



ASSIST

ຮູ້ມືແນະນຳເທື່ອລະຂັ້ນຕອນຂອງກໍລະນີສຶກສາ 1

ຄຳຮ້ອງທຸກທີ່ຍື່ນໂດຍວິສາຫະກິດອາຊຽນ (ASEAN Enterprise) ແລະຖືກປະຕິເສດໂດຍຜູ້ດູແລລະບົບ (Central Administrator)

ລາຍລະອຽດໂດຍຫຍໍ້ກ່ຽວກັບກໍລະນີ: ສະຖານະການນີ້ແມ່ນການຮ້ອງທຸກທີ່ຖືກປະຕິເສດໂດຍຜູ້ດູແລລະບົບ(CA) ຂອງ ASSIST ເນື່ອງຈາກວ່າມັນບໍ່ໄດ້ຖືກຍື່ນໂດຍຜູ້ຮ້ອງທຸກເອງ. ໃນກໍລະນີທີ່ເປັນການເດີມພັນ, ການປະຕິເສດໄດ້ເກີດຂຶ້ນກ່ອນວ່າການຮ້ອງທຸກໄປກ່ຽວຂ້ອງກັບບັນຫາທີ່ຢູ່ນອກຂອບເຂດຂອງ ASSIST.

ຄຳຮ້ອງທຸກແມ່ນກ່ຽວຂ້ອງກັບຄວາມລ່າຊ້າຂອງການອອກໃບອະນຸຍາດເຮັດວຽກຂອງຜູ້ຮ້ອງທຸກໃນປະເທດປາຍທາງ. ຜູ້ຮ້ອງທຸກແມ່ນຜູ້ອຳນວຍການບໍລິສັດໃຫ້ຄຳປຶກສາໃນປະເທດເຈົ້າບ້ານ ທີ່ມີການສຶກສາໃນລະດັບປະລິນຍາຕິດ້ານເສດຖະກິດ, ເຊິ່ງເຄີຍໄດ້ສະເໜີວຽກໃຫ້ແກ່ບໍລິສັດທີ່ປຶກສາໃນປະເທດປາຍທາງ

ແລະ ຕັ້ງໃຈທີ່ຈະຍົກຍ້າຍແລະໄປອາໄສຢູ່ທີ່ນັ້ນເປັນການຖາວອນ. ເຖິງຢ່າງໃດກໍ່ຕາມ, ຂັ້ນຕອນດັ່ງກ່າວໃຊ້ເວລາດົນນານແລະມາຮອດປັດຈຸບັນມັນກໍ່ເກືອບ 3 ເດືອນແລ້ວທີ່ໃບອະນຸຍາດໄດ້ຖືກລະງັບຈາກປະເທດປາຍທາງ. ນີ້ເປັນການທຳລາຍໂອກາດຂອງຜູ້ຮ້ອງທຸກທີ່ຈະໄດ້ວຽກເຮັດ. ດັ່ງນັ້ນ, ລາວມີຄວາມຕ້ອງການຈະຮ້ອງທຸກໃຫ້ກັບ ASSIST ຕໍ່ປະເທດປາຍທາງ, ໂດຍຜ່ານບໍລິສັດຂອງລາວຢູ່ປະເທດເຈົ້າບ້ານໃນຫົວຂໍ້ເຮື່ອງຄວາມລ່າຊ້າໃນການອອກໃບອະນຸຍາດເຮັດວຽກຂອງລາວ. ພື້ນຖານໃນການອ້າງອີງຂອງຄຳຮ້ອງທຸກຂອງທ່ານ Upset ແມ່ນໄດ້ມີຂໍ້ຕົກລົງອາຊຽນວ່າດ້ວຍການເຄື່ອນຍ້າຍຂອງບຸກຄົນທຳມະດາ, ເຊິ່ງອະນຸຍາດໃຫ້ມີການເຄື່ອນຍ້າຍຢ່າງເສລີຂອງບຸກຄົນທີ່ມີຄວາມຊຳນານພາຍໃນອາຊຽນ, ແລະໃນຂອບເຂດຄວາມຕົກລົງວ່າດ້ວຍການບໍລິການການຄ້າ (AFAS).

ລາຍຊື່ຜູ້ດຳເນີນການຫຼັກແລະຕົວຫຍໍ້:

ຜູ້ຮ້ອງທຸກ = ວິສາຫະກິດອາຊຽນ (AE)

ກອງເລຂາອາຊຽນ = ຜູ້ດູແລລະບົບ ASSIST (CA)

ປະເທດເຈົ້າບ້ານ = ຈຸດທີ່ໃຊ້ຕິດຕໍ່ໃນປະເທດຕົ້ນທາງ (HCP) ໃນບັນດາປະເທດສະມາຊິກອາຊຽນ -X (AMS-X)

ປະເທດປາຍທາງ = ຈຸດທີ່ໃຊ້ຕິດຕໍ່ໃນປະເທດປາຍທາງ (DCP) ໃນບັນດາປະເທດສະມາຊິກອາຊຽນ -Y (AMS-Y)

ຂັ້ນຕອນ

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ໄປທີ່ເວັບໄຊທ໌ຂອງ ASSIST (<http://ASSIST.ASeAn.orG>)

ຖ້າທ່ານຮູ້ສຶກວ່າຄະດີຂອງທ່ານແມ່ນບັນຫາກ່ຽວກັບການຄ້າຂ້າມຊາດຂອງອາຊຽນ, ແລະທ່ານເອງແມ່ນມີທຸລະກິດທີ່ຈັດທະບຽນຢູ່ໃນປະເທດສະມາຊິກອາຊຽນ, ແລະທ່ານຕ້ອງການບໍລິການແບບບໍ່ເສຍຄ່າ, ບໍ່ຜູກມັດ, ໃນການໃຫ້ຄຳປຶກສາແລະໄດ້ຮັບການເລັ່ງດ່ວນ ແລະວິທີແກ້ໄຂທີ່ມີປະສິດທິພາບ, ໃຫ້ໄປທີ່ລັງຕ໌ໄປນີ້: <http://assist.asean.org> .



ຂ້າງລຸ່ມນີ້ແມ່ນ ໜ້າທຳອິດຂອງເວັບໄຊທ໌ ASSIST

Welcome to ASSIST

The ASEAN Solutions for Investments, Services and Trade (ASSIST) is a non-binding and consultative mechanism for the expedited and effective solution of operational problems encountered by ASEAN Enterprises on cross-border issues related to the implementation of ASEAN economic agreements and within the framework of the ASEAN Economic Community (AEC) launched in 2015. ASSIST is fully internet based and free of charge.

Are you an ASEAN ENTERPRISE facing a problem with respect to Trade in Goods or Trade in Services within the ASEAN region? If so, you may File a Complaint in your own name, through a ASEAN based Trade Association or anonymously by using an ASEAN registered Lawyer or Law Firm

ASEAN Enterprise | ASEAN Trade Association | ASEAN Lawyer or Law Firm

The ASSIST mechanism was established to implement the ASEAN Consultations to Solve Trade and Investment Issues (ACT) mandated under the ASEAN Trade in Goods Agreement (ATIGA) and it is loosely based on the European Union's SOLVIT system. ASSIST reaffirms the consultative and non-binding characteristics of the ACT, while modernising its structure and enabling the mechanism to operate in a more effective and efficient manner. It also extends beyond Trade in Goods and, when fully operationalized, it is intended to allow for the solutions of problems occurring in relation to Trade in Services and Trade-Related Investment Measures within the ASEAN Economic Community (AEC).

ASSIST (ARISE EU-ASEAN)

What types of issues does ASSIST deal with?

- Various tariff and non-tariff-related measures affecting goods;
- Issues in the area of cross-border services; and
- Measures limiting investment in various sectors of ASEAN integration.

ASSIST does not deal with any of these issues:

- Employee/employer disputes or discrimination claims;
- Matters that are being or have been litigated/arbitrated in national jurisdictions;
- Complaints against individuals or companies;
- Matters not related to intra-ASEAN trade, services or investment;
- Visa and residence rights; and
- Cross-border movement of capital or payments;

The list above is merely indicative and non-exhaustive in nature. In case of doubt, before filing a complaint, please check whether your grievance falls within the scope of ASSIST by contacting ASSIST's Central Administrator at assist@asean.org (assist@asean.org or assist@asean.org).

Central Administrator of ASSIST / ASEAN Secretariat : TBA J. Sukagomangaraja - Jakarta 12110 - Indonesia
ASSIST - Supported by ARISE - [Disclaimers]

ຂັ້ນຕອນ

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ໃຫ້ທ່ານເລືອກແຖບເມນູ 'File A complaint' (ໄວຄອນ ASeAn enterprlSe)

ຖ້າທ່ານກຳລັງຍື່ນຄຳຮ້ອງທຸກພາຍໃຕ້ບໍລິສັດຂອງທ່ານເອງ (ຄຳຮ້ອງທຸກໂດຍທີ່ບໍ່ລະບຸຊື່) ແລະທ່ານບໍ່ໄດ້ເປັນຕົວແທນຂອງສະມາຄົມການຄ້າທີ່ອາຊຽນ, ຫຼື ໜ່ວຍງານຕົວແທນອື່ນໆທີ່ທ່ານໄດ້ເລືອກ, ເຊັ່ນວ່າ ຫໍການຄ້າ, ສະພາທຸລະກິດ, ສະຫະພັນທຸລະກິດ, ຫຼືທະນາຍຄວາມທີ່ໄດ້ລົງທະບຽນ ຫລືສຳນັກງານດ້ານກົດໝາຍ, ກໍ່ໃຫ້ທ່ານຄລິກທີ່ 'ASEAN Enterprise - ລັດວິສາຫະກິດອາຊຽນ' ຢູ່ໃນແຖບເມນູ 'File a Complaint - ຍື່ນຄຳຮ້ອງທຸກ'.



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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.



NON-ANONYMOUS



ANONYMOUS



ANONYMOUS

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 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. 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 / ASEAN Secretariat : TDA J. Sisingamangaraja - Jakarta 12110 - Indonesia
ASSIST - Supported by ARRIE - [Indonesia]

ເມື່ອທ່ານຄລິກທີ່ໂອຕອນ 'ASEAN Enterprise', ຫ້າເວັບຕໍ່ໄປກໍ່ຈະປາກົດຂຶ້ນ



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Complaint to be Filed by an ASEAN Enterprise



Please fill in the form below 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 should be submitted instead 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. Dedicated forms are available under the respective [icons](#).

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

ASEAN ENTERPRISE

* ASEAN Enterprise Name

* Company Size

* Phone

Website

* Address

300 characters remaining (300 maximum)

* City

ZIP Code

* Country

CONTACT PERSON

* Gender

☐ Mr ☐ Mrs ☐ Ms

* First Name

* Last Name

* Phone

* Position

* Email

Address



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City ZIP Code

Country

COMPLAINT DESCRIPTION

* Country of Legal Registration

* Registration Number

* Company Registration Proof

* Type of Business

* Business Sector

- Services Sector Description

* Type of Problem Encountered

* Destination Country

* Description

Attachment

☐ I have read and accept the ASSIST rules.

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

☐ I'm not a robot

Central Administrator of ASSIST / ASEAN Secretariat - POA & Streegunggarje - Jakarta 12110 - Indonesia
ASSIST - Supported by AIDE - [Disclaimer]

ໃຫ້ທ່ານປ້ອນຂໍ້ມູນໃສ່ໃນແບບຟອມຂ້າງເທິງນັ້ນເພື່ອໃຫ້ ASSIST ໄດ້ມີຂໍ້ມູນພຽງພໍກ່ຽວກັບບັນຫາການຄ້າທີ່ທ່ານກຳລັງປະສົບຢູ່. ຊ່ອງໃສ່ຂໍ້ມູນທີ່ມີເຄື່ອງໝາຍດາວ (*) ແມ່ນບັງຄັບໃຫ້ປ້ອນຂໍ້ມູນໃສ່. ຖ້າທ່ານບໍ່ແນ່ໃຈວ່າຈະຕື່ມຂໍ້ມູນແບບໃດໃສ່ໃນຊ່ອງປ້ອນຂໍ້ມູນ, ປຸ່ມຕ່າງໆທີ່ເປັນຮູບ ① ໄດ້ມີໄວ້ໃຫ້ໃຊ້ສຳລັບເບິ່ງຄຳແນະນຳລະອຽດກ່ຽວກັບວ່າຈະປ້ອນຂໍ້ມູນແບບໃດໃສ່ໃນແຕ່ລະຊ່ອງ. ກະລຸນາກົດປຸ່ມທີ່ເປັນຮູບ ① ເພື່ອຮັບປະກັນວ່າທ່ານສາມາດເຂົ້າໃຈແລະຮູ້ໄດ້ວ່າຈະຕ້ອງປ້ອນຂໍ້ມູນແບບໃດທີ່ຖືກຕ້ອງລົງໃນແບບຟອມ.

ມັນເປັນສິ່ງສຳຄັນທີ່ສຸດທີ່ທ່ານຕ້ອງປ້ອນຂໍ້ມູນໃສ່ໃນຊ່ອງ 'Description'. ທາງ CA ຈະຕ້ອງໄດ້ທຳການກວດສອບວ່າ ຄຳອະທິບາຍຕ່າງໆທີ່ໄດ້ກ່າວໄວ້ໃນຄຳຮ້ອງທຸກນັ້ນແມ່ນມີຄວາມພຽງພໍທີ່ຈະກຳນົດບັນຫາໄດ້ຢ່າງຈະແຈ້ງໃນແງ່ຂອງຂໍ້ຕົກລົງກ່ຽວກັບຫົວຂໍ້ສະເພາະຫລືບໍ່. ດັ່ງນັ້ນ, ກະລຸນາໃຫ້ທ່ານຈັດແຈງຄຳຮ້ອງທຸກຂອງທ່ານຢ່າງລະມັດລະວັງພ້ອມດ້ວຍຂໍ້ມູນການໂຕ້ຖຽງຕ່າງໆທາງກົດໝາຍ ແລະຫຼັກຖານທີ່ເປັນຈິງເພື່ອຊ່ວຍໃຫ້ທາງ CA ໃນການຕັດສິນໃຈວ່າຈະອະນຸມັດຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ຫຼືບໍ່.

ຂັ້ນຕອນ

3

ປ້ອນຂໍ້ມູນໃສ່ແບບຟອມສຳລັບຢືນຄຳຮ້ອງທຸກ

ຂ້າງລຸ່ມນີ້ແມ່ນຕົວຢ່າງຂອງແບບຟອມທີ່ໄດ້ປ້ອນຂໍ້ມູນໄວ້ຮຽບຮ້ອຍສຳລັບການສຶກສາກໍລະນີນີ້ໂດຍສະເພາະ.

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 Filed by an ASEAN Enterprise

Please fill in the form below 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 should be submitted instead 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. Dedicated forms are available under the respective icons.

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.



ASEAN ENTERPRISE

* ASEAN Enterprise Name: Blue Sapphire Consulting Group

* Company Size: 10 to 50

* Phone: +96131415

Website: www.bluesapphirecg.com

* Address: Red Sparrow Street No. 13
City V
Country X

254 characters remaining (200 maximum)

* City: City V ZIP Code: 12130

* Country: AMS-X

CONTACT PERSON

* Gender: ☒ Mr ☐ Mrs ☐ Ms

* First Name: Vary * Last Name: Upset

* Phone: +96131415

* Position: Director

* Email: aseanenterprise0@gmail.com

Address: Red Sparrow Street No. 13
City V
Country X

254 characters remaining (200 maximum)

* City: City V ZIP Code: 12130

* Country: AMS-X

COMPLAINT DESCRIPTION

* Country of Legal Registration: AMS-X

* Registration Number: 123456

* Company Registration Proof: Choose File Simulated Comp...ing Group.pdf

* Type of Business: Service provider

* Business Sector: Services

* Services Sector Description: Consultancy

* Type of Problem Encountered: 12 Other Services

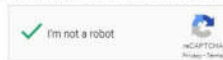
* Destination Country: AMS-Y

* 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 in AMS-Y, 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. This is jeopardizing my chances of getting the job.
Thus, I wish to raise an ASSIST complaint against AMS-Y, through my company in AMS-X, for
4097 characters remaining (5000 maximum)

Attachment: Choose File No file chosen + Attachment

☒ I have read and accept the ASSIST rules

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



SUBMIT YOUR COMPLAINT

ຂ້າງລຸ່ມນີ້ແມ່ນລາຍລະອຽດຂອງ AE ກ່ຽວກັບຄໍາຮ້ອງທຸກຂອງລາວໃນກໍລະນີສຶກສານີ້:

“ຂ້າພະເຈົ້າເປັນຜູ້ອຳນວຍການຂອງບໍລິສັດທີ່ປຶກສາ AMS-X. ຂ້າພະເຈົ້າໄດ້ຖືກສະເໜີໃຫ້ເຮັດວຽກໃນບໍລິສັດທີ່ປຶກສາໃນ AMS-Y ແລະມີຄວາມຕັ້ງໃຈທີ່ຈະຍົກຍ້າຍແລະໄປອາໄສຢູ່ທີ່ນັ້ນໂດຍຖາວອນ.

ອີງຕາມການຕິດຕາມຂອງການສະເໜີວຽກຂອງບໍລິສັດໃນ AMS-Y, ພວກເຂົາໄດ້ແຈ້ງໃຫ້ຂ້ອຍຮູ້ວ່າມັນຕ້ອງໃຊ້ເວລາປະມານ 1 ເດືອນ ເພື່ອຈະສາມາດອອກໃບອະນຸຍາດເຮັດວຽກໄດ້. ເຖິງຢ່າງໃດກໍຕາມ, ຂັ້ນຕອນການອອກໃບອະນຸຍາດດັ່ງກ່າວໄດ້ໃຊ້ເວລາດົນຫລາຍ ແລະມາຮອດປະຈຸບັນກໍເກືອບ 3 ເດືອນແລ້ວທີ່ໃບອະນຸຍາດໄປຄ້າງຢູ່ທີ່ AMS-Y. ອັນນີ້ເປັນເລື່ອງອັນຕະຫລາຍຕໍ່ໂອກາດຂອງຂ້າພະເຈົ້າ ທີ່ຈະໄດ້ວຽກເຮັດ.



ດັ່ງນັ້ນ, ຂ້າພະເຈົ້າຈຶ່ງຕ້ອງການທີ່ຈະຮ້ອງທຸກຕໍ່ AMS-Y, ໂດຍຜ່ານບໍລິສັດຂອງຂ້າພະເຈົ້າຢູ່ AMS-X, ຕໍ່ຄວາມລ່າຊ້າໃນການອອກໃບອະນຸຍາດເຮັດວຽກຂອງຂ້າພະເຈົ້າ. ພື້ນຖານໃນການອ້າງອີງຂອງຄໍາຮ້ອງທຸກຂອງຂ້າພະເຈົ້າ ແມ່ນໄດ້ມີຂໍ້ຕົກລົງອາຊຽນວ່າດ້ວຍການເຄື່ອນຍ້າຍຂອງບຸກຄົນທຳມະດາ, ເຊິ່ງອະນຸຍາດໃຫ້ມີການເຄື່ອນໄຫວຢ່າງເສລີຂອງບຸກຄົນທີ່ມີຄວາມຊຳນານພາຍໃນອາຊຽນ, ແລະໃນຂອບເຂດຄວາມຕົກລົງວ່າດ້ວຍການບໍລິການການຄ້າ (AFAS). ຂ້າພະເຈົ້າຈຶ່ງໄດ້ຕິດຕັດຕິດເອກະສານການຈົດທະບຽນທຸລະກິດຂອງບໍລິສັດຂອງຂ້າພະເຈົ້າໃນ AMS-X ໃຫ້ຖືກຕ້ອງຕາມຫຼັກການເພື່ອທີ່ຈະຍື່ນຄໍາຮ້ອງທຸກພາຍໃຕ້ ASSIST."

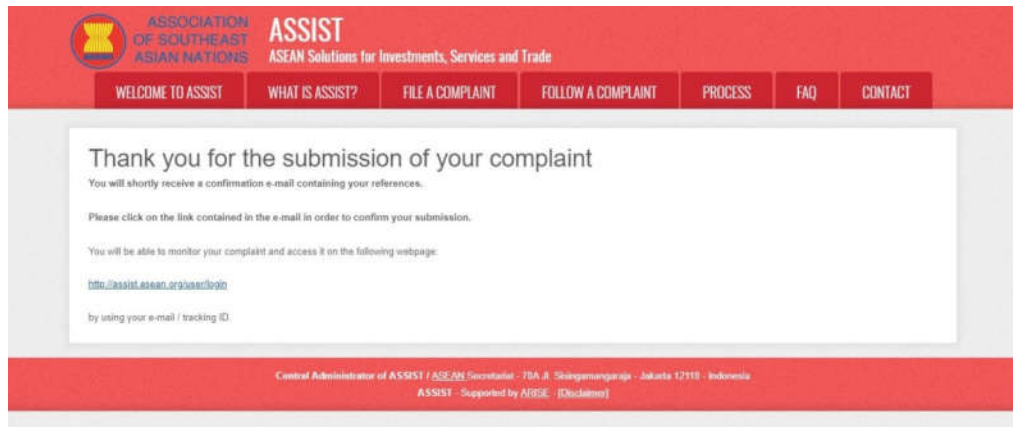
ເມື່ອຄໍາຮ້ອງທຸກໄດ້ຖືກຍື່ນໄປແລ້ວໂດຍການຄລິກ 'Submit Your Complaint-ຍື່ນຄໍາຮ້ອງທຸກຂອງທ່ານ', ໜ້າເວັບຕໍ່ໄປນີ້ທີ່ຢູ່ໃນຂັ້ນຕອນທີ 4 ຈະປາກົດຂຶ້ນມາໃຫ້ທ່ານເຫັນ.

ຂັ້ນຕອນ

4

ຮັບການແຈ້ງເຕືອນຈາກ ASSIST

ເມື່ອທ່ານໄດ້ຍື່ນຄໍາຮ້ອງທຸກເຂົ້າໄປຢູ່ໃນເວັບໄຊທ໌ ASSIST ແລ້ວ, ໜ້າເວັບຕໍ່ໄປນີ້ຈະປາກົດຂຶ້ນ, ເພື່ອແຈ້ງໃຫ້ທ່ານໄດ້ຮູ້ວ່າຈະມີອີເມລຢັ້ງຢືນສົ່ງໄປຫາອີເມລຂອງທ່ານທີ່ທ່ານໄດ້ໃຫ້ໄວ້ໃນແບບຟອມການຮ້ອງທຸກຂອງທ່ານ



ການໄດ້ຮັບການແຈ້ງເຕືອນທາງອີເມລຕາມທີ່ເຫັນຂ້າງເທິງນັ້ນ ຊຶ່ງໃຫ້ເຫັນວ່າທ່ານຄວນຄລິກທີ່ລິ້ງທີ່ຢູ່ໃນໜ້າອີເມລຂອງທ່ານເພື່ອຢືນຢັນການສົ່ງຄໍາຮ້ອງທຸກຂອງທ່ານໃຫ້ກັບ ASSIST.

ຂັ້ນຕອນ

5

ຢືນຢັນການສົ່ງຄໍາຮ້ອງທຸກຂອງທ່ານດ້ວຍອີເມລຂອງທ່ານເອງ

(a) ໃຫ້ທ່ານເຂົ້າໄປໃນບັນຊີອີເມລຂອງທ່ານທີ່ທ່ານໄດ້ໃຫ້ໄວ້ກັບແບບຟອມການຮ້ອງທຸກ. ທ່ານຈະໄດ້ຮັບອີເມລຈາກ ASSIST ເພື່ອໃຫ້ທ່ານທຳການຢືນຢັນການສົ່ງຄໍາຮ້ອງທຸກຂອງທ່ານໂດຍໃຫ້ໄປຄລິກທີ່ລິ້ງທີ່ໄດ້ສົ່ງມາໃຫ້ທ່ານກັບອີເມລຫລືຖ້າບໍ່ຢາກຄລິກກໍພຽງແຕ່ທ່ານຄັດລອກເອົາລິ້ງນັ້ນໄປແປະໃສ່ໃນ browser ອື່ນເຕີເນັດ. ອັນນີ້ແມ່ນຕ້ອງໄດ້ເຮັດຕາມທີ່ ASSIST ໄດ້ຮຽກຮ້ອງມາ ເພື່ອເປັນການຢືນຢັນວ່າ ອີເມລທີ່ທ່ານໄດ້ໃຫ້ໄປນັ້ນຖືກຕ້ອງ. ໝາຍເລກຄໍາຮ້ອງທຸກຂອງທ່ານກໍໄດ້ສົ່ງມາໃຫ້ທ່ານດ້ວຍອີເມລນີ້ເຊັ່ນກັນ. ໃນກໍລະນີນີ້, ໝາຍເລກຄໍາຮ້ອງທຸກຂອງທ່ານແມ່ນ 16920181030.

ຂ້າງລຸ່ມນີ້ແມ່ນອີເມລທີ່ທ່ານຈະໄດ້ຮັບຈາກ ASSIST.



ASEAN Enterprise <aseanenterprise@gmail.com>

[ASSIST] Thanks to confirm your complaint #16920181030 submission

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

Tue, Oct 30, 2018 at 1:21 PM

ASSIST
ASEAN Solutions for Investments, Services and Trade

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 **16920181030** on the following link (or by copy-pasting the following link onto your Internet browser):
http://assist.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://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 : 10 to 50
 Phone : +96131415
 Website : www.bluesapphirecg.com
 Address : Red Sparrow Street No. 13 City V Country X
 City : City V / Zip Code : 12130
 Country : **AMS-X**

Contact person : Mr Very Upset
 Phone : +96131415
 Position : Director
 Email : aseanenterprise@gmail.com
 Address : Red Sparrow 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**
 Legal Registration Number : 123456
 Type of Business : Service provider
 Business Sector : Services / Consultancy
 Type of problem encountered : Other Services
 Destination Country : **AMS-Y**

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 in AMS-Y, 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. This is jeopardizing my chances of getting the job. Thus, I wish to raise an ASSIST complaint against AMS-Y, through my company in AMS-X, for delaying the issuing of my work permit. The basis of my complaint is that 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 heretby attach my company's business registration in AMS-X as the requirement to lodge a complaint under ASSIST.

Thanking you, ASSIST is at your service.

assist.asean.org

Simulated_Company_Registration_of_Blue_Sapphire_Consulting_Group.pdf
50K

(b) ໃຫ້ທ່ານຄລິກທີ່ລິ້ງທີ່ໄດ້ໃຫ້ມາກັບອີເມລເຊິ່ງຕ້ອງໄດ້ຄລິກ ແລະທາງໂທມໃນອີເມລນັ້ນກໍຈະສະແດງໃຫ້ເຫັນ.

ASSIST
ASEAN Solutions for Investments, Services and Trade

WELCOME TO ASSIST WHAT IS ASSIST? FILE A COMPLAINT FOLLOW A COMPLAINT PROCESS FAQ CONTACT

Email/complaint confirmation valid

Thank you for having confirmed your e-mail.

Your complaint will now be reviewed by the Central Administrator of ASSIST and you shall be notified within maximum 10 working days of whether it is:

- 1) Accepted and submitted to the Destination Country; or
- 2) Incomplete and returned to you for revision; or
- 3) Rejected, if falling outside of the scope of ASSIST or not being a valid complaint.

A reason shall be provided to you in writing in case of outcomes 2) or 3) above.

Central Administrator of ASSIST / ASEAN Secretariat - JICA B. Shuangmangaraja - Jakarta 12110 - Indonesia
 ASSIST - Supported by ARISE. (Disclaimed)

ການແຈ້ງເຕືອນທີ່ໄດ້ສະແດງໄວ້ຂ້າງເທິງນີ້ຈະແຈ້ງໃຫ້ທ່ານຊາບວ່າ ຄໍາຮ້ອງທຸກຂອງທ່ານຈະຖືກທົບທວນໂດຍ CA ແລະ ຫຼັງຈາກນັ້ນ ທ່ານຈະໄດ້ຮັບການແຈ້ງກັບມາທາງທ່ານທາງອີເມລ ພາຍໃນເວລາສູງສຸດ 10 ວັນລັດຖະການ ໂດຍທີ່ການຍື່ນຄໍາຮ້ອງທຸກຂອງທ່ານນັ້ນຈະ:

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

ໄປທີ່ບັນຊີອີເມລຂອງທ່ານ.



ໄດ້ຮັບອີເມລຈາກ ASSIST ເພື່ອໃຫ້ຮູ້ວ່າອີເມລແລະຄໍາຮ້ອງທຸກຂອງທ່ານນັ້ນໃຊ້ການໄດ້

(a) ໃຫ້ທ່ານໄປທີ່ອີເມລຂອງທ່ານແລະທ່ານຈະເຫັນມີອີເມລໃໝ່ ຈາກ ASSIST ສົ່ງມາຫາທ່ານ. ອີເມລນີ້ຈະຊີ້ບອກໃຫ້ເຫັນວ່າທ່ານຮູ້ວ່າ ທ່ານໄດ້ທຳການຍືນຍັນຄໍາຮ້ອງທຸກຂອງທ່ານແລ້ວພ້ອມທັງທາງ CA ຈະກວດສອບຄວາມຖືກຕ້ອງຂອງຄໍາຮ້ອງທຸກ, ແລະກໍໄດ້ຖືກນຳເຂົ້າໄປເກັບໄວ້ໃນລະບົບພາຍໃນຂອງ ASSIST. ASSIST ຈະກັບມາຕິດຕໍ່ອີກເທື່ອໜຶ່ງພ້ອມດ້ວຍຄໍາຕອບທີ່ຈະບອກວ່າ ຄໍາຮ້ອງທຸກທີ່ໄດ້ສົ່ງໄປນັ້ນ ໄດ້ຮັບການຍອມຮັບແລ້ວ, ບໍ່ຄົບຖ້ວນ ຫຼື ຖືກປະຕິເສດພາຍໃນ 10 ວັນລັດຖະການ.



ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST] Thanks for your email confirmation for the complaint #16920181030

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

Tue, Oct 30, 2018 at 1:24 PM



ASSOCIATION
OF SOUTHEAST
ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade

Dear Mr Very Upset ,

Thanks for the confirmation of your complaint ID No. **16920181030**

ASSIST will review your complaint and check its validity and that it has been lodged correctly. You will receive a response indicating whether the complaint is validly lodged, or requires revision, or whether it does not fall within the scope of ASSIST, within a maximum of 10 working days from the date of filing.

You are able to access your complaint at any time on the following webpage: <http://assist.asean.org/user/login> by using your e-mail /trackingID: aseanenterprise0@gmail.com/16920181030

ASEAN Enterprise / Trade Association / Law Firm : Blue Sapphire Consulting Group (type Enterprise)
Company size : 10 to 50
Phone : +96131415
Website : www.bluesapphircg.com
Address : Red Sparrow Street No. 13 City V Country X
City : City V / Zip Code : 12130
Country : AMS-X

Contact person : Mr Very Upset
Phone : +96131415
Position : Director
Email : aseanenterprise0@gmail.com
Address : Red Sparrow 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
Legal Registration Number : 123456
Type of Business : Service provider
Business Sector : Services / Consultancy
Type of problem encountered : Other Services
Destination Country : AMS-Y

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 in AMS-Y, 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. This is jeopardizing my chances of getting the job. Thus, I wish to raise an ASSIST complaint against AMS-Y, through my company in AMS-X, for delaying the issuing of my work permit. The basis of my complaint is that 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 attach my company's business registration in AMS-X as the requirement to lodge a complaint under ASSIST.

Thanking you, ASSIST is at your service.

assist.asean.org

Simulated_Company_Registration_of_Blue_Sapphire_Consulting_Group.pdf
50K

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



ຕິດຕາມຄວາມຄືບໜ້າຂອງການຮ້ອງທຸກຂອງທ່ານ

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

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

Follow a Complaint

Please log in using your email address and the tracking ID that you were given at the time of filing your complaint to enter the ASSIST dashboard and check on the progress of your proceeding.

Email Tracking ID

LOGIN

Central Administrator of ASSIST / ASEAN Secretariat - 70A J. Setiabudi - Jakarta 12110 - Indonesia
ASSIST - Supported by ARISE - [Disclaimers]

(b) ໃຫ້ທ່ານໃສ່ອີເມລຂອງທ່ານແລະໝາຍເລກເພື່ອຕິດຕາມ (ກໍ່ຄືໝາຍເລກຄໍາຮ້ອງທຸກຂອງທ່ານ) ໃນຊ່ອງປ້ອນຂໍ້ມູນທີ່ມີໃຫ້ໄວ້ເພື່ອເຂົ້າສູ່ລະບົບ. ໃນກໍລະນີນີ້, ອີເມລແມ່ນ aseanenterprise0@gmail.com ແລະ ໝາຍເລກເພື່ອຕິດຕາມແມ່ນ 16920181030.

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

Follow a Complaint

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Email Tracking ID

LOGIN

Central Administrator of ASSIST / ASEAN Secretariat - 70A J. Setiabudi - Jakarta 12110 - Indonesia
ASSIST - Supported by ARISE - [Disclaimers]

ເມື່ອທ່ານໄດ້ເຂົ້າສູ່ລະບົບແລ້ວ, ທ່ານຈະເຫັນ Dashboard ຂອງ ASSIST ຂອງທ່ານເຊິ່ງເປັນບ່ອນທີ່ທ່ານສາມາດຕິດຕາມຄວາມຄືບໜ້າຂອງການຍື່ນຄໍາຮ້ອງທຸກຂອງທ່ານ.



(c) ເປີດເບິ່ງລາຍລະອຽດໃນ Dashboard ຂອງ ASSIST ຂອງທ່ານເມື່ອທ່ານໄດ້ເຂົ້າສູ່ລະບົບແລ້ວ.



ASSOCIATION
OF SOUTHEAST
ASIAN NATIONS

ASSIST
ASEAN Solutions for Investments, Services and Trade

WELCOME TO ASSISTWHAT IS ASSIST?MY COMPLAINTLOGOUTPROCESSFAQCONTACTDISCLAIMER

Tracking ID #16920181030 / AMS-Y

History

Date	Action	Action By	Comments
30/10/2018 13:24:11	Email Confirmed	ASEAN-based Enterprise	Email Confirmed
30/10/2018 13:21:22	New	ASEAN-based Enterprise	

WITHDRAW COMPLAINT

ASEAN ENTERPRISE

ASEAN Enterprise Name

Blue Sapphire Consulting Group

Company Size

10 to 50

Address

Red Sparrow Street No. 13 City V Country X

Phone

+96131415

City

City V

Website

www.bluesapphirecg.com

ZIP Code

12130

Country

AMS-X

CONTACT PERSON

First Name

Very

Address

Red Sparrow Street No. 13 City V Country X

Last Name

Upset

City

City V

Phone

+96131415

ZIP Code

12130

Position

Director

Country

AMS-X

Email

aseanenterprise0@gmail.com (Confirmed)

COMPLAINT DESCRIPTION

Country of Legal Registration

AMS-X

Business Sector

Services

Registration Number

123456

Type of Problem

Services / Other Services Encountered

Company Registration Proof

Simulated Company Registration of Blue Sapphire Consulting Group

Country

AMS-Y

Type of Business

Service provider

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 in AMS-Y, 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. This is jeopardizing my chances of getting the job. Thus, I wish to raise an ASSIST complaint against AMS-Y, through my company in AMS-X, for delaying the issuing of my work permit. The basis of my complaint is that 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 attach my company's business registration in AMS-X as the requirement to lodge a complaint under ASSIST.

Attachment

Central Administrator of ASSIST / ASEAN Secretariat - TBA II, Sukogamurparaja - Jakarta 12110 - Indonesia
ASSIST - Supported by ASEAN - [Disclaimer]

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



ຂັ້ນຕອນ

8

ດູແລລະບົບກວດເບິ່ງຄໍາຮ້ອງທຸກຂອງທ່ານແລະຕອບທ່ານທາງອີເມລ (ວ່າຮັບຮອງ,ບໍ່ຄົບຖ້ວນ ຫລື ປະຕິເສດ)

ຫຼັງຈາກທີ່ CAໄດ້ທໍາການກວດກາເບິ່ງຄໍາຮ້ອງທຸກຂອງທ່ານເປັນທີ່ຮຽບຮ້ອຍແລ້ວແລະທັງໄດ້ຕັດສິນແລ້ວວ່າຄໍາຮ້ອງທຸກນັ້ນໄດ້ຜ່ານການຮັບຮອງ, ບໍ່ຄົບຖ້ວນ ຫລື ຖືກປະຕິເສດນັ້ນ ຈະມີອີເມລສົ່ງໄປທາງທ່ານພາຍໃນ 10 ວັນລັດຖະການນັບຕັ້ງແຕ່ທ່ານໄດ້ສົ່ງຄໍາຮ້ອງທຸກຂອງທ່ານ.

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

ອີເມລເຕືອນເທື່ອທີ 1 ສໍາລັບຜູ້ດູແລລະບົບ:

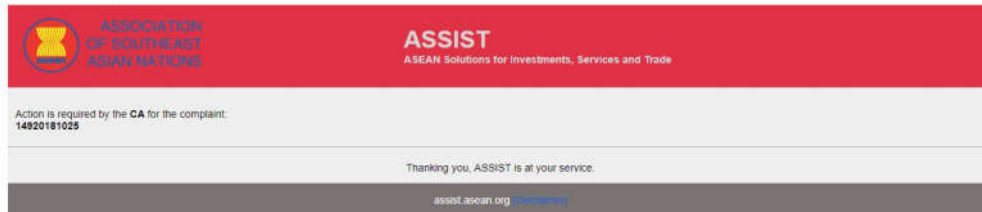


Central Administrator ASEC <caatasec@gmail.com>

[ASSIST] Complaint #14920181025 reminder for CA

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

Sat, Oct 27, 2018 at 5:08 AM



ໃຫ້ທ່ານທ່ານກວດເບິ່ງອີເມລຂອງທ່ານພາຍໃນ 10 ວັນລັດຖະການຫຼັງຈາກທ່ານໄດ້ຍື່ນຄໍາຮ້ອງທຸກ. ໃນທີ່ສຸດທ່ານກໍ່ຈະໄດ້ຮັບອີເມລໃໝ່ຈາກ ASSIST.

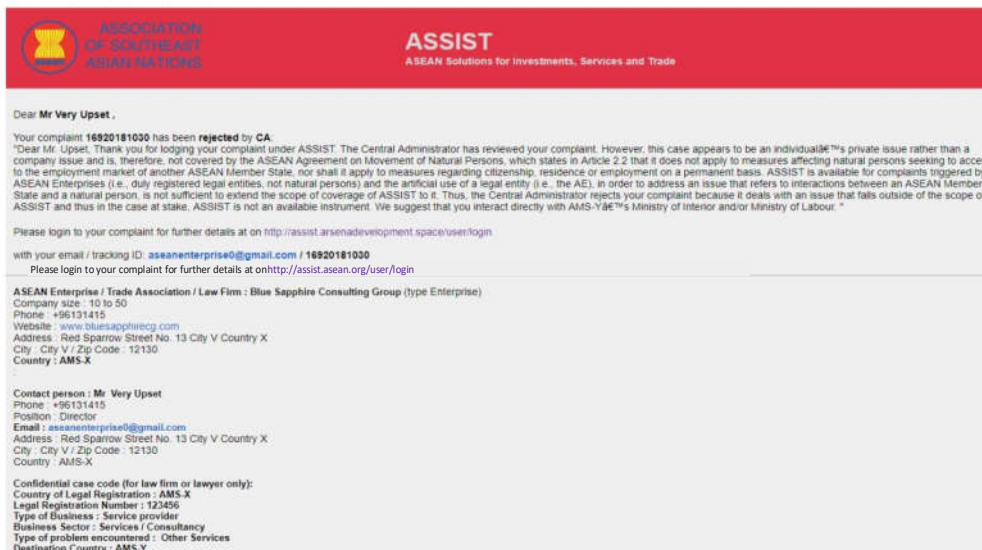


ASEAN Enterprise <aseanenterprise@gmail.com>

[ASSIST] Your complaint #16920181030 has been rejected by CA

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

Tue, Oct 30, 2018 at 1:33 PM





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 in AMS-Y, 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. This is jeopardizing my chances of getting the job. Thus, I wish to raise an ASSIST complaint against AMS-Y, through my company in AMS-X, for delaying the issuing of my work permit. The basis of my complaint is that 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 attach my company's business registration in AMS-X as the requirement to lodge a complaint under ASSIST.

Thanking you, ASSIST is at your service.

assist.asean.org assist@asean.org

ໃນກໍລະນີນີ້, ຄຳຮ້ອງທຸກຂອງທ່ານໄດ້ນຳໄປທົບທວນແລ້ວແລະກໍ່ຖືກປະຕິເສດໂດຍ CA. CA ໄດ້ໃຫ້ຄວາມເຫັນວ່າບັນຫານີ້ເປັນບັນຫາເລື່ອງສ່ວນຕົວຂອງບຸກຄົນແທນທີ່ຈະແມ່ນບັນຫາຂອງບໍລິສັດແລະເພາະສະນັ້ນ, ຈຶ່ງບໍ່ໄດ້ຖືວ່າຢູ່ພາຍໃຕ້ຂອບເຂດສັນຍາອາຊຽນວ່າດ້ວຍການເຄື່ອນຍ້າຍຂອງບຸກຄົນທຳມະດາ. ASSIST ນັ້ນໄດ້ມີໄວ້ເພື່ອໃຊ້ສຳລັບການຮ້ອງທຸກທີ່ເກີດຂຶ້ນໂດຍວິສາຫະກິດອາຊຽນ (ເຊັ່ນວ່າ ນິຕິບຸກຄົນທີ່ຈົດທະບຽນຖືກຕ້ອງ, ບໍ່ແມ່ນບຸກຄົນທຳມະດາທົ່ວໄປ) ແລະການນຳໃຊ້ນິຕິບຸກຄົນທີ່ບໍ່ມີຕົວຕົນແທ້ຈິງ (ຕົວຢ່າງ: AE), ເພື່ອແກ້ໄຂບັນຫາທີ່ກ່າວເຖິງການພົວພັນລະຫວ່າງລັດໃດໜຶ່ງທີ່ເປັນສະມາຊິກອາຊຽນ ແລະ ບຸກຄົນທຳມະດາ, ແມ່ນບໍ່ເໝາະສົມທີ່ຈະໄປຂະຫຍາຍຂອບເຂດການຄຸ້ມຄອງຂອງ ASSIST ໃຫ້ແກ່ເລື່ອງນີ້.

ຖ້າທ່ານບໍ່ໄດ້ຮັບອີເມລ໌ຈາກ ASSIST ພາຍໃນກຳນົດເວລາທີ່ໄດ້ກຳນົດໄວ້ (ກໍ່ຄື 10 ວັນເຮັດລັດຖະການນັບຕັ້ງແຕ່ວັນທີ່ຄຳຮ້ອງທຸກໄດ້ຖືກຍື່ນໄປ), ອັນນີ້ ມັນກໍ່ພາຍຄວາມວ່າ CA ມີການດຳເນີນການທີ່ເກີນຂອບເຂດ. CA ຈະໄດ້ຮັບການແຈ້ງເຕືອນອັດຕະໂນມັດອີກທາງໜຶ່ງຜ່ານທາງອີເມລ໌ (ພາຍໃນ 14 ວັນຕາມເວລາປະຕິທິນ ຫຼັງຈາກການຮ້ອງຮຽນໄດ້ຖືກຍື່ນ) CA ຈະໄດ້ຮັບອີເມລ໌ແບບຂ້າງລຸ່ມນີ້:

ອີເມລ໌ເຕືອນເທື່ອທີ 2 ສຳລັບຜູ້ດູແລລະບົບ:



Central Administrator ASEC <caatasec@gmail.com>

[ASSIST] Complaint #14920181025 reminder for CA

No Reply ASSIST <assist@asean.org>

Reply-To: "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:
14920181025

Thanking you, ASSIST is at your service.

assist.asean.org assist@asean.org

ຂັ້ນຕອນ
9

ໃຫ້ທ່ານເຂົ້າສູ່ລະບົບ Dashboard ຂອງ ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລ໌ແລະໝາຍເລກຕິດຕາມຂອງທ່ານເພື່ອເບິ່ງຄຳຕອບຕົວຈິງຈາກທາງ ASSIST

ຖ້າທ່ານຕ້ອງການທີ່ຈະເຫັນການຕອບຮັບຢ່າງເຕັມທີ່ຈາກ CA, ທ່ານຈະຕ້ອງເຂົ້າສູ່ລະບົບ dashboard ASSIST ຂອງທ່ານໂດຍໃຊ້ອີເມລ໌ແລະໝາຍເລກຕິດຕາມຂອງທ່ານທີ່ລະບຸໄວ້ໃນຂັ້ນຕອນທີ 7 (a) ແລະ (b) ຂ້າງເທິງ.

ພາບລວມແບບທີ່ເຫັນໄດ້ເຕັມຕົວແລະຄົບຖ້ວນ ຂອງ dashboard ຂອງທ່ານນັ້ນສາມາດເບິ່ງໄດ້ຂ້າງລຸ່ມນີ້. ດັ່ງທີ່ທ່ານເຫັນ, ການດຳເນີນການຕ່າງໆລ້ວນແຕ່ໄດ້ຖືກເກັບບັນທຶກເພີ່ມເຂົ້າໄປໃນ 'History-ປະຫວັດ' ຂອງການດຳເນີນການຕ່າງໆ ເຊິ່ງສາມາດຫາເຫັນການທີ່ໄດ້ລະບຸໄວ້ວ່າ CA ນັ້ນໄດ້ “Rejected-ປະຕິເສດ” ຄຳຮ້ອງທຸກຂອງທ່ານໄປແລ້ວ.



Tracking ID #16920181030 / AMS-Y

History

Date	Action	Action By	Comments
30/10/2018 13:33:22	Reported	Central Administrator of ASSIST	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.
30/10/2018 13:24:11	Email Confirmed	ASEAN-based Enterprise	Email Confirmed
30/10/2018 13:21:22	New	ASEAN-based Enterprise	

WITHDRAW COMPLAINT

ASEAN ENTERPRISE

ASEAN Enterprise Name	Blue Sapphire Consulting Group		
Company Size	10 to 50	Address	Red Sparrow Street No. 13 City Y Country X
Phone	+96131415	City	City Y
Website	www.bluesapphirecg.com	ZIP Code	12130
		Country	AMS-X

CONTACT PERSON

First Name	Very	Address	Red Sparrow Street No. 13 City Y Country X
Last Name	Upset	City	City Y
Phone	+96131415	ZIP Code	12130
Position	Director	Country	AMS-X
Email	aseanenterprise0@gmail.com (Confirmed)		

COMPLAINT DESCRIPTION

Country of Legal Registration	AMS-X	Business Sector	Services
Registration Number	123456	Type of Problem	Services / Other Services
Company Registration Proof	Simulated Company Registration of Blue Sapphire Consulting Group		
Type of Business	Service provider	Destination Country	AMS-Y

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 in AMS-Y, 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. This is jeopardizing my chances of getting the job. Thus, I wish to raise an ASSIST complaint against AMS-Y through my company in AMS-X, for delaying the issuing of my work permit. The basis of my complaint is that 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 attach my company's business registration in AMS-X as the requirement to lodge a complaint under ASSIST.

Attachment

ໃຫ້ທ່ານຄລິກທີ່ໂອຕອນທີ່ເປັນຮູບແກ້ວຂະຫຍາຍໃນບ່ອນສະແດງຄໍາເຫັນທີ່ເປັນຫ້ອງຍາວໆລົງມາ. ການຕອບຮັບອັນຄົບຖ້ວນຈາກທາງ CA ກໍ່ຈະປາກົດຂຶ້ນມາໃຫ້ເຫັນ, ດັ່ງທີ່ໄດ້ສະແດງໃນພາບຂ້າງລຸ່ມນີ້:



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.

ການປະຕິເສດຄໍາຮ້ອງຂໍນັ້ນ ເມື່ອເບິ່ງແລ້ວກໍ່ຖືວ່າຖືກຕ້ອງແລະໄດ້ຜ່ານການພິຈາລະນາຢ່າງສົມເຫດສົມຜົນທີ່ພຽງພໍ.
ທາງ ASSIST ຈຶ່ງພິຈາລະນາວ່າ ເປັນກໍລະນີໜຶ່ງທີ່ຄໍາຮ້ອງທຸກໆນັ້ນບໍ່ໄດ້ເຄີຍຢືນມາກ່ອນ.