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



Pengaduan yang Diajukan oleh sebuah Perusahaan ASEAN (*ASEAN Enterprise (AE)*) dan Ditolak oleh Pengelola Sistem (*Central Administrator (CA)*).

Keterangan Singkat mengenai Kasus: Situasi ini adalah pengaduan yang ditolak oleh Pengelola Sistem (CA) ASSIST disebabkan karena Pemohon tidak mengajukannya secara sah. Penolakan dalam kasus yang dipertaruhkan ini terjadi karena pengaduan yang ditangani merupakan masalah yang tidak tercakup dalam lingkup ASSIST.

Pengaduan tersebut berkaitan dengan keterlambatan ijin kerja pemohon di Negara Tujuan. Pemohon adalah direktur seorang perusahaan konsultan di Negara Asalnya dengan gelar paska

sarjana di bidang ekonomi, dan telah mendapat tawaran kerja di perusahaan konsultan di Negara Tujuan serta bermaksud untuk pindah dan tinggal di sana secara permanen. Namun, prosedurnya memakan waktu lebih lama dan sekarang telah hampir tiga bulan Negara Tujuan menahan ijin tersebut. Hal ini membahayakan peluang pemohon untuk mendapatkan pekerjaan. Oleh sebab itu, ia ingin mengajukan pengaduan ASSIST terhadap Negara Tujuan, melalui perusahaannya di Negara Asal, atas dasar penundaan penerbitan ijin kerjanya. Alasan di balik pengaduan dari Mr. Upset adalah bahwa ada Perjanjian ASEAN mengenai Perpindahan Sementara Penyedia Jasa (Movement of Natural People), yang memungkinkan orang-orang terampil untuk pindah secara bebas di dalam ASEAN, serta Perjanjian Kerangka Kerja ASEAN mengenai Jasa (AFAS).

Daftar Aktor dan Singkatan:

- Pemohon Pengaduan (Complainant) = Perusahaan ASEAN (ASEAN Enterprise (AE))
- Sekretariat ASEAN = Pengelola Sistem ASSIST (*Central Administrator of ASSIST (CA*))
- Negara Asal (Home Country) = Titik Kontak Asal (Home Contact Point (HCP)) di Negara Anggota ASEAN X (ASEAN Member State-X)(AMS-X)
- Negara Tujuan (Destination Country) = Titik Kontak Tujuan (Destination Contact Point (DCP)) di Negara Anggota ASEAN Y (ASEAN Member State-Y (AMS-Y))

Langkah

MEMBUKA SITUS WEB ASSIST (HTTP.//ASSIST.ASEAN.ORG)

Jika menurut Anda kasus Anda merupakan masalah yang berkaitan dengan perdagangan lintas perbatasan, Anda adalah bisnis yang terdaftar di Negara Anggota ASEAN, dan Anda menginginkan jasa konsultatif tanpa bayar dan tidak mengikat serta menerima solusi cepat dan efektif, maka bukalah tautan berikut: <u>http://assist.asean.org</u>.



Langkah 2

MEMILIH TAB AJUKAN PENGADUAN (*'FILE A COMPLAINT'*) (IKON ASEAN ENTERPRISE)

Jika Anda mengajukan pengaduan berdasarkan perusahaan Anda sendiri (pengaduan nonanonim), dan Anda tidak diwakili oleh asosiasi dagang yang berbasis di ASEAN, atau oleh entitas perwakilan lain pilihan Anda, seperti kamar dagang, dewan bisnis, bisnis federasi, atau pengacara atau firma hukum yang terdaftar, klik ikon Perusahaan ASEAN ('ASEAN Enterprise') pada tab '*File a Complaint*'.

ASSIST **ASEAN Solutions for Investments, Services and Trade** WELCOME TO ASSIST PROCESS **FILE A COMPLAINT** FOLLOW A COMPLAINT FAO WHAT IS ASSIST? ASSIST **ASEAN Solutions for Investments, Services and Trade** FOLLOW A COMPLAINT WELCOME TO ASSIST WHAT IS ASSIST? FILE A COMPLAINT PROCESS CONTACT File a Complaint

Please click on the icon of choice below and fill-in the required form so as to provide ASSIST with enough information on the trade problem that you are experiencing. Fields marked with an " are mandatory fields. Please note that, if you require anonymity, your complaint may be submitted by an ASEAN-based trade association, or by any other representative entity of your choice, such as a chamber of commerce, business council, business federation, or registered lawyer or law firm. In this case, the representative entity shall use its business registration number from the ASEAN jurisdiction where it is incorporated. CONTACT



Your complaint will be processed by the Central Administrator of ASSIST within 10 working days maximum from the date of submission. 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. If you do not receive any such communication, please verify your email and resubmit the complaint.

The Central Administrator of ASSIST may request that you resubmit your complaint if any of the information is incomplete or incorrect. Once your complaint has been accepted by the Central Administrator of ASSIST, the Destination Contact Point will be asked to respond. If the complaint is accepted by the Destination Contact Point, you will be notified of the response and, ultimately, of the proposed solution (if any). Complaints are usually addressed and a solution proposed within 40 to 60 working days maximum from the date of acceptance of the complaint by the Destination Contact Point.

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) (juonsed 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. In order to do so, please download the necessary form and submit it to the ASEAN Secretariat as specified on the form itself.

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

Ketika Anda meng-klik ikon 'ASEAN Enterprise', maka halaman berikut akan tampil.

ASSOCIATION OF SOUTHEAST ASIAN NATIONS	ASSIST ASEAN Solutions for	Investments, Services and	Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
Complaint to be ASEAN Enterprise	Please fill-in the form by with an * are mandatory Please note that, if you in representative early of y forms are available unde In order to file a valid of cyour spamifunk boxes).	ASEAN Enter elow so as to provide ASSIST (fields. squire anonymity, your complaint our choice, such as a chamber o r the respective <u>icons</u> .	with enough information on the tra should be submitted instead by an A commerce, business council, busine submission by replying to the auto	de problem that you a SEAN-based trade ass ss federation, or registe pmated email that you	re experiencin ociation, or by a ered lawyer or la will receive fro	g. Fields marked ny other nw firm. Dedicated om ASSIST shortly
ASEAN ENTERPRIS	SE					
* ASEAN Enterprise Name						
* Company Size		***	v			
Wabeite						
* Address						
* City * Country	30	0 characters remaining (300 maximum)	ZIP Code			
CONTACT PERSON						
* Gender		Mr 🔿 Mrs 🔿 Ms				
* First Name			* Last Name			
* Phone						
* Position						
* Email						

ELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CON
		300 characters remaining	(300 maximum)	<i>li</i>		
	City		ZIP Code			
	Country		*			
	COMPLAINT DES	CRIPTION				
	* Country of Legal Registration	0	*]			
	* Registration Number	0				
	* Company Registration Proof	Choose File No	file chosen			
	* Type of Business	0			*	
	- Services Sector Description	0	•		-	
	* Type of Problem Encountered	1 Tariff-related mea	Isures		*	
	* Destination Country	0	*			
	* Description	0				
		5000 characters remaining	g (5000 maximum)			
	Attachment	Choose File No	file chosen + Attachment			
	I have read and accept the ASS	SIST rules.				
	I hereby submit this complaint to	o the Central Administrator of ASSIST and I accept i	its transmission to the relevant authorities of the ASEAN Memb	er States involved		
		i'm no	ot a robot			
			Privaty - Terra			
		s	SUBMIT YOUR COMPLAINT			
		Control Administration of APPRICT LADIT				
		Central Administrator of ASSIST / ASSIST ASSIST	<u>sn Secretanat - 70A JI. Seengamangaraja - Jakana 12110 - Inc</u> - Supported by <u>ARISE - [Disclaimer]</u>	onesia		

masalah perdagangan yang Anda alami. Kolom yang ditandai dengan bintang (*) wajib diisi. Jika Anda tidak yakin tentang apa yang harus diisi untuk suatu kolom, maka tersedia tombol • untuk instruksi terperinci tentang hal yang harus diisi di setiap kolom. Silakan klik tombol • untuk memastikan bahwa Anda mengisi informasi dalam formulir dengan benar.

Anda harus mengisi kolom uraian ('*Description*') dengan benar. CA perlu memverifikasi bahwa uraian yang diberikan dalam pengaduan cukup untuk mengidentifikasi masalah dalam konteks perjanjian subyek tertentu. Dengan demikian, aturlah dengan hati-hati pengaduan Anda beserta argumen hukum dan bukti faktual untuk membantu CA dalam memutuskan apakah pengaduan Anda akan disetujui.

Langkah **3**

MENGISI FORMULIR PENGADUAN

Berikut adalah contoh formulir yang telah diisi untuk studi kasus khusus ini.

ASIAN NATIONS	ASEAN Solutions for	Investments, Services an	d Trade					
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT		
Complaint to b	e Filed by ar	ASEAN Ente	erprise					
		asse fill in the form below so as to provide ASSIST with enough information on the trade problem that you are experiencing. Fields marked the at "are mandatory fields.						
	Please fill-in the form b with an * are mandator	pelow so as to provide ASSIST y fields.	with enough information on the trad	de problem that you a	are experienci	ng. Fields marked		
	Please fill-in the form b with an * are mandator Please note that, if you r	pelow so as to provide ASSIST y fields. equire anonymity, your complain	with enough information on the tra- t should be submitted instead by an At	de problem that you a	are experiencio ociation, or by	ng. Fields marked any other		
	Please fill in the form b with an * are mandator Please note that, if you r representative entity of y forms are available under	below so as to provide ASSIST y fields. equire anonymity, your complain your choice, such as a chamber of ar the respective <u>icons</u> .	with enough information on the tra- t should be submitted instead by an Al of commerce, business council, busine	de problem that you a SEAN-based trade ass ss federation, or regist	are experiencia ociation, or by ered lawyer or	ng. Fields marke any other law firm. Dedicate		



ASSOCIATION ASSIST

COME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ CO
	ASEAN ENTERPE	ISE			
	ASEAN Enterprise Name	Blue Sapphire Cons	sulting Group		
	* Phone	10 10 50	*		
	Website	+90131415			
	* Address	Red Spacrow Stre	et No. 13		
		City V Country X			
		254 characters remaining (3	300 maximum)	11	
	* City	City V	ZIP Code 12130		
	* Country	AMS-X	•		
	CONTACT PERSO	DN			
	* Gender	I Mr O Mrs	O Ms		
	* First Name	Very	* Last Name Upset		
	* Phone	+96131415			
	* Position	Director			
	* Email	aseanenterprise0@	gmail.com		
	Address	Red Sparrow Stre	et No. 13		
		Country X			
	City	254 characters remaining (3	ZIP Code 10420		
	Country	City V	21F COUE 12130		
	COMPLAINT DES				
	* Country of Legal Registration	O AMS-X			
	Registration Number	123456			
	" Company Registration Proof	Choose File Simu	ulated Comping Group.pdf		
	* Type of Business	Service provider		•	
	* Business Sector	Services	*		
	* Tune of Problem Encountered	Consultancy			
	* Destination Country		•]		
	* Description	C T am a director	of a consultancy firm in AMS-Y . I have been of	fered a job in a concultancy firm *	
		in <u>AMS</u> -Y and int	end to move and live there on a permanent basis		
		Pursuant to the month for it to pearly three mon	job offer by the company in AMS-Y, they informe secure my work permit. However, the procedure 1 the that the parmit is withhald by AMS-Y this	d me that it would take about one s taking much longer and it is now	
		getting the job.	this that the permit is withheid by 802-1. This	is jeopardizing my chances of	
		Thus, I wish to	raise an ASSIST complaint against AMS-Y, throug	h my company in AMS-X, for	l l
	Attachment	Choose File No fi	ile chosen + Attachment	1	
	I have read and accent the AS	SIST rules			
	 I hereby submit this complaint t 	o the Central Administrator of ASSIST and I accept it	s transmission to the relevant authorities of the ASEAN Mer	nber States involved	
			2		
		V I'm not	t a robot		
		SI	UBMIT YOUR COMPLAINT		

Berikut adalah uraian pengaduan AE dalam studi kasus ini:

"Saya adalah direktur firma konsultansi di Negara Anggota ASEAN X (*AMS-X*). Saya mendapat tawaran kerja dari firma konsultansi di AMS-Y dan bermaksud untuk pindah dan tinggal di sana secara permanen.

Sesuai dengan tawaran kerja oleh perusahaan di AMS-Y, mereka memberitahukan kepada saya bahwa untuk mendapatkan ijin kerja tersebut diperlukan waktu satu bulan. Namun, prosedur ini telah memakan waktu lebih lama dan sekarang telah hampir tiga bulan AMS-Y menahan ijin kerja tersebut. Hal ini membahayakan peluang saya untuk mendapatkan pekerjaan.

ASSOCIATION OF SOUTHEAS	ASSIST ASEAN Solutions for	Investments, Services and	Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
	Oleh karena itu, saya AMS-X, karena telah r ASEAN mengenai Per orang terampil secara Dengan ini saya lampir pengaduan berdasarka	ingin mengajukan penga menunda penerbitan ijin pindahan Sementara Pen bebas di dalam ASEAN kan bisnis perusahaan ter m ASSIST."	aduan ASSIST terhadap AM kerja saya. Dasar pengaduar yedia Jasa (<i>MNP</i>), yang mer I, serta Perjanjian Kerangka daftar saya di AMS-X sebaga	S-Y, melalui peru n saya adalah ada mungkinkan perpi Kerja ASEAN m ii persyaratan unt	sahaan saya anya Perjanj indahan ora nengenai Ja uk mengajuł	a di ian ng- isa. kan
	Ketika pengaduan dia maka akan tampil hala	jukan dengan meng-k man berikut pada Lang	lik Kirimkan pengaduan / ;kah 4:	Anda <i>('Submit</i>	Your Com	olaint'),
Langkah	MENERIMA PEMB	ERITAHUAN DARI	ASSIST			
	Segera sesuah Anda tampil, memberitahuk berikan pada formulir ASSOUTE of SOUTEAS ASIAN NATION WELCOME TO ASSIST Thank you for You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir Please click on the link containe You will shortly receive a confir You will shortly	a mengajukan pengada an kepada Anda bah pengaduan Anda.	duan di situs web ASSIS wa konfirmasi akan dikir rvices and Trade "AINT FOLLOW A COMPLAINT PROF ur complaint ". Secretariat 704.1 Siangamangaraja Jakarta 12110 Indo hapported by ARISE - (Disclaimed) a Anda harus meng-klik t aduan Anda dengan ASSIS	ST, maka halar im ke alamat d CESS FAQ COM	nan beriku email yang matikan dala	it akan ; Anda
Langkah	MENGONEIRMA					
5	 (a) Buka akun email email dari ASSIS mengklik tautan browser Internet. 	yang Anda berikan T yang meminta And yang diberikan atau . ASSIST juga men	pada formulir pengadu la untuk mengonfirmasi u dengan menyalin-me nerlukan ini untuk mer	an. Anda aka pengaduan A enempelkan ta nberikan infiri	n menerir Inda deng autan itu masi bahu	na an ke wa

alamat email yang Anda berikan adalah sah. Nomor pengaduan Anda juga diberikan

dalam email ini. Dalam hal ini, nomor pengaduan Anda adalah 16920181030.

Berikut adalah email yang Anda terima dari ASSIST.



ASSIST

SEAN Solutions for Investments, Services and Trade

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CASIST] Thanks to confirm your complaint #16920181030 submission Resp: 10: reasist@sear.org; Confirm Confirm your complaint \$16000000000000000000000000000000000000	M Gmail			ASEAN Enterprise <	aseanenterprise0@gmail.cc
We draw 45557 cassid gasen orgy Log 0.02 (0.11 (0.01)) Image: Control transport transport Image: Control transport transport Image: Control transport transport Image: Control transport transport Image: Control transport transport Image: Control transport transport Image: Control transport transport transport Image: Control transport	[ASSIST] Thanks to confirm your o	complaint #16920181030 submission	1		
EXERCISE Description Description Description	No Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org?< td=""><th></th><th></th><td></td><td>Tue, Oct 30, 2018 at 1:21</td></assist@asean.org?<></assist@asean.org>				Tue, Oct 30, 2018 at 1:21
Dear Mr Very Upset, Thank you for having filed a complaint on ASSIST, the system of ASEAN Solutions for investments, Services and Trade. Please confirm your complaint 16920181000 on the following link (or by copy-passing the following link onto your Internet browsers): http://assist.asean.org/user/confirm_email After your continuation, ASSIST will monitor your complaint and you will be able to access it on the following link onto your Internet browsers): http://assist.asean.org/user/confirm_email After your continuation, ASSIST will monitor your complaint and you will be able to access it on the following webpage http://assist.asean.org/user/confirm_email/tracking ID: assanceteprise@gmail.com / 16920181000 ASEAN Enterprise / Trade Association / Law Firm : Blue Sapphire Consulting Group (type Enterprise) Company size: 101 03 Phone: +6613415 Website: :www.buesapphireg.com Address : rest Samon Silver V Country X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 12130 Country : AMS-X City : City V i Zip Code :: 1238 Confidential case code for law firm or lawyer only): Country of Legal Registration : MMS-X City : City V i Zip Code :: 1238 Confidential case code if or law firm or lawyer only): Country of Legal Registration : MMS-X The end fitted of the services Destination Country : AMS-Y Description Ima a director of a consultancy firm in AMS-X. Thave been offered a job in a consultancy firm in AMS-Y and intend to move and live there on a permanent basis. Fursuant to the job offer by the company in the information on Monetry of Laws Adde adde adde and on a consultancy firm in AMS-Y. And intend to move and live there on a permanent basis. Parsuant to the job offer by the company in the information on Monetry on Nature Adde adde adde adde adde a	ASSOCIATION OF SOUTHEAST ASIAN NATIONS	ASS	SIST Solutions for Investments, Services and Trade		
Please continn your complaint 16920181030 on the following link (or by copy-pasting the following link onto your internet browser): http://asiti.asean.org/user/confirm_email After your confirmation, ASSIST will monitor your complaint and you will be able to access it on the following webpage http://asiti.asean.org/user/cloin - by using your e-mail / tracking ID: aseanenterprise0@gmail.com / 16920181030 ASEAN Enterprise / Trade Association / Law Firm : Blue Sapphire Consulting Group (type Enterprise) Company size: 101 to 50 Press:::::::::::::::::::::::::::::::::::	Dear Mr Very Upset , Thank you for having filed a complaint on A	SSIST, the system of ASEAN Solutions for Invest	ments, Services and Trade.		
After your confirmation. ASSIST will monitor your complaint and you will be able to access it on the following webpage http://assist.asean.org/user/login.by using your e-mail / tracking ID: aseanenterprise@gmail.com / 16920181030 ASEAN Enterprise / Trade Association / Law Firm : Blue Sapphire Consulting Group (type Enterprise) Company size: 101 to 50 Prome: +36131415 Website: www.bluesapphireg.com Address : Red Sparrow Street No. 13 City V Country X City: City V i Zp Code: 12130 Country : AMS-X : Contact person: Mr Very Upset Prome: +36131415 Position : Director From: +36131415 Position : Director From : +36131415 Position : Director	Please confirm your complaint 169201810: http://assist.asaan.org/user/confirm_email	30 on the following link (or by copy-pasting the f	ollowing link onto your Internet browser):		
ASEAN Enclose the process of a consultancy fm in AMS-X. Thave been offered a job in a consultancy fm in AMS-Y and intend to move and live there on a permanent basis. Pursuant to the job offer by the company they informed me that it would take about one month for it to secure my work permit. However, the procedure is taking much longer and its now nearly three months that the permit s withheld by AMS-Y perparation guine that and the secure my work permit. However, the procedure is taking much longer and its now nearly three months hat the permit is withheld by AMS-Y perparation guine the months with the permit is withheld by AMS-Y. In the basis of my company they informed me that it would take about one month for it to secure my work permit. However, the procedure is taking much longer and its now nearly three months had the permit is withheld by AMS-Y perparation my company in AMS-X. In the permit work permit. However, the procedure is taking much longer and its now nearly three months had the permit is withheld by AMS-Y perparation my company in AMS-X. There been offered a job in a consultancy fm in AMS-Y and intend to move and live there on a permanent basis. Pursuant to the job offer by the company they informed me that it would take about one month for it to secure my work permit. However, the procedure is taking much longer and it is now nearly three months had the permit is withheld by AMS-Y.	After your confirmation, ASSIST will monito	your complaint and you will be able to access it o	on the following webpage		
Contact person : Mr Very Upset Phone : +96131415 Position : Director Email : assenterprise@gmail.com Address : Red Sparow Street No. 13 City V Country X City : City V / Zip Code : 12130 Country : AMS-X Confidential case code (for law firm or lawyer only): Country of Legal Registration : AMS-X Confidential case code (for law firm or lawyer only): Country of Legal Registration : AMS-X Legal Registration : AMS-X Legal Registration : AMS-X Confidential case code (for law firm or lawyer only): Country of Legal Registration : AMS-X Legal Registration : AMS-X Legal Registration : AMS-X Confidential case code (for law firm or lawyer only): Country of Legal Registration : AMS-X Legal Registration : AMS-X Confidential case code (for law firm or lawyer only): Country of Business Sector: Services / Consultancy Type of Business Sector: Services / Consultancy Type of problem encountered : Other Services Destination Country : AMS-Y Description: Lam a director of a consultancy firm in AMS-X I have been offered a job in a consultancy firm in AMS-Y and intend to move and live there on a permanent basis. Pursuant to the job offer by the company they informed me that It would take about one month for it to secure my work permit. However, the procedure is taking much longer and it is now nearly three months that the permit is withheld by AMS-Y leopardzing my chances of getting the [bb. Tims; I wish to also an ASSIS Consult algoes and ASSIS Consult algoes and ASSIS Consult algoes and ASSIM Consult algoes and ASSIM Consult algoes and ASSIM cancers with ASSIM, as well as the ASEAN Finamework Agreement on Avecors, Agreement on Avecors, Agreement on Services I hereby at there is the ASEAN Finamework Agreement on Avecors, Marchal algoes to three movement of Skildel persons within ASEAN (as well as the SEAN Finamework Agreement on Avecors, Agre	ASEAN Enterprise / Trade Association / I Company size: 10 to 50 Phone: +0613415 Website : www.bluesapphirecg.com Address : Red Sparrow Street No. 13 City V City : City / Zip Code : 12180 Country : AMS-X :	.aw Firm : Blue Sapphire Consulting Group (ty	pe Enterprise)		
Contidential case code (for law firm or lawyer only): Country of Legal Registration : AMS-X Legal Registration Number : 120456 Type of Business : Service provider Business Sector : Services / Consultancy Type of problem encountered : Other Services Description: I an a director of a consultancy firm in AMS-X. I have been offered a job in a consultancy firm in AMS-Y and intend to move and live there on a permanent basis. Pursuant to the job offer by the company they informed me that II would take about one month for it to secure my work permit. However, the procedure is taking much longer and it is now nearly three months that the permit is withheld by AMS-Y jeopardizing my chances of getting the mise an ASSIT complaint against AMS-Y through my company in AMS-X. For delaying of my work permit. The basis of my complaint they informed me tak II would take about one month for it losecure my work permit. AMS-Y through my company in AMS-X. For delaying the issuing of my work permit. The basis of my complaint they informed me tak II would take about one month for allows for the revenent of skilled persons within ASEAN, as well as the ASEAN Agreement on Services. I hereby all there is the ASEAN Agreement on the job. Tak I when the removement of skilled persons within ASEAN, as well as the ASEAN Framework Agreement on Services. I hereby all there is a services i the about one month on the permit of the permit of skilled persons within ASEAN, as well as the ASEAN Framework Agreement on Services. I hereby all there is a service is the about one permit of the permit of the permit of skilled persons within ASEAN, as well as the ASEAN Framework Agreement on Services. I hereby all there is a service is a permit of the permi	Contact person : Mr Very Upset Phome : +96131415 Position : Director Email : asaenenterprise0@gmail.com Address : Red Sparrow Street No. 13 City V City : City V Zip Code : 12130 Country : AMS-X	' Country X			
Description: I am a director of a consultancy firm in AMS-X. I have been offered a job in a consultancy firm in AMS-Y and intend to move and live there on a permanent basis. Pursuant to the job offer by the company they informed me that it would take about one month for it to secure my work permit. However, the procedure is taking much longer and it is now nearly three months that the permit is withheld by AMS-Y jeopardizing my chances of petiting the job. Thus I, with to raise an ASSITS compliant against AMS-Y through my company in AMS-X, for delaying the issuing of my work permit. The basis of my compliant there is the ASEAN Agreement on Movement of Natural Persons, which allows for free movement of skilled persons within ASEAN, as well as the ASEAN Framework Agreement on Services. I hereby at promotive business readistration in AMS-Y as the requirement to fuel under ASSITS.	Confidential case code (for law firm or la Country of Legal Registration : AMS-X Legal Registration Number : 123456 Type of Business : Service provider Business Sector : Services / Consultanc Type of problem encountered : Other Se Destination Country : AMS-Y	wyer only): / /vices			
company s usiness registration in Amost as the requirement to boge a companit under Abolo 1.	Description: I am a director of a consultancy firm in AMS they informed me that it would take about o jeopardizing my chances of getting the job. there is the ASEAN Agreement on Moveme company's business registration in AMS-X a	-X. I have been offered a job in a consultancy firm he month for it to secure my work permit. However Thus, I wish to raise an ASSIST complaint against nt of Natural Persons, which allows for free mover is the requirement to lodge a complaint under ASS	in AMS-Y and intend to move and live there on a perma the procedure is taking much longer and it is now nearly AMS-Y, through my company in AMS-X, for delaying the ment of skilled persons within ASEAN, as well as the ASE SIST.	inent basis. Pursuant to the job off ly three months that the permit is v e issuing of my work permit. The b EAN Framework Agreement on Se	ier by the company in AMS- withheld by AMS-Y. This is asis of my complaint is that ervices. I hereby attach my
Thanking you, ASSIST is at your service.		Thankin	g you, ASSIST is at your service.		

(b) Klik pada tautan sebagaimana diminta dalam email di atas, maka halaman berikut akan tampil.

ASIAN NATIONS	ASEAN Solutions for	Investments, Services and	l Irade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
=mail/complain	it confirmatio	on valid				
our complaint will now be reviewed	by the Central Administrator	of ASSIST and you shall be notif	ied within maximum 10 working days	of whether it is:		
1) Accepted and submitted to	the Destination Country; or	you and you and you not	to noning days	er erreuter A fa.		
 2) Incomplete and returned to 3) Rejected, if falling outside s 	you for revision; or	heing a valid complaint				
reason shall be provided to you in	writing in case of outcomes 2) or 3) above.				
	Central Administrator	of ASSIST / ASEAN Secretariat	- 70A JI. Sisingamangaraja - Jakarta 1	2110 - Indonesia		

Pemberitahuan di atas akan memberitahukan kepada Anda bahwa pengaduan Anda akan diperiksa oleh CA dan bahwa Anda akan diberitahu melalui email dalam waktu selambatlambatnya 10 hari kerja mengenai apakah pengaduan tersebut:

- 1) Diterima dan diserahkan kepada Negara Tujuan; atau
- 2) Tidak lengkap dan dikembalikan kepada Anda untuk direvisi; atau
- 3) Ditolak, jika tidak tercakup dalam ruang lingkup ASSIST atau merupakan pengaduan yang tidak sah.

Masuklah ke akun email Anda.



Sebagaimana terlihat dalam email di atas, sekarang Anda dapat memantau perkembangannya dengan meng-klik tautan yang ditunjukkan yang akan diarahkan pada tab Ikuti Pengaduan Anda pada tab *Follow a Complain*t' di bar menu pada Situs web ASSIST.

COME TO	ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	COI
gkah 7	MEMAN	ITAU PERKEMBAN	GAN PENGADUAN A	NDA			
	(a) M C	lasuklah ke tautan complaint' di bar me	n berikut: <u>http://assist.</u> nu pada situs web ASS	<u>asean.org/user/login</u> atau SIST. Halaman berikut ak	u masuk ke ta an tampil:	ab <i>'Follow</i>	а
		ASSOCIATION OF SOUTHEAST ASIAN NATIONS ASE WELCOME TO ASSIST WHA	SSIST AN Solutions for Investments, Services and T IT IS ASSIST? FILE A COMPLAINT	rade Follow A Complaint Process	FAQ CONTACT		
		Follow a Complaint Please log in using your email address and the t Email Email	rracking ID that you were given at the time of filing your Trad	complaint to enter the ASSIST dashboard and check on the p sing ID sking ID	rogress of your proceeding.		
		Cer	LOGIN stral Administrator of ASSIST / <u>ASEAN</u> Secretariat-7	0A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia 2055 - Directement			
	(b) M ya <u>as</u>	lasukkan alamat em ang diharuskan <u>seanenterprise0@g</u>	ail dan ID pelacakan (ʻ untuk log masuk. <u>mail.com</u> dan ID Pelac	Tracking ID') Anda (nomo Dalam hal ini, A akannya (' Tracking ID')	r pengaduan Ar lamat Email r adalah 1692018	nda) di kolo nya adala t 1030.	m Ih
		ASSOCIATION OF SOUTHEAST ASIAN NATIONS ASE WELCOME TO ASSIST WHA	SSIST AN Solutions for Investments, Services and T IT IS ASSIST? FILE A COMPLAINT	rade Follow A complaint Process	FAQ CONTACT		
		FOIIOW a Complaint Please log in using your email address and the t Email aseanenterprise0@gmail.com	racking ID that you were given at the time of filing your Tracking ID that you were given at the time of filing your Tracking ID that you were given at the time of filing your	complaint to enter the ASSIST dashboard and check on the p dng ID	rogress of your proceeding.		
		Cer	stral Administrator of ASSIST / <u>ASEAN</u> Secretariat - 7 ASSIST - Supported by <u>A</u>	0A JI. Sisingamangarnja - Jakarta 12110 - Indonesia RISE - (Disclaimer)			



Seperti Anda lihat pada dasbor, tindakan yang diambil untuk pengaduan Anda ditunjukkan dengan jelas di dasbor Anda dan daftar ini akan diperbarui secara berkala setelah setiap tindakan diambil. Formulir pengaduan Anda yang telah Anda kirimkan, juga dapat diakses di dasbor Anda.

FAO

Langkah

CA MEMERIKSA PENGADUAN ANDA DAN MENGIRIMKAN TANGGAPAN KE EMAIL ANDA (MENERIMA, MENYATAKAN TIDAK LENGKAP ATAU MENOLAK)

Segera setelah CA selesai memeriksa pengaduan Anda dan memutuskan baik akan menerima atau menyatakan tidak lengkap atau menolak, maka email akan dikirimkan kepada Anda, biasanya dalam 10 hari kerja sejak Anda mengajukan pengaduan.

Sementara itu, jika CA tidak mengambil tindakan apapun, maka CA akan menerima pengingat otomatis di bawah ini melalui email dari sistem online ASSIST dalam waktu 7 hari kalender setelah pengaduan diajukan. Sebagaimana ditunjukkan di atas, CA harus memutuskan untuk menerima, menyatakan tidak lengkap dan meminta revisi, atau menolak pengaduan dalam 10 hari kerja.

Email Pengingat ('Reminder') 1 untuk Pengelola Sistem (CA):

M Gmail		Central Administrator ASEC <caatasec@gmail.com></caatasec@gmail.com>
[ASSIST] Complaint #14920181025 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
ASSOCIATION OF SOUTHEAST ASIAN NATIONS	ASSIST ASEAN Solutions for Investments, Services and Trade	
Action is required by the CA for the complaint: 14920181025		
	Thanking you, ASSIST is at your service.	
	assist.asean.org (Disclaimer)	

Periksalah email Anda secara teratur dalam waktu 10 hari setelah mengajukan pengaduan. Pada akhirnya Anda akan menerima email baru dari ASSIST.

M Gmail	ASEAN Enterprise <aseanenterprise0@gmail.com< th=""></aseanenterprise0@gmail.com<>
ASSIST] Your complaint #16920181030 has bee	n rejected by CA
lo Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>	Tue, Oct 30, 2018 at 1:33 Pi
ASSOCIATION OF SOUTHEAST ASIAN NATIONS	ASSIST ASEAN Solutions for Investments, Services and Trade
Dear Mr Very Upset, Your complaint 16920181030 has been rejected by CA: "Dear Mr. Upset, Thank you for lodging your complaint under / company issue and is, therefore, not covered by the ASEAN A to the employment market of another ASEAN Member State. ASEAN Enterprises (i.e., duly registered legal entities, not nat State and a natural person, is not sufficient to extend the scoor ASSIST and thus in the case at stake, ASSIST is not an availa Please login to your complaint for further details at on http://assi- ties.complant.complaint for further details at on http://assi- ties.complant.complant.complaint.compla	ASSIST. The Central Administrator has reviewed your complaint. However, this case appears to be an individual at the sprivate issue rather than a greement on Movement of Natural Persons, which states in Article 2.2 that it does not apply to measures affecting natural persons seeking to access or shall it apply to measures regarding citizensing, residence or employment on a permament basis. ASSIST is available for complains traggered by ral persons) and the artificial use of a legal entity (i.e., the AE), in order to address an issue that refers to interactions between an ASEAN Member of coverage of ASSIST to it. Thus, the Central Administrator rejects your complaint because it deals with an issue that tails outside of the scope of bie instrument. We suggest that you interact directly with AMS-Y&E TM s Ministry of Interior and/or Ministry of Labour. "
with your email / tracking ID: aseanenterprise0@gmail.com	16920181030
ASEAN Enterprise / Trade Association / Law Firm : Blue Sappl Company size : 10 to 50 Phone : +63131415 Website : www.bluesapphirecg.com Address : Red Sparrow Street No. 13 City V Country X. City : City V / Zip Code : 12130 Country : AMS-X	ire Consulting Group (type Enterprise)
Contact person : Mr Very Upset Phone: +96131415 Position : Director Email: assamenterprise@@gmail.com Address : Red Spatrow Street No. 13 City V Country X City: -City V/ Zip Code: +2130 Country : MNS-X	
Confidential case code (for law firm or lawyer only): Country of Legal Registration : AMS X Legal Registration Number : 123456 Type of Business Service provider Business Sector : Services (Consultancy Type of problem encountered : Other Services Destimation Country : AMS-Y	



Jika Anda ingin melihat tanggapan CA secara lengkap, maka Anda harus log masuk ke dasbor ASSIST Anda dengan menggunakan email dan ID pelacakan Anda sebagaimana ditunjukkan dalam Langkah 7(a) dan (b) di atas.

Tampilan lengkap dasbor Anda dapat dilihat di bawah. Seperti yang Anda lihat, CA telah menambahkan tindakan lain ke 'Riwayat' Anda menunjukkan bahwa CA telah **"Menolak**" pengaduan Anda.

TRIPPA OT AMOUNT	CT2122A 21 TAHW	FILE & COMPLAINT	FOLLOW & COM	API AINT	PROCESS	FAO	CONT
LOOMIL TO A33131	WITHET TO ADDIOT :	TILL A COMI LAINT	TOLLOW A CON		TRUCESS	ТАŲ	GUNI
	ASSOCIATIO	ASSIST					
	ASIAN NATIO	ASEAN Solutions for Investments,	Services and Trade				
	WELCOME TO ASSIST	WHAT IS ASSIST? MY COMI	PLAINT LOGOUT	PROCESS FAQ	CONTACT	DISCLAIMER	
	T 11 10 /	1000010100011110					
	Tracking ID #	16920181030 / AMS-	-Y				
	History						
	Date Action	Action By	Comments				
	30/10/2018 13:33:22	Rejected Central Administrator of ASSIST	Dear Mr. Upset,	- ACCION THE CONTROL			
			However, this case appears to be an in	dividual's private issue rath	er than a company issue and	our complaint. d is, therefore,	
	30/10/2018 13:24:11	ASEAN-based Enterprise	Email Confirmed	on movement of Natural.	5		
	30/10/2018 13:21:22	New ASEAN-based Enterprise					
					The second s		
					WITHDRAW CO	MPLAINT	
	ASEAN ENTERPI	RISE					
	ASEAN Enterprise Name	Blue Sapphire Consulting Group					
	Company Size	10 to 50	Address	Red Sparrow Street N	No. 13 City V Country X		
	Phone	+96131415	City	City V			
	Website	www.bluesapphirecg.com	ZIP Code	12130			
			Country	AMS-X			
	CONTACT PERS	JN	Addresse	Ded Communication	In 12 Of M Country V		
	First Name	Inset	City	Red Sparrow Street N	vo. 13 City V Country X		
	Phone	+96131415	ZIP Code	12130			
	Position	Director	Country	AMS-X			
	Email	aseanenterprise0@gmail.com (Confirmed)					
	COMPLAINT DES	CRIPTION					
	Country of Legal Registration	AMS-X	Business Sector	Services			
	Registration Number	123456	Type of Problem	Services / Other Serv	ices		
			Encountered				
	Company Registration Proof	Simulated_Company_Registration_of_Blue_Sapphire	<u>ConsultingDestination</u> Country	AMS-Y			
	type of Business	service browder	34 35 55 (1845) ⁵⁶ (187 197	57 20,2000000000 0000 000	WOODS TIME		
	Description	a m a director of a consultancy firm in AMS-X. I have Pursuant to the job offer by the company in AMS-Y, it aking much longer and it is now nearly three months an ASSIST complaint against AMS-Y. through my co ASEAN Agreement on Movement of Natural Persons agreement on Services. I hereby attach my company	been offered a job in a consultancy fin rey informed me that it would take about that the permit is withheld by AMS-Y.T mpany in AMS-X, for delaying the issuir , which allows for free movement of ski 's business registration in AMS-X as the statistical constraints of the about the termination of the second second second second second second second termination of the second second second second second termination of the second second second second second termination of the second second second second second second termination of the second second second second second second termination of the second second second second second second second termination of the second second second second second second second termination of the second second second second second second second termination of termination second second second second second second termination of termination second second second second second second termination second second second second second second second termination second second second second second second second second termination second second second second second second second second termination second se	m in AMS-Y and intend to m at one month for it to secure his is jeopardizing my chan ng of my work permit. The b lled persons within ASEAN, e requirement to lodge a co	nove and live there on a perr my work permit. However, t ces of getting the job. Thus, asis of my complaint is that i as well as the ASEAN Fram mplaint under ASSIST.	nanent basis. he procedure is I wish to raise there is the sework	

Klik pada ikon kaca pembesar dalam kolom komentar ('*Comments*'). Jawaban lengkap CA akan tampil sebagaimana dapat dilihat di bawah:



ASEAN Solutions for Investments, Services and Trade

WELCOME TO ASSIST

WHAT IS ASSIST?

FILE A COMPLAINT

FOLLOW A COMPLAINT

PROCESS

(×

CONTACT

Dear Mr. Upset,

Thank you for lodging your complaint under ASSIST. The Central Administrator has reviewed your complaint. However, this case appears to be an individual's private issue rather than a company issue and is, therefore, not covered by the ASEAN Agreement on Movement of Natural Persons, which states in Article 2.2 that it does not apply to measures affecting natural persons seeking to access to the employment market of another ASEAN Member State, nor shall it apply to measures regarding citizenship, residence or employment on a permanent basis. ASSIST is available for complaints triggered by ASEAN Enterprises (i.e., duly registered legal entities, not natural persons) and the artificial use of a legal entity (i.e., the AE), in order to address an issue that refers to interactions between an ASEAN Member State and a natural person, is not sufficient to extend the scope of coverage of ASSIST to it.

Thus, the Central Administrator rejects your complaint because it deals with an issue that falls outside of the scope of ASSIST and thus in the case at stake, ASSIST is not an available instrument. We suggest that you interact directly with AMS-Y's Ministry of Interior and/or Ministry of Labour.

Penolakan tampaknya sah dan cukup dapat dibenarkan. ASSIST akan menganggap prosedur ini sebagai prosedur di mana tidak pernah ada pengaduan yang diajukan.