ຈະຕ້ອງຕັດສີນໃຈພາຍໃນ 10 ວັນລັດຖະ ການວ່າຈະຮັບຮອງຍອມຮັບເອົາຫລືປະຕິເສດຄຳຮ້ອງທຸກນັ້ນ ນັບຕັ້ງແຕ່ວັນທີ່ທາງ CA ໄດ້ຮັບເລື່ອງຮ້ອງທຸກແລ້ວ.



ໃນກໍລະນີນີ້, ຄຳຮ້ອງທຸກໄດ້ຮັບການຍອມຮັບຈາກ DCP ດັ່ງທີ່ເຫັນໄດ້ຂ້າງເທິງ.

ຖ້າທ່ານບໍ່ໄດ້ຮັບອີເມລຈາກ ASSIST ກຼ່າວກັບການຕອບຮັບໂດຍທາງ DCP ພາຍໃນກຳນົດເວລາທີ່ກຳນົດໄວ້ (10 ວັນລັດຖະການ) ຫຼັງຈາກຄຳຮ້ອງທຸກໄດ້ຮັບການຍອມຮັບຈາກ CA, ນັ້ນກໍ່ໝາຍຄວາມວ່າ DCP ມີການ ດຳເນີນການທີ່ເກີນຂອບເຂດ ເຊິ່ງທາງ DCP ຈະໄດ້ຮັບຄຳເຕືອນແບບອັດຕະໂນມັດອີກເທື່ອໜຶ່ງຜ່ານທາງອີເມລ (ພາຍໃນ 14 ວັນຕາມເວລາປະຕິທິນຫຼັງຈາກການຮ້ອງທຸກໄດ້ຖືກຍື່ນໄປແລ້ວ) ເຊິ່ງເປັນການດຳເນີນການທີ່ເລັ່ງ ດ່ວນທີ່ DCP ໄດ້ຮ້ອງຂໍສຳລັບການຮ້ອງທຸກນີ້.



M Gmail		AMS Y «aseanmemberstate.y@gmail.com>
[ASSIST] Critical DCP reminder for the #148201	81021 complaint	
No Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>		Fif, Oct 26, 2018 at 5:00 AM
OF SOUTHEAST ASIAN RATIONS	ASSIST ASEAN Solutions for Investments, Services and Trade	
Critical reminder for urgent action required by the DCP AI 14820181021	IIS-Y for the complaint	
	Thanking you, ASSIST is at your service.	
	assist asean org	

ເມື່ອ DCP ຍອມຮັບຄຳຮ້ອງທຸກແລ້ວ, ເລື່ອງດັ່ງກ່າວຈະຖືກສົ່ງຕໍ່ເຈົ້າໜ້າທີ່ຮັບຜິດຊອບ (RAs) ເພື່ອຂໍ ຄວາມເຫັນ. ເມື່ອ RAs ໄດ້ດຳເນີນການຕາມຄວາມພະຍາຍາມຂອງພວກເຂົາແລ້ວ, DCP ຄວນກວດກາ ວິທີແກ້ໄຂແລະສົ່ງຕໍ່ໃຫ້ແກ່ CA ພາຍໃນກຳນົດເວລາ 40 ວັນລັດຖະການ. ດັ່ງນັ້ນ, ເພື່ອໃຫ້ສາມາດເຮັດ ໃຫ້ໄດ້ພາຍໃນກຳນົດການນີ້, ການກຳນົດການຄວນຖືກກຳນົດໂດຍ DCP ສຳລັບ RAs ເພື່ອຊອກຫາວິທີ ແກ້ໄຂ. ມັນແມ່ນຄວາມຮັບຜິດຊອບຂອງ DCP ເພື່ອແຈ້ງໃຫ້ CAໄດ້ຮັບຊາບ ກ່ຽວກັບການປ່ຽນແປງໃດໆ ທີ່ກ່ຽວຂ້ອງກັບໄລຍະເວລາລະຫວ່າງເຂົາເຈົ້າແລະເຈົ້າໜ້າທີ່ແຫ່ງຊາດ.

ອາດຈະຕໍ່ກຳນົດເວລາອອກໄປອີກ 20 ວັນລັດຖະການຕາມການຮ້ອງຂໍຂອງ DCP. CA ທາງລະບົບ ຈະແຈ້ງໃຫ້ຊາບໂດຍອັດຕະໂນມັດເມື່ອເວລາກຳນົດໄດ້ຫຍັບໃກ້ເຂົ້າມາ (ເຊັ່ນວ່າໂດຍປົກກະຕິແລ້ວກໍ່ຈະ ແມ່ນ 10 ວັນຕາມເວລາປະຕິທິນກ່ອນທີ່ຈະໝົດເວລາກຳນົດການ). ຖ້າຫາກວ່າ DCP ດຳເນິນການຂອງ ຕົນໃນການສົ່ງວິທີແກ້ໄຂຕໍ່ CA ນັ້ນບໍ່ທັນ, ລະບົບ online ກໍ່ຈະແຈ້ງ CA ໃຫ້ໄດ້ຮັບ ຊາບເພື່ອໄປ ຕິດຕາມກັບ DCP.

ໃຫ້ທ່ານຫມັ່ນກວດເບິ່ງອີເມລຂອງທ່ານເປັນປະຈຳພາຍໃນ 40 + 20 ວັນລັດຖະການຫລັງຈາກທີ່ທ່ານໄດ້ ຮັບແຈ້ງວ່າ DCP ່ ໄດ້ຍອມຮັບຄຳຮ້ອງທຸກຂອງທ່ານແລ້ວ. ໃນທີ່ສຸດທ່ານຈະໄດ້ຮັບອີເມລອັນໃໝ່ຈາກ ASSIST ທີ່ຊີ້ບອກເຖິງການແກ້ໄຂບັນຫາທີ່ສະເໜີໂດຍ DCP.

ຂັ້ນຕອນ 18

ຮັບແຈ້ງທາງອີເມລຈາກ ASSIST ວ່າການແກ້ໄຂບັນຫາໄດ້ຖືກສະເໜີໂດຍ AmS-y ແລະຍອມຮັບໂດຍຜູ້ດູແລລະບົບ

ຫຼັງຈາກ DCP (AMS-Y) ໄດ້ຮັບການສະເໜີການແກ້ໄຂບັນຫາຈາກ RA(s) ຂອງພວກເຂົາແລະພິຈາລະນາວ່າຂໍ້ສະ ເໜີດັ່ງກ່າວໄດ້ເລັງໄປທີ່ໄດ້ຍົກຂື້ນໃນຄຳຮ້ອງທຸກ, DCPກໍ່ຈະໃຫ້ການແກ້ໄຂທີ່ສະເໜີໄປແລ້ວຕໍ່ກັບ CA.

CA ຈະທຳການ: (i) ທິບທວນວິທີແກ້ໄຂໃນແງ່ຂອງການຮ້ອງທຸກອັນດັ້ງເດີມ; (ii) ລົງທະບຸເນວິທີແກ້ໄຂ ແລະສົ່ງໃຫ້ AE ໂດຍທາງອີເມລ; ແລະ (iii) ຄັດລອກວິທີແກ້ໄຂບັນຫາໄປໃຫ້ທາງຈຸດຕິດຕໍ່ທາງຕົ້ນທາງໃນ AMS-X (ກໍ່ຄືປະເທດບ້ານເກີດຂອງທ່ານ).

(a) ໃຫ້ທ່ານໄປທີ່ບັນຊີອີເມລຂອງທ່ານ. ທ່ານຈະໄດ້ຮັບອີເມລອັນໃໝ່ມາຈາກ ASSIST ທີ່ສະແດງການ ຕອບຮັບຕໍ່ຄຳຮ້ອງທຸກຂອງທ່ານຈາກ DCP.



(b) ໃຫ້ທ່ານເຂົ້າລະບົບ dashboard ຂອງ ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະຫມາຍເລກຕິດຕາມ ຂອງທ່ານ ຕາມທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 7 (a) ແລະ (b) ຂ້າງເທິງນັ້ນ. ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນຂອງ dashboard ຂອງທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດຳເນີນການອື່ນໆລ້ວນແຕ່ໄດ້ຖືກເກັບ ບັນຫຶກເພີ່ມເຂົ້າໄປໃນ 'ປະຫວັດ' ຂອງການດຳເນີນການຕ່າງໆ ' ຂອງທ່ານທີ່ຊີ້ໃຫ້ເຫັນວ່າມີການສະເໜີວິທີແກ້ໄຂຄຳ ຮ້ອງທຸກຂອງທ່ານ. ວິທີການແກ້ໄຂບັນຫາ/ການຕອບຮັບຂອງASSIST ທີ່ມາຈາກ DCP, ທີ່ທາງ CA ໄດ້ໃຫ້ການ ຍອມຮັບນັ້ນ ກໍ່ໄດ້ສະແດງໄວ້ໃຫ້ທ່ານເບິ່ງຢູ່ໃນວັກທີ່ຫນື່ງໃນ dashboard ຂອງທ່ານ.

ASIAN NATIONS	ASEAN Solutions for	Investments, Services a	ind Irade				, 24 July 2
WELCOME TO ASSIST	WHAT IS ASSIST?	MY COMPLAINT	LOGOUT	PROCESS	FAQ	CONTACT	DISCLAIME
Tracking ID #18	3120181102	/ AMS-Y					
ASSIST Solution							
ASSIST Solution Upon internal discussions between the saturated fat, is aimed at discouraging	DCP and the RAs, it emerges excessive consumption of sub	s that, indeed, the measure a betances considered dangero	dopted by AMS-Y, im us under AMS-Y's st	posing increased excl rategy for addressing t	se duties to a ra the rising proble	nge of foods high in sk m of obesity among its	igar and citizens. This is
ASSIST Solution Upon internal discussions between the saturated fat, is simed at discouraging in line with similar actions taken by sev 2013-2020, such as diabetes and obes	DCP and the RAs, it emerges excessive consumption of sub eral countries around the work ity. However, AMS-Y recogniz	s that, indeed, the measure a bstances considered dangero Id and with the World Health (res that the measure did sing)	dopted by AMS-Y, im us under AMS-Y's sti Organization's Global le-out certain product	posing increased excl rategy for addressing t Action Plan for the Pr s (i.e., inter alla, palm	se duties to a ra the rising proble revention and C oil) and did not	nge of foods high in su m of obesity among its ontrol of Non-Commun target, in a 'neutral me	ugar and s citizens. This is sicable Diseases snner', the
ASSIST Solution Upon internal discussions between the saturated fat, is alreed at discouraging in line with similar actions taken by aev 2013-2020, such as diabetes and obes substances (i.e., saturated fats) that th RA, proposes the immediate suspensio	DCP and the RAs, it emerges accessive consumption of sub erral countries anound the work ity. However, AMS-V recognit e Government considers dang on uf the measure contained in	s that, indeed, the measure a botances considered dangero id and with the World Health rea that the measure did sing gerous (if consumed in excess n its Ministry of Health's Food	dopted by AMS-Y, im us under AMS-Y's st Organization's Global le-out certain product s) from a dietary and Regulation of 2015.	posing increased excl rategy for addressing t Action Plan for the Pi s (La_Inter alia, palm health policy perspect Chapter 1000, Section	se duties to a ra the rising proble evention and C oil) and did not ive. Therefore, t 1 100, pending t	nge of foods high in as m of obesity among its ontrol of Non-Commun target, in a 'neutral me he DCP, in coordinatio ts amendment to delet	ugar and citizens. This is incable Diseases incer, the in with AMS-Y's e any express

ASSIST **ASEAN Solutions for Investments, Services and Trade**

FOLLOW A COMPLAINT MPLAINT

Upon Internal discussions between the DCP and the RAs, it energies that, indeed, the measure adopted AMS-Y, imposing increased excise durins the a range of foods high in sugar and saturated fait, is alread at decorranging 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 se ntries around the world and with the World Health Organization's Global Action ... 🛝 Thank you for the completion or recrision of your complaint. The Cantral Administrator has verified that the complaint in now complete, with the submission of the following documents: (i) AMS-Y's Minking of Healt Ringulation of 2015; Chapter 1000; Section 100; and (ii) Legal Binli on the Complaint. Thus, the Central Administrator fields that the nature of your complaint fails within the scope of ASSTs and thus you have the score of the score of your complaint fails within the scope of ASSTs and thus you have the score of the score of your complaint fails within the scope of ASSTs and thus you have the score of the score of your complaint fails within the scope of ASSTs and thus you have the score of the

its to file a complaint under ASSIST

Thank you for ledging your complaint under ASSIST. In order to property assess your complaint and determine its eligibility under ASSIST, the Central Administrator of ASSIST (i.e. the ASEAN Secretariat or CA) receasests additional information. In particular, the CA requests that your complaint be re-submitted together with information on the AMS-Y ure that is allegedy inconsistent with the ATIGA (i.e. AMS-Y's Ministry of Health's Regulat

CIN P

12310 AMS-X

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CONTACT

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WHAT IS ASSIST?

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Company Size

Phone

Website

First Name

Last Name

Phone Position

Email CON Countr Registra

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Type of Descrip

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ASEAN ENTERPRISE ASEAN Enterprise Name

CONTACT PERSON

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Action B)

ASEAN-based Enterprise

ASEAN-based Enterprise

Central Adr ASSIST

ASEAN-based Enterprise

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	relation to the new exclue duty imposed by AMS-Y (the Destina Health's Food Regulation Chapter 1000, Section 100 of 2015. T	tion Contact Point or DCP) or The measure adopted by AMS	n paim oil and food products containing paim oil under its Ministry of 9.Y introduced taxes on foods high in sugar and saturated fat as par
ion	We are a registered law firm in AMS-X filing a complaint under a	ASSIST on behalf of our clien	rt, a duly registered paim oil company in AMS-X. The complaint is in
Business	Export/import		
A velocition to the	Simulated Professional License of Ma Sierra Riviera4.pdf	Descrimoon Conney	2002-2
Panistration Proof	Appen D.	Destination Country	AMS:V
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tion Number	137911	Type of Problem	Goods / Internal taxes and charges levied on imports
of Legal Registration	AMS-X	Business Sector	Goods
IPLAINT DE	SCRIPTION		
	assammingsouggman com (commen)		

ICP) on palm oil and food products containing palm oil under its Ministry of by AMS-Y introduced taxes on foods high in sugar and saturated fat as part of a strategy for addressing the (sing 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 paim oil, thursby discriminating against palm oil and demoniting 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 Ragulation), in as much as it discriminates against paim 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 so flower, rapeased, corn, peanul or animal fat Attachment Annex 2-Simulated Regulation of AMS-Y1.pdf Annex 1-Simulated Legal Brief-ARISE Partners1.pdf

ຂ້າງລຸ່ມນີ້ແມ່ນການແກ້ໄຂທີ່ສະເໜີມາຈາກ DCP:

"ພາຍຫຼັງໄດ້ມີການສົນທະນາພາຍໃນລະຫວ່າງ DCP ແລະ RAs, ມັນກໍ່ປາກົດວ່າ, ແທ້ຈິງແລ້ວ, ມາດ ຕະການທີ່ໄດ້ຮັບຮອງເອົາໂດຍ AMS-Y, ເຊິ່ງໄດ້ຍົກເວັ້ນການຂື້ນພາສີໃຫ້ກັບອາຫານທີ່ມີລະດັບນໍ້າຕານແລະ ໄຂມັນອື່ມຕົວສູງ, ເຊິ່ງໄດ້ແນໃສ່ເພື່ອສະກັດກັ້ນການບໍລິໂພກສານອາຫານທີ່ຖືກພິຈາລະນາວ່າເປັນອັນຕະລາຍ ຫຼາຍເກີນໄປເຊິ່ງຢູ່ພາຍໃຕ້ກົນລະຍຸດຂອງ AMS-Y ເພື່ອການແກ້ໄຂບັນຫາທີ່ເພີ່ມຂື້ນຂອງໂຣກອ້ວນໃນ ບັນດາພົນລະເມືອງຂອງປະເທດຕົນເອງ. ອັນນີ້ມັນກໍ່ແມ່ນສອດຄ່ອງກັນກັບການດຳເນີນການທີ່ຄ້າຍຄືກັນຂອງ ຫລາຍໆປະເທດໃນທົ່ວໂລກແລະດ້ວຍແຜນປະຕິບັດງານທົ່ວໂລກຂອງອົງການອະນາໄມໂລກເພື່ອການປ້ອງ ກັນແລະຄວບຄຸມພະຍາດທີ່ບໍ່ສາມາດຕິດຕໍ່ກັນໃນຊ່ວງປີ 2013-2020 ເຊັ່ນພະຍາດເບົາຫວານແລະໂຣກ ອ້ວນ.

ກໍ່ຮັບຮູ້ວ່າມາດຕະການດັ່ງກ່າວໄດ້ເນັ້ນໃສ່ຜະລິດຕະພັນສິນຄ້າບາງຢ່າງ ເຖິງຢ່າງໃດກໍ່ຕາມ, AMS-Y (ຕົວຢ່າງເຊັ່ນນ້ຳມັນປາມ) ແລະບໍ່ໄດ້ວາງເປົ້າໝາຍໃຫ້ມີລັກສະນະເປັນກາງ, ສານຕ່າງໆ (ເຊັ່ນ: ໄຂມັນອື່ມ ຕົວ) ທີ່ລັດຖະບານໄດ້ຖືວ່າເປັນອັນຕະລາຍ (ຖ້າກິນຫລາຍເກີນໄປ) ໃນມຸມມອງຂອງນະໂຍບາຍອາຫານແລະ ສຸຂະພາບ.

ASSOCIATIO	ON ASSIST ST ASEAN Solutions for	Investments, Services and	Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
	ດັ່ງນັ້ນ, DCP ໂດຍໄດ້ ການອາຫານຂອງກະຊວ ຂອງຕົນເພື່ອການລົບລ້າ ພັນທີ່ມີໄຂມັນອີ່ມຕົວ, ມາດຕະການຂອງເຂົາເຈົ້ ໃຫ້ຖືກຕ້ອງຕາມຫຼັກກາ ຜະລິດຕະພັນທີ່ມີສານທີ່ມີ (c) ຢູ່ທາງລຸ່ມຂອງອີເມ ທ່ານພໍໃຈຫຼືບໍ່ພໍໃຈກັບຄຳ ການເລືອກເອົາ 'ແມ່ນແລ Please kindly indicate whether you ves/ No	iປະສານສົມທິບກັບ AMS ງສາທາລະນະສຸກ ປີ 20 ເງການອ້າງອີງຕ່າງໆທີ່ໄດ ໂດຍບໍ່ສົນໃຈວ່ານ້ຳມັນເຫ ີ່ຈາບໍ່ເຄີຍມີຈຸດປະສົງເພື່ອ ກັນທາງວິທະຍາສາດແລ ມີຄວາມຄ້າຍຄືກັບໄຂມັນຮ່ ແອບທີ່ DCPໄດ້ໃຫ້ໄວ້ເ ລັວ' ຫຼື 'ບໍ່ແມ່ນ' ໃນຊ່ອງ uare satisfied with the answer given by	S-Y's RA, ໄດ້ສະເໜີໃຫ້ໂ 15, ໝວດ ທີ 1000, ວັກ ດ້ສະແດງອອກຕໍ່ຜະລິດຕະພັ ລ່ຳນັ້ນມາຈາກຜັກຫຼືສັດ. AM ໃຫ້ເກີດມີຜົນກະທົບທີ່ມີການເ ະໃນຈຸດປະສົງເພື່ອການຮັ ອີ່ມຕີວ". ໃນ ຂໍ້ 18 (a) ຂ້າງເທິງນັ້ນ, ເລະວິທີແກ້ໄຂບັນຫາທີ່ມີຢູ່ໃນ ປ້ອນຂໍ້ມູນທີ່ມີໃຫ້ໄວ້. the DCP and the solution provided therein. Y	ຈະມາດຕະການທີ່ ທີ 100, ໃຫ້ລຳ ່ນແລະການນຳໃຂ່ 1S-Y ໄດ້ເນັ້ນຫ ແບ່ງແຍກກີດກັນໃ ກສາສຸຂະພາບແ , ທ່ານໄດ້ຖືກຮູງກ ງນັ້ນ. ທ່ານສາມາ	ມີຢູ່ໃນລະບູ ຖ້າການດັດເ ໍ ັກັບຜະລິດດ ເນັກໃຫ້ເຫັນ: ໄດໆ,ມີແຕ່ເຄື : ລະນຳໃຊ້ກໍ ເລະບຳໃຕ້ໂຕ ເຈລະບຸໄດ້ໂຕ	ງບ ແກ້ ກະ ວ່າ ຮັດ າັບ ບຸວ່າ ດຍ
ຂັ້ນຕອນ 19	ໃຫ້ຄຳຄິດເຫັນຂອງທ່ານ ເມລການຮັບຮູ້ຈາກ AS	ຕໍ່ກັບການແກ້ໄຂທີ່ສະເຫີ SIST.	ີໂດຍ AmS-y ໃນການສຳขຼ	ງວດຄວາມເພິ່ງພໍໃ	ໃຈແລະໄດ້ຮັ	ຂັບອີ
	ເມື່ອທ່ານໄດ້ເລືອກ 'ແມ່ນ ຖືກຮ້ອງຂໍໃຫ້ຕອບແບບປະ ຂໍ້ສະເໜີການແກ້ໄຂດັ່ງກ່າ ອ້ອຍປາກອ ດຽວບາກອີ ດຽວບາກອ ດຽວບາກອ ດຽວບາກອີ ດຽວບາກອ ດຽວບາງອີ ດີ ດຽວບາກອີ ດີ ດຽວບາກອ ດີ ດີ ດີ ດີ ດີ ດີ ດີ ດີ ດີ ດີ ດີ ດີ ດີ	/ບໍ່ແມ່ນ' ໃນຂັ້ນຕອນທີ 11 ອມການສຳຫຼວດຄວາມເພິ່ງ ເວ. ASSIST ASEAN Solutions for Investments, S WHAT IS ASSIST? MY COMP SURVEY scor feedback	3 (c) ຂ້າງເທິງ, ທ່ານຈະຖືກນ ໝໍໃຈແລະຖືກເຊີນໃຫ້ອອກຄຳ ervices and Trade LAINT LOGOUT PROCESS F	ມຳໄປຫາໜ້າເວັບລຸ່ ເຫັນ,ໂດຍສະເພາະ	ຸ່ມນີ້ບ່ອນທີ່ບ່ ະຖ້າທ່ານບໍ່ພໍ DISCLAIMER	່ານຈະ ໃຈກັບ

(a) ໃຫ້ທ່ານຕື່ມຂໍ້ມູນໃນຟອມການສຳຫຼວດຄວາມເພິ່ງພໍໃຈ. ໃນກໍລະນີນີ້, ບໍລິສັດທະນາຍຄວາມ/ນັກກົດໝາຍ ອາຊຽນແມ່ນມີຄວາມເພິ່ງພໍໃຈຕໍ່ການແກ້ໄຂບັນຫາທີ່ໄດ້ຈັດໂດຍ ASSIST ແລະເພາະສະນັ້ນຈຶ່ງໄດ້ສະແດງ ອອກມາຕາມນັ້ນ.

IBMIT YOUR FEEDBACH

fm not a robot

Central Ad

C.



WELCOME TO ASSIST	WHAT IS ASSIST?	MY COMPLAINT	LOGOUT	PROCESS	FAQ	CONTACT	DISCLAIMER
Satisfaction su	rvey						
Please comment your response for a	ut feedback						
Your answer	Sa	isfied with the solution					
Comments	U Ha Sta Sta Sta Sta Sta Sta Sta Sta Sta St	: are very setiofie will spend the measure conta ND, pending the amendmen plication only to produ- igin, with this positiv scriminate against palm	h the solution p ined in the Mini t of the measure ts sontaining s e proposed solut oil as a whole.	rowided by <u>AUS-</u> Y stry of Health's to delete any ex- aturated fats, ir ion by <u>AUS-</u> Y, we	as <u>AMS</u> -Y has Regulation at press referer raspactive of believe that	agreed to immedia 5 2015, Chapter 14 ice to specific pr 7 their vegetable it never intender	stely NOO, Section oducts and or animal i to
		🗸 îm not a	robot	INCAPIONA New Term			
		SUBMIT	YOUR FEEDBACK				
	Central Administrator	of ASSIST / ASEAN Secretari	at - 70A JI. Skilingarn	angaraja - Jakasta 12	110 - Indonesija		

(b) ໃຫ້ໄປທີ່ບັນຊີອີເມລຂອງທ່ານ. ທ່ານຈະໄດ້ຮັບອີເມລໃຫມ່ໜຶ່ງຫລືສອງສະບັບ (ຖ້າທ່ານໄດ້ຕື່ມຂໍ້ມູນໃນ ແບບຟອມການສຳຫຼວດຄວາມເພິ່ງພໍໃຈແລ້ວ) ຈາກ ASSIST, ເຊິ່ງໄດ້ໃຫ້ການຮັບຮູ້ການຮັບເອົາຄຳຕອບ ຂອງທ່ານຕໍ່ກັບການແກ້ໄຂທີ່ສະເໜີໂດຍ AMS-Y. ນອກຈາກນັ້ນ ສຳເນົາຄຳຕອບຂອງທ່ານກໍ່ຍັງຈະຖືກ ສົ່ງໄປໃຫ້ DCP ແລະ HCP ນຳດ້ວຍ.

ASSIST][#18120181102] Thank you for answer		
o Reply ASSIST <assist@asean.org> aply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>		Sun. Nov 4, 2018 at 5:35
ASSOCIATION OF SOUTHEAST AGAIN MATIONS	ASSIST ASEAN Bolutions for Investments, Services and Trade	
Dear Ms Sierra Riviera,		
With reference to your complaint ID No. 18120181102, your	eedback on whether you are satisfied with the answer given by the DCP and the proposed solution is: "Y	fes"

ອີເມລຈາກ ASSISt ສະບັບທີສອງທີ່ສະແດງການຮັບຮູ້

ຖ້າຫາກທ່ານໃຫ້ຄຳເຫັນກ່ຽວກັບການສຳຫຼວດຄວາມເພິ່ງພໍໃຈ, ທ່ານກໍ່ຈະໄດ້ຮັບອີເມລທີສອງຂ້າງລຸ່ມນີ້, ທີ່ໄດ້ສະແດງ ການຮັບຮູ້ການໄດ້ຮັບຄຳຕອບຂອງທ່ານຕໍ່ກັບການແກ້ໄຂບັນຫາທີ່ໄດ້ສະເໜີໄວ້ທີ່ຈະຖືກສົ່ງໂດຍ ASSIST ໃຫ້ແກ່ທ່ານ, DCP ແລະ HCP.





(c) ໃຫ້ຫ່ານເຂົ້າສູ່ລະບົບ dashboard ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລແລະຫມາຍເລກຕິດຕາມຂອງຫ່ານທີ່ລະບຸໄວ້ ໃນຂັ້ນຕອນທີ 11 (a) ແລະ (b) ຂ້າງເທິງ. ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນ ຂອງ dashboard ຂອງ ທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດໍາເນີນການຕ່າງໆລ້ວນແຕ່ໄດ້ຖືກເກັບບັນທຶກເພີ່ມເຂົ້າໄປໃນ 'ປະຫວັດ' ຂອງການດໍາເນີນການຕ່າງໆ ເຊິ່ງສາມາດຫາເຫັນການທີ່ໄດ້ລະບຸໄວ້ວ່າ ທ່ານໄດ້ລະບຸຄວາມເພິ່ງພໍໃຈຕໍ່ການ ທີ່ ASSIST ໄດ້ສະເຫນີທາງແກ້ໄຂບັນຫາໃຫ້.

	ST WHAT I	S ASSIST?	MY COMPLAINT	LOGOUT	PROCESS	FAQ	CONTACT	DISCLAIM
				-			and the state of the state	
Tracking ID	#181201	81102 /	AMS-Y					
ASSIST Solution								
Upon internal discussions bet saturated fat. Is aimed at disc	tween the DCP and the ouraging excessive co	e RAs, it emerges th resumption of subst	at, indeed, the measure inces considered danger	adopted by AMS-Y, imp ous under AMS-Y's str	losing increased excit ategy for addressing ti	e diaties to a rang ha rísing problem i	e of foods high in a of obesity among it	ugar and s citizens. This is
In line with similar actions tak	en by several countrier	s around the world a	nd with the World Health	Organization's Global	Action Plan for the Pr	evention and Cont	rol of Non-Commu	niceble Diseases
substances (i.e., saturated fail	and obeaily. However, ts) that the Governmen	AMS-Y recognizes vt considers dangen	that the measure did ain sus (if consumed in exce	gle-out certain products ss) from a dietary and h	eaith policy perspecti	ve. Therefore, the	get, in a neutral mi DCP, in coordinatio	anner, the an with AMS-Y's
RA, proposes the immediate reference to snectlic products	suspension of the mea	isure contained in its n products containin	Ministry of Health's Foo	d Regulation of 2015, 1 tick of their venatable	Chapter 1000, Section	100, pending its a Y underload that	mendment to dele	te any express. ever intended to
have, de jure or de facto, any	discriminatory effect o	r objective, being ju	stified in science and in 1	ight of its health protect	ion purpose and apply	ving to all 'like' pro	ducts containing sa	aturated fats
Attachment Satisfied Yes								
1000000								2
Data Ac	tion	Action By	Comments					
04/11/2018 05:37:40	Saladied	ASEAN-based I	interprise We aro ve	ry satisfied with the sol	ution provided by AMS	i-Y as AMS-Y has	agroed to immedia	ately suspend the
			amandme	ontained in the Ministry nt of the measure to de	r of Health's Regulatio late any express refer	n of 2015. Chapte ance to specific pr	r 1000, Section 10 oducts and applica	0, pending the Iden only to
			products o solution by	ontaining saturated fab AMS-Y, we believe the	s, knespective of their at it never intended to	vegetable or anim discriminate again	al or With this ; at	positive proposed
04/11/2018 05:21:40	and all and a second	Central Adminis ASSIST	trator of Upon Inter AMS V im	nel discussions betwee posing increased excis	in the DCP and the RJ a duties to a range of	4s, it emerges that foods high in serve	t, indeed, the mean ir and saturated for	ure adopted by L is aimed at
		Constant.	discouragi addression	ng excessive consump	tion of substances con sbesity among its chine	widered dangerou ens. This is to lease	s under AM5-Y's a with similar active	trategy for taken by several
			countries a	around the world and w	ith the World Health O	rganization's Glob	al Action	
02/11/2018 18:31:54	Americal	Central Adminis ASSIST	tratur of Thank you complaint	for the completion or r is now complete, with t	evision of your compla he submission of the f	ent. The Central A ollowing documen	dministrator has ve ts: (i) AMS-Y's Min	arified that the istry of Health's
			Regulation	of 2015, Chapter 1000 for finds that the nature	0, Section 100, and (9) a of your complaint fall	Legal Brief on the s within the scope	Complaint. Thus, of ASSIST and the	the Central at you have
02/11/2010 16:52 15	Revised	ASFANJapad R	fulfilled a8	the necessary requiren	nents to file a completi	nt under ASSIST	6.	
02/11/2018 16:10:12	-	Central Adminis	trator of Dear Ms. 3	Sierra Riviera,				
		ASSIST	Thank you	for ladging your compl	aint under ASSIST in	order to property	assess your compl	aint end
			determine requests a	its eligibility under ASS idditional information.	IST, the Central Admi	nistrator of ASSIS	T (Le. the ASEAN :	Secretariet or CA)
			In particula	ar, the CA requests that	your complaint be re-	submitted togethe	r with information :	an the AMS-Y
02/11/2018 12 19 35	Final Conferment	ASEAN-based F	measure f Internine Email Con	hat is allegedly inconsi: firmed	itent with the ATIGA (i	.e. AMS-Y's Minis	by of Health's Reg	ulation
02/11/2018 12:18:02	Rea	ASEAN-based b	Interprise	in the st				
ACEAN ENTED	DDICE							
ASEAN ENTER	PRISE							
ASEAN ENTER ASEAN Enterprise Name	PRISE	RISE & Partners		Addines	Danube S	timet No. 13 City I	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone	+36 1 7653672	RISE & Partners		Address	Danube S City P	treet No. 13 City F	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website	+36 1 7653572	RISE & Partners		Address City ZIP Code	Danube S Cay P 12310	ueet No. 13 City F	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website	+36 1 7663672 www.arise&partner	RISE & Pertners		Address City ZIP Code Country	Danube S City P 12310 MAS-X	lreet No. 13 City F	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website	+36 1 7653572 www.artse&partner	RISE & Partners		Address City ZIP Code Country	Danube S City P 12310 AM&S-X	ueet No. 13 City F	⁹ Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website CONTACT PER	+36 1 7663572 www.artss&parther SON	NSE & Partners		Address City ZIP Code Country	Danube S City P 12310 AMS-X Danube S	treet No. 13 City F	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website CONTACT PER First Name Last Name	AR +36 1 7653572 www.arlss&partner SON Sierra Rivera	RSE & Partners		Addrees City ZIP Code Country Address City	Danube S City P 12310 AV&X Danube S City P	treet No. 13 City F treat No. 13 City F	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website CONTACT PER First Name Last Name Phone	PRISE AF +36 17653572 www.artss&partner SON Sierra Rotera +36 7878137686	NSE & Partners		Address City ZIP Code Country Address City ZIP Code	Danube S City P 12310 AV85-X Danube S City P 12310	treet No. 13 City F treat No. 13 City F	Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website CONTACT PER First Name Last Name Phone Position	PRISE AR +36 17653572 www.arbsdpartner SON Sterra +36 7878157656 Senior Associato	tiSE & Partners		Address City ZIP Code Country Address City ZIP Code Country	Danube S City P 12310 AA65 X Danube S City P 12310 AM5-X	treet No. 13 City F	* Country X * Country X	
ASEAN ENTER ASEAN Enterprise Name Company Size Phone Website CONTACT PER First Name Last Name Poole Position Email	PRISE AF +36 17653572 www.arbsdpartner SON Sierra +36 7878137686 Serior Associate assentaroyer@ggm	tiSE & Partners s. cóm		Address City ZIP Code Country Address City ZIP Code Country	Danube S Chy P 12310 AABS-X Denube S Chy P 12310 AMS-X	treet No. 13 City F tract No. 13 City F	* Country X * Country X	
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(d) ຖ້າທ່ານຕ້ອງການເຫັນຄຳເຫັນທີ່ທ່ານໄດ້ສະເໜີໄວ້ໃນການສຳຫຼວດຄວາມເພິ່ງພໍໃຈນັ້ນ, ກໍ່ໃຫ້ທ່ານຄລິກ ທີ່ໄອຄອນທີ່ເປັນຮູບ 'ແກ້ວຂະຫຍາຍ' ແລະ ໜ້າຈໍເວັບດ້ານລຸ່ມຈະປາກົດຂື້ນໃຫ້ທ່ານໄດ້ເຫັນ.

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 palm oil as a whole.

ກ່ງວກັບການແຈ້ງການວ່າວິທີການສະເໜີຕໍ່ AE ນັ້ນໄດ້ຖືກຍອມຮັບເປັນທີ່ພໍໃຈຂອງບໍລິສັດທະນາຍຄວາມ/ ທະນາຍຄວາມອາຊຸງນ, DCP ຄວນໃຫ້ມີການແຈ້ງການກ່ງວກັບການຍອມຮັບຕໍ່ RA(s), ເພື່ອຮັບປະກັນ ວ່າການຈັດການດ້ານການບໍລິຫານທີ່ຈຳເປັນເພື່ອຈັດຕັ້ງປະຕິບັດວິທີແກ້ໄຂໃນຫັນທີຍິ່ງໄວຍິ່ງດີ.

ASSIST ຈະທຳການພິຈາລະນາຂັ້ນຕອນນີ້ວ່າເປັນໜຶ່ງຂັ້ນຕອນໃນຄຳຮ້ອງທຸກທີ່ຖືກຍອມຮັບແລະວິທີການ ແກ້ໄຂໄດ້ຖືກແນະນຳໂດຍ DCP ແລະເປັນທີ່ຍອມຮັບໂດຍທະນາຍຄວາມ/ກົດໝາຍອາຊຸງນ.

ກະລຸນາຮັບຊາບວ່າ ໄລຍະເວລາສໍາລັບການແກ້ໄຂບັນຫາຂ້າມແດນທີ່ນໍາມາພາຍໃຕ້ຂອບເຂດຂອງ ASSISt ຈະຕ້ອງບໍ່ກາຍ 40 ວັນລັດຖະການຫຼື 2 ເດືອນຕາມເວລາປະຕິທິນ (ເວັ້ນເສຍແຕ່ວ່າຈະມີການຕໍ່ກໍານົດເວລາ ສູງສຸດ 20 ມື້ລັດຖະການ) ຈາກວັນທີ່ຄໍາຮ້ອງທຸກທີ່ໄດ້ຮັບການຍອມຮັບໂດຍ DCP (ໝາຍເຖິງປະເທດ ສະມາຊິກອາຊານທີ່ໄດ້ມີປະຕິກິລິຍາຕໍ່ກັບຄໍາຮ້ອງທຸກທີ່ຖືກຍື່ນໄປ).