

ASSIST

មេរៀនមួយជំហានមួយសម្រាប់ការវិនិច្ឆ័យ ៤
(ពាណិជ្ជកម្មលើទំនិញ)

បណ្តឹងដែលដាក់ដោយសហគ្រាសអាស៊ានមួយ ដែលបានទទួលយកដោយរដ្ឋបាលកណ្តាល និងចំណុចទំនាក់ទំនងនៃប្រទេសគោលដៅ ហើយដំណោះស្រាយត្រូវបានស្នើឡើងដោយចំណុចទំនាក់ទំនងនៃប្រទេសគោលដៅ និងដោយសហគ្រាសអាស៊ាន។

បរិយាយសង្ខេបអំពីសំណុំរឿង៖ សេណារីយ៉ូនេះជាករណីធ្វើគ្រាប់មួយត្រូវបានរៀបចំឡើងដើម្បីឆ្លុះបញ្ចាំង ម៉ូដ ១ (ឬហៅថា ការផ្គត់ផ្គង់ឆ្លងដែន) នៃពាណិជ្ជកម្មអន្តរជាតិលើសេវាកម្ម ដែលបានកំណត់និយមន័យនៅក្នុងកិច្ចព្រមព្រៀងក្របខ័ណ្ឌអាស៊ានស្តីពីសេវាកម្ម (AFAS) និងកិច្ចព្រមព្រៀងទូទៅស្តីពីពាណិជ្ជកម្មលើសេវាកម្ម (GATS) ថាជាការផ្គត់ផ្គង់សេវាកម្មមួយចេញពីដែនដីនៃប្រទេសមួយទៅកាន់ដែនដីនៃប្រទេសមួយផ្សេងទៀត ឬនិយាយម្យ៉ាងទៀតថា នៅក្នុងគ្រប់ករណីពាណិជ្ជកម្ម ដែលជាសេវាកម្មមួយផ្លាស់ទីឆ្លងកាត់ព្រំដែន។

សេណារីយ៉ូនេះជាបណ្តឹងមួយត្រូវបានទទួលយកដោយរដ្ឋបាលកណ្តាលរបស់ ASSIST ថាបានធ្វើឡើងដោយត្រឹមត្រូវ និងមានសុពលភាពដោយដើមបណ្តឹង (ឧទាហរណ៍ មានភាពពេញលេញ និងស្ថិតនៅក្នុងដែនសមត្ថកិច្ចរបស់ ASSIST) និងត្រូវបានទទួលយកដោយប្រទេសគោលដៅ ថាជាបញ្ហាមួយដែលរដ្ឋជាសមាជិកអាស៊ាននោះមានឆន្ទៈចូលរួមដោះស្រាយជាមួយដើមបណ្តឹងតាមរយៈ ASSIST ប្រាស្រ័យទាក់ទងជាមួយ

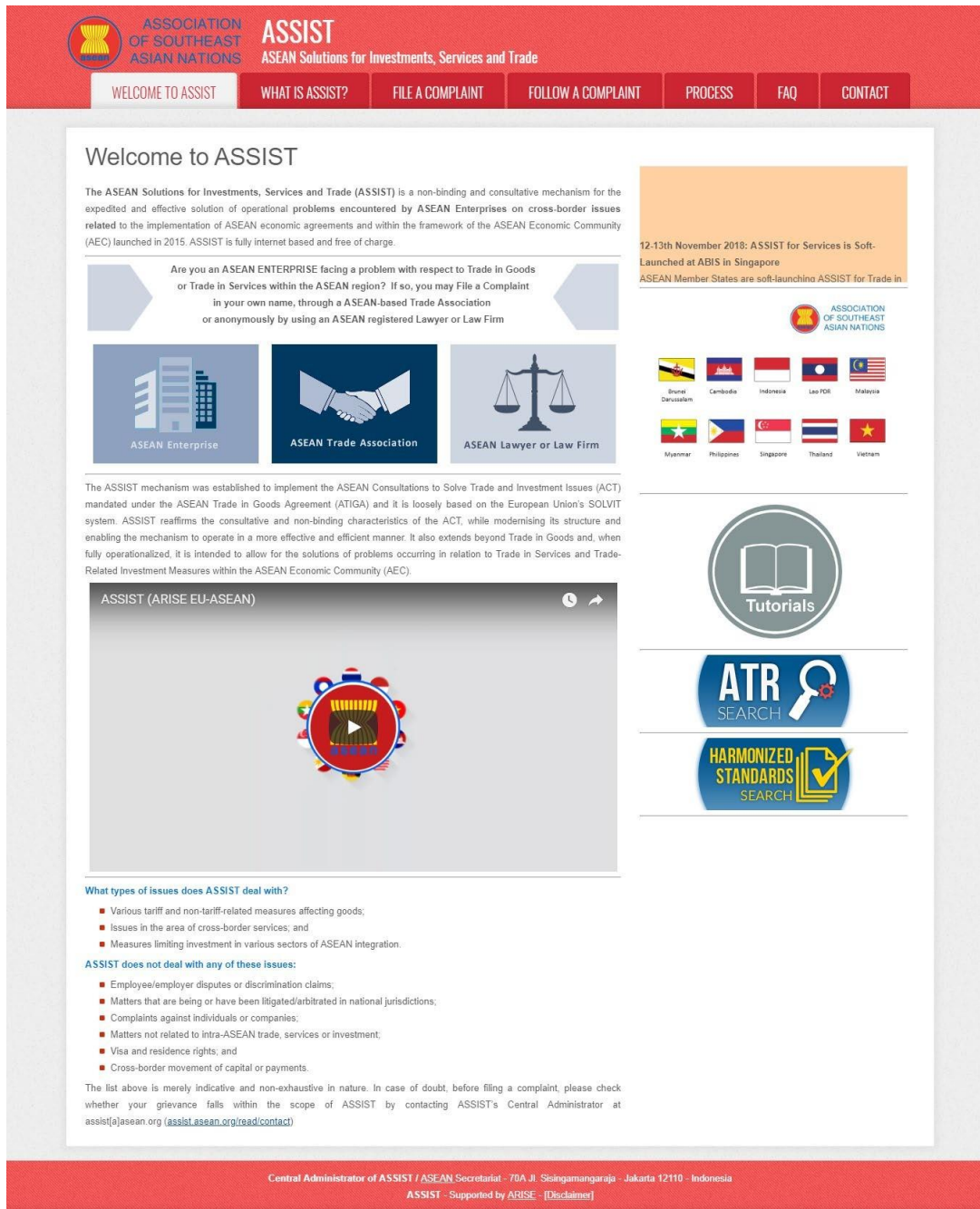
អាជ្ញាធរពាក់ព័ន្ធក្នុងស្រុក និងផ្តល់ដំណោះស្រាយដល់ដើមបណ្តឹងតាមរយៈ ASSIST។

បណ្តឹងនេះទាក់ទងនឹងច្បាប់ដឹកជញ្ជូនថ្មីមួយ ដែលបានដាក់ចេញដោយប្រទេសគោលដៅ ឈ្មោះ ច្បាប់ក្រសួងពាណិជ្ជកម្មលេខ ១៣ ឆ្នាំ២០១៨ ដែលចែងថា ទំនិញជាក់លាក់មួយចំនួនអាចដឹកជញ្ជូនសម្រាប់ការនាំចូល ឬការនាំចេញ បានតែជាមួយនឹងក្រុមហ៊ុនដឹកជញ្ជូនផ្លូវទឹករបស់ជាតិតែប៉ុណ្ណោះ។ ទំនិញ ៤ មុខ (គឺ ដែក អាលុយមីញ៉ូម កៅស៊ូ និងកប្បាស) ស្ថិតក្នុងចំណោមមុខទំនិញ ដែលរាយនាមនៅក្នុងច្បាប់ដឹកជញ្ជូនថ្មីនេះ។ ច្បាប់ថ្មីនេះនឹងប្រាកដជាបណ្តាលឱ្យមុខជំនួញរបស់ដើមបណ្តឹងខាតបង់ផ្នែកហិរញ្ញវត្ថុ ហើយនឹងទប់ស្កាត់ខ្លួនមិនឱ្យអាចផ្តល់សេវាដឹកជញ្ជូនផ្លូវទឹកទៅមករវាងប្រទេសដើម និងប្រទេសគោលដៅ។ ដើមបណ្តឹងព្រួយបារម្ភខ្លាំងណាស់ និងជឿជាក់ថាការវិវឌ្ឍផ្នែកច្បាប់ថ្មីនេះគឺផ្ទុយទៅនឹងពាណិជ្ជកម្មសេរី ផ្ទុយនឹងស្មារតីនៃសហគមន៍សេដ្ឋកិច្ចអាស៊ាន (AEC) ហើយក៏អាចនឹងផ្ទុយផងដែរទៅនឹងការសន្យា និងកាតព្វកិច្ចជាក់លាក់របស់ប្រទេសគោលដៅនៅក្រោមកិច្ចព្រមព្រៀងសេដ្ឋកិច្ចអាស៊ានដែលពាក់ព័ន្ធ (ដូចជា កិច្ចព្រមព្រៀងក្របខ័ណ្ឌអាស៊ានស្តីពីសេវាកម្ម ឬ AFAS ផងដែរ)។

បញ្ជីតួអង្គ និងអក្សរកាត់៖

- ដើមបណ្តឹង = មេធាវី ឬក្រុមហ៊ុនមេធាវីអាស៊ាន
- លេខាធិការដ្ឋានអាស៊ាន = រដ្ឋបាលកណ្តាលរបស់ ASSIST (CA)
- ប្រទេសដើម = ចំណុចទំនាក់ទំនងនៅក្នុងប្រទេសដើម (HCP) នៅក្នុងរដ្ឋសមាជិកអាស៊ាន X (AMS-X)
- ប្រទេសគោលដៅ = ចំណុចទំនាក់ទំនងនៅប្រទេសគោលដៅ (DCP) នៅក្នុងរដ្ឋសមាជិកអាស៊ាន Y (AMS-Y)
- អាជ្ញាធរជាតិពាក់ព័ន្ធ = អាជ្ញាធរពាក់ព័ន្ធ (RAs)

ខាងក្រោមនេះគឺជាគេហទំព័ររបស់ ASSIST



The screenshot shows the ASSIST website homepage. At the top is the ASEAN logo and the text 'ASSOCIATION OF SOUTHEAST ASIAN NATIONS'. Below this is the 'ASSIST' logo and the text 'ASEAN Solutions for Investments, Services and Trade'. A navigation bar contains links: 'WELCOME TO ASSIST', 'WHAT IS ASSIST?', 'FILE A COMPLAINT', 'FOLLOW A COMPLAINT', 'PROCESS', 'FAQ', and 'CONTACT'. The main content area has a 'Welcome to ASSIST' heading, followed by a paragraph explaining the mechanism. Below this is a section titled 'Are you an ASEAN ENTERPRISE facing a problem with respect to Trade In Goods or Trade In Services within the ASEAN region?' with three options: 'File a Complaint in your own name, through a ASEAN-based Trade Association', 'or anonymously by using an ASEAN registered Lawyer or Law Firm'. There are three icons representing 'ASEAN Enterprise', 'ASEAN Trade Association', and 'ASEAN Lawyer or Law Firm'. A video player shows a video titled 'ASSIST (ARISE EU-ASEAN)'. To the right, there is a section for 'Tutorials' and 'ATR SEARCH'. At the bottom, there is a footer with contact information for the Central Administrator of ASSIST.

ប្រសិនបើអ្នកដាក់ពាក្យបណ្តឹងនៅក្រោមឈ្មោះក្រុមហ៊ុនផ្ទាល់ខ្លួនរបស់អ្នក (បណ្តឹងមិនមែនអនាមិក) ហើយអ្នកមិនត្រូវបានតំណាងដោយសមាគមពាណិជ្ជកម្មណាមួយដែលមានមូលដ្ឋាននៅក្នុងអាស៊ាននោះទេ ហើយក៏មិនមែនតំណាងដោយអង្គភាពតំណាងផ្សេងទៀតណាមួយដែលអ្នកជ្រើសរើស ដូចជា សភាពាណិជ្ជកម្មក្រុមប្រឹក្សាធុរកិច្ច សហព័ន្ធធុរកិច្ច ឬមេធាវី ឬក្រុមហ៊ុនមេធាវីដែលចុះបញ្ជីទេនោះ ចូរអ្នកចុចនៅលើនិមិត្តសញ្ញា "ASEAN Enterprise" នៅលើផ្ទាំងសរសេរថា FILE A COMPLAINT។



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 - 70A Jl. Sisangamangaraja - Jakarta 12110 - Indonesia
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នៅពេលចុចលើនិមិត្តសញ្ញា "ASEAN Enterprise" ទំព័រខាងក្រោមនេះនឹងផុសឡើង។



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

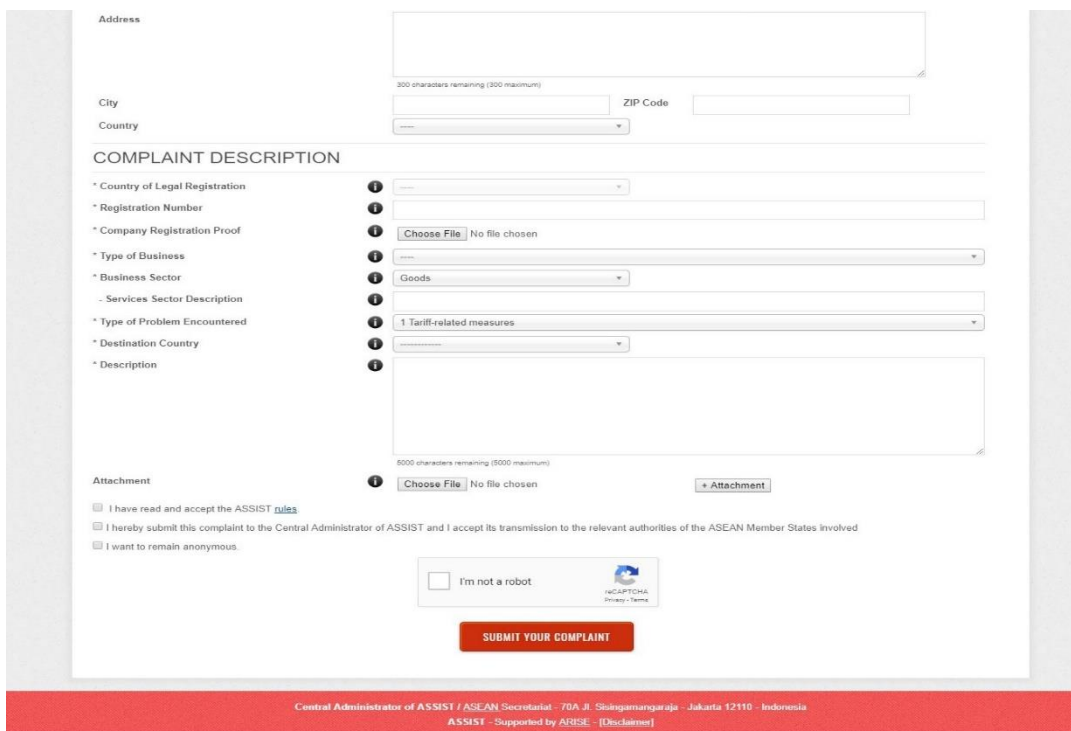
* Gender ☐ Mr ☐ Mrs ☐ Ms

* First Name * Last Name

* Phone

* Position

* Email



Address

City

Country

ZIP Code

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 want to remain anonymous.

☐ I'm not a robot.

SUBMIT YOUR COMPLAINT

Central Administrator of ASSIST / ASEAN Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia
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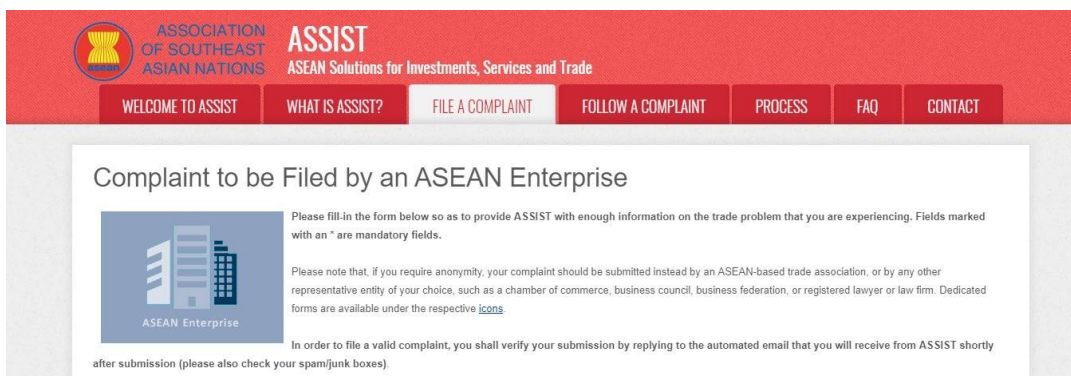
ចូរបំពេញទម្រង់ខាងលើដើម្បីផ្តល់ជូន ASSIST នូវព័ត៌មានគ្រប់គ្រាន់អំពីបញ្ហាពាណិជ្ជកម្មដែលអ្នកកំពុងជួបប្រទះ។ ត្រង់កន្លែងណាដែលសម្គាល់ដោយសញ្ញា (*) គឺចាំបាច់ត្រូវតែបំពេញ។ ប្រសិនបើអ្នកមិនយល់ច្បាស់ថាត្រូវបំពេញអ្វីនៅត្រង់កន្លែងនីមួយៗ គឺមានប៊ូតុង ❶ នៅក្បែរដែលអាចចុចមើលការណែនាំលម្អិតអំពីអ្វីដែលត្រូវបំពេញ។ ចូរចុចលើប៊ូតុង ❶ នោះដើម្បីឱ្យប្រាកដថាអ្នកបំពេញព័ត៌មានបានត្រឹមត្រូវ នៅក្នុងទម្រង់នីមួយៗ។

អ្វីដែលសំខាន់ខ្លាំង គឺត្រូវបំពេញនៅត្រង់កន្លែង “បរិយាយ” ឬ “Description”។ CA នឹងត្រូវផ្ទៀងផ្ទាត់ថាបរិយាយដែលផ្តល់ឱ្យនៅក្នុងបណ្តឹងគ្រប់គ្រាន់ដើម្បីកំណត់បញ្ហានៅក្នុងបរិបទនៃកិច្ចព្រមព្រៀងវិស័យនានាដែរឬទេ ដូច្នេះចូរប្រាប់បណ្តឹងរបស់អ្នកឱ្យបានហ្មត់ចត់ដោយមានអង្គហេតុ និងភស្តុតាងជាក់ស្តែងច្បាស់លាស់ដើម្បីជួយ CA ក្នុងការសម្រេចចិត្តថាតើគេគួរទទួលយក ឬមិនទទួលបណ្តឹងនោះ។

ជំហាន
3

បំពេញទម្រង់បែបបទនៃបណ្តឹង

ខាងក្រោមនេះគឺជាឧទាហរណ៍នៃបែបបទបណ្តឹងដែលបានបំពេញរួចរាល់សម្រាប់ករណីសិក្សាជាក់លាក់នេះ។



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

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).

SUBMIT YOUR COMPLAINT

ASEAN ENTERPRISE

* ASEAN Enterprise Name

Star 88 Co., Ltd.

* Company Size

50 to 100

* Phone

+905 524 1532

Website

www.star88.com

* Address

Better Living Street
City W
Country X

* City

City W

ZIP Code

1711

* Country

AMS-X

CONTACT PERSON

* Gender

☒ Mr
 ☐ Mrs
 ☐ Ms

* First Name

Paul

* Last Name

Smith

* Phone

+905 524 1532

* Position

Chief Executive Officer

* Email

aseanenterprise0@gmail.com

Address

Better Living Street
City W
Country X

* City

City W

ZIP Code

1711

* Country

AMS-X

COMPLAINT DESCRIPTION

* Country of Legal Registration

AMS-X

* Registration Number

123456

* Company Registration Proof

Choose File Annex 1-Simulat... 8 Co., Ltd.pdf

* Type of Business

Service provider

* Business Sector

Services

* Services Sector Description

* Type of Problem Encountered

11 Transport services

* Destination Country

AMS-Y

* Description

We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y.

Attachment

Choose File Annex 2-Simulated Law of AMS-Y.pdf

+ Attachment

Choose File Annex 3-Simulated AM...nsport Services.pdf

Remove

☒ I have read and accept the ASSIST rules

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

☐ I want to remain anonymous

I'm not a robot

reCAPTCHA

SUBMIT YOUR COMPLAINT

Central Administrator of ASSIST / ASEAN Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia

ASSIST - Supported by ARISE - [Disclaimer]

សម្រាប់ជាឧទាហរណ៍នៃបរិយាយដែលច្បាស់លាស់ស្តីពីបណ្តឹង ខាងក្រោមនេះគឺជាបរិយាយរបស់ AE អំពីបណ្តឹងរបស់ខ្លួននៅក្នុងករណីសិក្សានេះ៖

“យើងខ្ញុំជាក្រុមហ៊ុនដឹកជញ្ជូនចុះបញ្ជីស្របច្បាប់នៅក្នុង AMS-X។ យើងបានចុះកិច្ចព្រមព្រៀងដែលចង់កាតព្វកិច្ចពីរឆ្នាំគិតចាប់ពីខែមករា ឆ្នាំ២០១៨ មក ជាមួយក្រុមហ៊ុននាំចូល-នាំចេញមួយនៅក្នុង AMS-Y។ វិសាលភាពនៃកិច្ចព្រមព្រៀងគឺការនាំចេញដែក និងអាលុយមីញ៉ូមពី AMS-Y និងនាំចូលកៅស៊ូនិងកប្បាសពី AMS-Y មកក្នុង AMS-X វិញដោយប្រើប្រាស់នាវាដឹកជញ្ជូនរបស់យើង។ យើងបានព្រមព្រៀងគ្នាធ្វើកិច្ចការជំនួញនាំចេញ-នាំចូលនេះ ដោយការដឹកជញ្ជូនទៅមកពីប្រទេស AMS-X និង AMS-Y ដោយប្រើប្រាស់នាវាដឹកជញ្ជូនតែមួយ។ គោលបំណងគឺដើម្បីសន្សំសំចៃចំណាយលើថ្លៃប្រេងឥន្ធនៈ និងកម្លាំងកម្មករ ដោយមានទំនិញផ្ទុកពេញ ទាំងទៅ ទាំងមក ដូច្នេះ យើងអាចផ្តល់សេវាកម្មឆ្លងដែនដែលចំណាយតិច និងភាពប្រកួតប្រជែងដល់អតិថិជន ដែលមានមូលដ្ឋានទាំងនៅក្នុង AMS-X និង AMS-Y។

ថ្មីៗនេះ យើងបានដឹងថា AMS-Y បានដាក់ចេញនូវច្បាប់ដឹកជញ្ជូនថ្មីមួយ ឈ្មោះថា ច្បាប់ក្រសួងពាណិជ្ជកម្ម លេខ ១៣ ឆ្នាំ២០១៨ ដែលចែងថាទំនិញជាក់លាក់មួយចំនួនអាចដឹកជញ្ជូនសម្រាប់ការនាំចេញនាំចូលបានតែ ជាមួយក្រុមហ៊ុនដឹកជញ្ជូនផ្លូវទឹករបស់ជាតិតែប៉ុណ្ណោះ។ ទំនិញ ៤ មុខ (គឺ ដែក អាលុយមីញ៉ូម កៅស៊ូ និងកប្បាស) ស្ថិតក្នុងចំណោមមុខទំនិញដែលបានរាយបញ្ជីនៅក្នុងច្បាប់ដឹកជញ្ជូនថ្មីនេះ។ ច្បាប់ថ្មីនេះនឹងប្រាកដជាបណ្តាល ឱ្យមុខជំនួញរបស់ដើមបណ្តឹងខាតបង់ផ្នែកហិរញ្ញវត្ថុ ហើយនឹងទប់ស្កាត់ខ្លួនមិនឱ្យអាចផ្តល់សេវាដឹកជញ្ជូនផ្លូវទឹក ទៅមករវាង AMS-X និង AMS-Y។ យើងខ្ញុំព្រួយបារម្ភខ្លាំងណាស់ និងជឿជាក់ថា ការវិវឌ្ឍផ្នែកច្បាប់ថ្មីនេះគឺផ្ទុយ ទៅនឹងពាណិជ្ជកម្មសេរី ផ្ទុយនឹងស្មារតីនៃសហគមន៍សេដ្ឋកិច្ចអាស៊ាន (AEC) និងក៏អាចនឹងផ្ទុយផងដែរ ទៅនឹង ការសន្យា និងកាតព្វកិច្ចជាក់លាក់របស់ប្រទេសគោលដៅនៅក្រោមកិច្ចព្រមព្រៀងសេដ្ឋកិច្ចអាស៊ាន ដែល ពាក់ព័ន្ធ (ដូចជា កិច្ចព្រមព្រៀងក្របខ័ណ្ឌអាស៊ានស្តីពីសេវាកម្ម ឬ AFAS)។

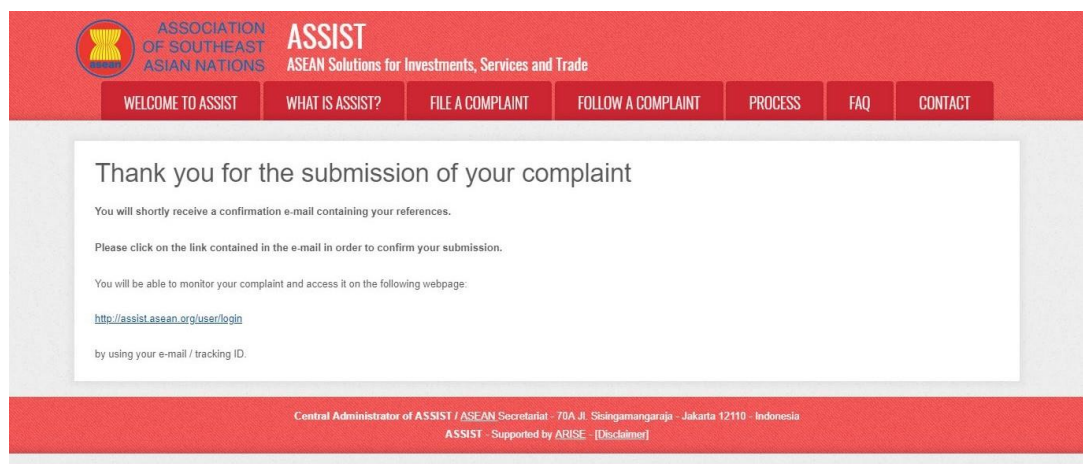
យើងយល់ឃើញថាច្បាប់ថ្មីនេះ គឺជាវិធានការគាំពារនិយមយ៉ាងជាក់ច្បាស់ និងផ្ទុយពីគោលការណ៍ពាណិជ្ជកម្ម សេរី ព្រមទាំងច្បាប់ជាប្រពៃណីស្តីពីសេវាកម្មផ្លូវទឹកអន្តរជាតិ ដែលនឹងប៉ះពាល់ធ្ងន់ធ្ងរដល់ក្រុមហ៊ុនដឹកជញ្ជូននៅ ក្នុងប្រទេស AMS-X ដែលកំពុងផ្តល់សេវាកម្មដឹកជញ្ជូនផ្លូវទឹកឆ្លងដែន ពាក់ព័ន្ធនឹងទំនិញដែលប៉ះពាល់ដោយ ច្បាប់ថ្មីនេះ។ ជាងនេះទៅទៀត វិធានការថ្មីរបស់ AMS-Y ក៏រំលោភយ៉ាងជាក់ស្តែងទៅលើការសន្យារបស់ AMS-Y ចំពោះអង្គការពាណិជ្ជកម្មពិភពលោក និងការរំលោភលើកម្មវិធីនៃការសន្យាជាក់លាក់របស់ AMS-Y នៅក្រោម AFAS ដែលក្រោមកិច្ចព្រមព្រៀងនេះ AMS-Y បានសន្យាអនុញ្ញាតឱ្យក្រុមហ៊ុនដឹកជញ្ជូនបរទេសដែលផ្តល់ សេវាកម្មដឹកជញ្ជូនទំនិញឆ្លងដែន នៅក្នុងអាស៊ាន អាចធ្វើប្រតិបត្តិការនៅក្នុងដែនទឹករបស់ខ្លួន ដោយគ្មានការ រឹតត្បិត ទៅលើលទ្ធភាពចូលទីផ្សារ និងប្រព្រឹត្តកម្មជាតិ ដូច្នេះយើងសូមសំណូមពរឱ្យ AMS-Y លុបចោល ឬ ធ្វើវិសោធនកម្មច្បាប់ថ្មីនេះទៅតាមការគួរ។

នៅពេលដាក់បណ្តឹងដោយចុចលើ “Submit Your Complaint” ទំព័រខាងក្រោមនេះនៅក្នុងជំហាន ៤ នឹងបង្ហាញ ខ្លួនឡើង។

ជំហាន
4

ទទួលការជូនដំណឹងពី ASSIST

នៅពេលអ្នកបំពេញបែបបទបណ្តឹងនៅលើគេហទំព័រ ASSIST ទំព័រខាងក្រោមនេះនឹងបង្ហាញឡើងដោយប្រាប់ អ្នកថាអ៊ីមែលបញ្ជាក់មួយនឹងផ្ញើទៅកាន់អាសយដ្ឋានអ៊ីមែល ដែលអ្នកបានផ្តល់នៅលើបែបបទនៃពាក្យបណ្តឹង នោះ។



ការជូនដំណឹងខាងលើនេះចង្អុលបង្ហាញថាអ្នកគួរតែចុចលើតំណភ្ជាប់ដែលបានផ្តល់នៅក្នុងគណនីអ៊ីមែលរបស់ អ្នកដើម្បីបញ្ជាក់អំពីបណ្តឹងរបស់អ្នកដែលដាក់ទៅកាន់ ASSIST។

ជំហាន
5

បញ្ជាក់បណ្តឹងរបស់អ្នក ពីក្នុងគណនីអ៊ីមែលរបស់អ្នក

(ក) ចូរចូលទៅកាន់គណនីអ៊ីមែលដែលអ្នកបានផ្តល់នៅក្នុងបែបបទបណ្តឹង។ អ្នកនឹងទទួលបានអ៊ីមែលពី ASSIST ដែលស្នើឱ្យអ្នកបញ្ជាក់បណ្តឹងរបស់អ្នក ដោយចុចលើតំណភ្ជាប់ដែលបានផ្តល់ឱ្យ ឬដោយថតចម្លង (copy-paste) តំណភ្ជាប់នោះទៅលើកម្មវិធីបើកអ៊ីនធឺណិត។ ASSIST ក៏តម្រូវឱ្យអ្នកធ្វើដូច្នេះដែរដើម្បីបញ្ជាក់ថាអាសយដ្ឋានអ៊ីមែលដែលអ្នកបានផ្តល់ឱ្យគឺជាអាសយដ្ឋានដែលមានសុពលភាពត្រឹមត្រូវ។ លេខបណ្តឹងរបស់អ្នកក៏ត្រូវបានផ្តល់ឱ្យនៅក្នុងអ៊ីមែលនេះដែរ។ ក្នុងករណីនេះ លេខបណ្តឹងរបស់អ្នក គឺ **14620181017**។ ខាងក្រោមនេះគឺជាអ៊ីមែលដែលអ្នកនឹងទទួលបានពី ASSIST។




ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST] Thanks to confirm your complaint #14620181017 submission

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

Wed, Oct 17, 2018 at 12:49 PM



ASSIST
ASEAN Solutions for Investments, Services and Trade

Dear Mr Paul Smith,

Thank you for having filed a complaint on **ASSIST**, the system of ASEAN Solutions for Investments, Services and Trade.

http://assist.asean.org/user/confirm_email
http://assist.aseandevelopment.space/user/confirm_email?email=aseanenterprise0@gmail.com&id=14620181017&code=3y4r38bbq98

<http://assist.asean.org/user/login> by using your e-mail / tracking ID: aseanenterprise0@gmail.com / **14620181017**
<http://assist.aseandevelopment.space/user/login> by using your e-mail / tracking ID: aseanenterprise0@gmail.com / **14620181017**

ASEAN Enterprise / Trade Association / Law Firm : Star 88 Co., Ltd. (type Enterprise)
 Company size : 50 to 100
 Phone : +905 524 1532
 Website : www.star88.com
 Address : Better Living Street City W Country X
 City : City W / Zip Code : 1711
 Country : **AMS-X**

Contact person : Mr Paul Smith
 Phone : +905 524 1532
 Position : Chief Executive Officer
 Email : aseanenterprise0@gmail.com
 Address : Better Living Street City W Country X
 City : City W / Zip Code : 1711
 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 /
 Type of problem encountered : Transport services
 Destination Country : **AMS-Y**

Description:
 We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2016 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminum from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.

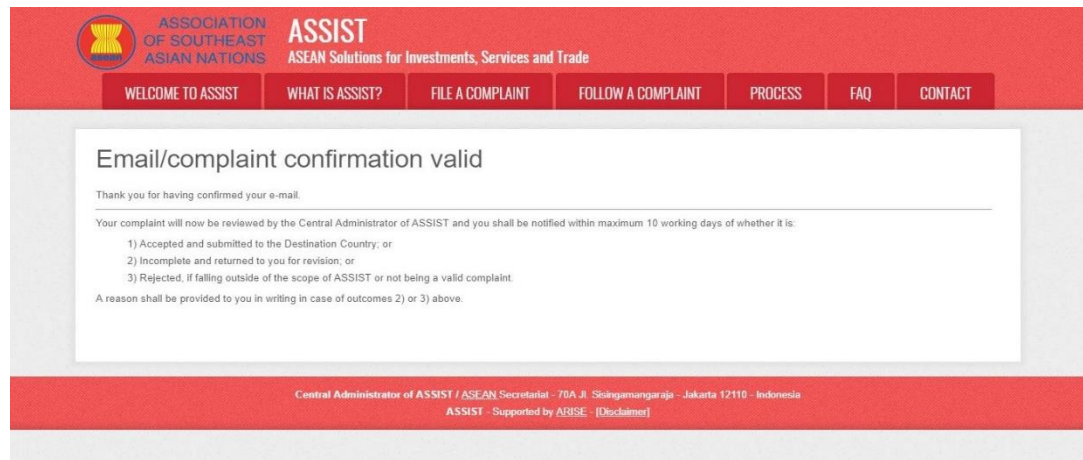
Thanking you, ASSIST is at your service.

assist.asean.org

3 attachments

-  [Annex_2-Simulated_Law_of_AMS-Y2.pdf](#)
47K
-  [Annex_3-Simulated_AMS-Y_Schedule_of_Specific_Commitments-Maritime_Transport_Services.pdf](#)
90K
-  [Annex_1-Simulated_Company_Registration_of_Star_88_Co.,Ltd_.pdf](#)
50K

(ខ) ចូរចូលលើគំណភ្ជាប់ទៅតាមការស្នើសុំនៅក្នុងអ៊ីមែលខាងលើបន្ទាប់មកទំព័រខាងក្រោមនេះនឹងបង្ហាញឡើង។



ការជូនដំណឹងខាងលើ នឹងប្រាប់អ្នកថាបណ្តឹងរបស់អ្នកនឹងត្រូវពិនិត្យដោយ CA និងថា អ្នកនឹងត្រូវបានជូនដំណឹងតាមអ៊ីមែលក្នុងរយៈពេលយ៉ាងយូរបំផុត ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) ថា៖

១) បណ្តឹងត្រូវបានទទួលយក និងដាក់ជូនទៅប្រទេសគោលដៅ ឬ

២) បណ្តឹងមានលក្ខណៈមិនពេញលេញ និងត្រូវបញ្ជូនឱ្យអ្នកវិញដើម្បីធ្វើការកែសម្រួល ឬ

៣) បណ្តឹងត្រូវបានប្រានចោល ប្រសិនបើវាស្ថិតនៅក្រៅសមត្ថកិច្ចរបស់ ASSIST ឬវាមិនមែនជាបណ្តឹងដែលមានសុពលភាព។

ចូរចូលទៅកាន់គណនីអ៊ីមែលរបស់អ្នក។

ជំហាន

6

ទទួលអ៊ីមែលពី ASSIST ថា អាសយដ្ឋានអ៊ីមែល និងបណ្តឹងរបស់អ្នកមានសុពលភាព

ចូរចូលទៅកាន់គណនីអ៊ីមែលរបស់អ្នក ហើយអ្នកនឹងឃើញអ៊ីមែលថ្មីមួយផ្ញើមកពី ASSIST។ អ៊ីមែលនេះបង្ហាញថាអ្នកបានបញ្ជាក់បណ្តឹងរបស់អ្នករួចហើយ CA នឹងពិនិត្យសុពលភាពបណ្តឹង និងថាបណ្តឹងនោះត្រូវបានធ្វើឡើងនៅក្នុងក្របខ័ណ្ឌ ASSIST។ បន្ទាប់មក ASSIST នឹងឆ្លើយតបដោយបញ្ជាក់ថាតើបណ្តឹងនោះត្រូវបានទទួលយក ឬយ៉ាងណា ថាតើវាមិនពេញលេញ ឬត្រូវបានប្រានចោលនៅក្នុងរយៈពេល ១០ ថ្ងៃយ៉ាងយូរបំផុត។

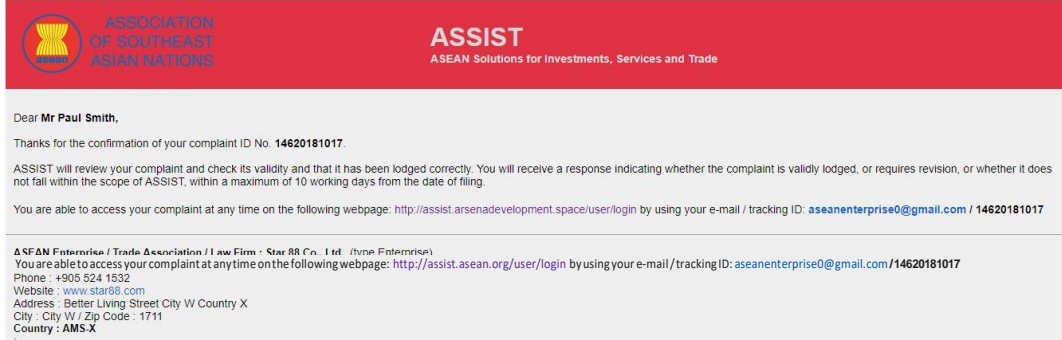


ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST] Thanks for your email confirmation for the complaint #14620181017

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

Wed, Oct 17, 2018 at 1:09 PM



Contact person : Mr. Paul Smith
Phone : +905 524 1532
Position : Chief Executive Officer
Email : aseanenterprise0@gmail.com
Address : Better Living Street City W Country X
City : City W / Zip Code : 1711
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 /
Type of problem encountered : Transport services
Destination Country : AMS-Y


Description:

We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.


Thanking you, ASSIST is at your service.

assist.asean.org

3 attachments

 [Annex_2-Simulated_Law_of_AMS-Y2.pdf](#)
47K

 [Annex_3-Simulated_AMS-Y_Schedule_of_Specific_Commitments-Maritime_Transport_Services.pdf](#)
90K

 [Annex_1-Simulated_Company_Registration_of_Star_88_Co.,Ltd_.pdf](#)
50K

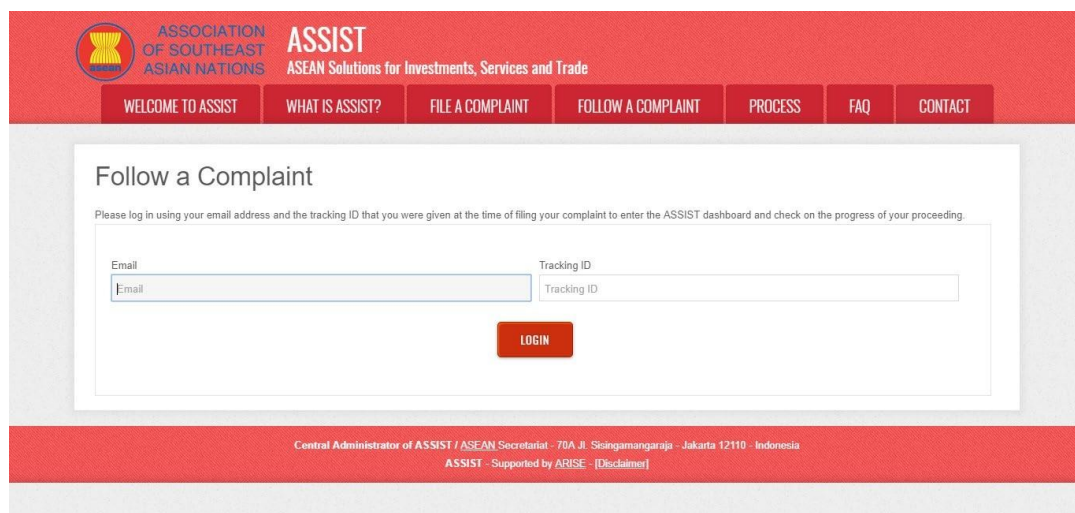
ដូចដែលបានបង្ហាញនៅក្នុងអ៊ីមែលខាងលើ ឥឡូវនេះអ្នកអាចតាមដានវឌ្ឍនភាពនៃបណ្តឹងរបស់អ្នកដោយចុចលើតំណភ្ជាប់ដែលបានផ្តល់ដែលនឹងនាំអ្នកទៅដល់ទំព័រ "Follow a Complaint" នៅលើគេហទំព័រ ASSIST។

ជំហាន

7

តាមដានវឌ្ឍនភាពនៃបណ្តឹងរបស់អ្នក

(ក) ចូរចូលទៅតំណភ្ជាប់នេះ៖ <http://assist.asean.org/user/login> ឬចូលទៅរក "Follow a Complaint" នៅលើរោងចក្រនៃគេហទំព័រ ASSIST។ ទំព័រខាងក្រោមនេះនឹងលេចឡើង។



(ខ) បញ្ចូលអាសយដ្ឋានអ៊ីមែល និងលេខ ID តាមដានរបស់អ្នក (លេខបណ្តឹងរបស់អ្នក) នៅក្នុងប្រអប់ដែលចាំបាច់ត្រូវបំពេញដើម្បីចូលទៅកាន់ទីនោះ។ ក្នុងករណីនេះអាសយដ្ឋានអ៊ីមែលគឺ aseanenterprise0@gmail.com ហើយលេខ ID បណ្តឹងរបស់អ្នក គឺ **14620181017**។



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

aseanenterprise0@gmail.com

Tracking ID

LOGIN

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

នៅពេលអ្នកចូលទៅដល់ហើយ អ្នកនឹងឃើញ dashboard នៅលើគេហទំព័រ ASSIST របស់អ្នក ដែលទីនោះ អ្នកអាចតាមដានវឌ្ឍនភាពនៃបណ្តឹងរបស់អ្នកបាន។

(គ) នេះជារូបភាពនៃ dashboard នៅលើគេហទំព័រ ASSIST របស់អ្នក នៅពេលអ្នកបំពេញឈ្មោះចូលដោយ ជោគជ័យរួចហើយ ។



Tracking ID #14620181017 / AMS-Y

History

Date	Action	Action By	Comments
17/10/2018 13:09:04	Email Confirmation	ASEAN-based Enterprise	Email Confirmed
17/10/2018 12:49:41	New	ASEAN-based Enterprise	

WITHDRAW COMPLAINT

ASEAN ENTERPRISE

ASEAN Enterprise Name	Star 88 Co., Ltd.		
Company Size	50 to 100	Address	Better Living Street City W Country X
Phone	+905 524 1532	City	City W
Website	www.star88.com	ZIP Code	1711
		Country	AMS-X

CONTACT PERSON

First Name	Paul	Address	Better Living Street City W Country X
Last Name	Smith	City	City W
Phone	+905 524 1532	ZIP Code	1711
Position	Chief Executive Officer	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 / Transport services
Company Registration Proof	Annex 1- Simulated Company Registration of Star 88 Co., Ltd. pdf		
Type of Business	Service provider	Destination Country	AMS-Y

Description	We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this		
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Attachment

new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.

[Annex 2-Simulated Law of AMS-Y2.pdf](#)

[Annex 3-Simulated AMS-Y Schedule of Specific Commitments-Maritime Transport Services.pdf](#)

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

ដូចដែលអ្នកអាចមើលឃើញនៅលើ dashboard ចំណាត់ការនានាដែលធ្វើឡើងពាក់ព័ន្ធនឹងបណ្តឹងរបស់អ្នក ត្រូវបានបង្ហាញយ៉ាងច្បាស់នៅលើ dashboard ហើយបញ្ជីនេះនឹងត្រូវធ្វើបច្ចុប្បន្នភាពជាទៀងទាត់ នៅពេលដែលចំណាត់ការអ្វីមួយត្រូវបានធ្វើឡើង។ ទម្រង់បណ្តឹងដែលអ្នកបានបំពេញរួច និងបានដាក់ជូនរួច ក៏អាចរកមើលនៅលើ dashboard នេះបានដែរ។

ជំហាន
8

រដ្ឋបាលកណ្តាលនិងពិនិត្យបណ្តឹងអ្នកឡើងវិញ រួចហើយផ្ញើចម្លើយតបចូលគណនីអ៊ីមែលរបស់អ្នក (ទទួលយក មិនពេញលេញ ឬច្រានចោល)

នៅពេល CA បានពិនិត្យមើលបណ្តឹងរបស់អ្នករួចរាល់ហើយ និងបានសម្រេចចិត្តថា តើទទួលយក/ចាត់ថា មិនពេញលេញ/ច្រានចោល ឬយ៉ាងណានោះ អ៊ីមែលមួយនឹងត្រូវផ្ញើទៅអ្នកក្នុងរយៈពេល ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) យ៉ាងយូរបំផុត គិតចាប់ពីថ្ងៃដាក់ពាក្យបណ្តឹង។

ក្នុងខណៈនេះប្រសិនបើ CA មិនមានចំណាត់ការអ្វីទេ នោះ CA នឹងទទួលបានការក្រើនរំពួកដោយស្វ័យប្រវត្តិតាមអ៊ីមែលពីប្រព័ន្ធអនឡាញរបស់ ASSIST ក្នុងរយៈពេល ៧ ថ្ងៃបន្ទាប់ពីថ្ងៃដាក់ពាក្យបណ្តឹង។ ដូចបានបង្ហាញខាងលើ CA ត្រូវតែសម្រេចចិត្តថា តើត្រូវទទួលយកប្រកាសថាមិនពេញលេញនិងស្នើឱ្យកែសម្រួលឡើងវិញ ឬច្រានចោលពាក្យបណ្តឹងក្នុងរយៈពេល ១០ ថ្ងៃ (ថ្ងៃធ្វើការ)។

អ៊ីមែលរំពួកទី១ សម្រាប់រដ្ឋបាលកណ្តាល៖



Central Administrator ASEC <caatasec@gmail.com>

[ASSIST] Complaint #13320180921 reminder for CA

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

Sat, Sep 22, 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:
13320180921

Thanking you, ASSIST is at your service.

assist.asean.org [Disclaimer]

ចូរពិនិត្យអ៊ីមែលអ្នកឱ្យបានទៀងទាត់ក្នុងអំឡុងពេល ១០ ថ្ងៃ បន្ទាប់ពីថ្ងៃដែលអ្នកបានដាក់ពាក្យបណ្តឹង។
អ្នកប្រាកដជានឹងទទួលបានអ៊ីមែលពី ASSIST។




ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST] Your complaint #14620181017 is accepted by CA


No Reply ASSIST <assist@asean.org>

Reply-To: "assist@asean.org" <assist@asean.org>

Wed, Oct 17, 2018 at 2:40 PM



ASSOCIATION OF SOUTHEAST ASIAN NATIONS



ASSIST
ASEAN Solutions for Investments, Services and Trade

Dear Mr Paul Smith,

Your complaint ID No. 14620181017 has been accepted by ASSIST.

You are able to access your complaint at any time on the following webpage: <http://assist.arsenadevelopment.space/user/login> by using your e-mail / tracking ID.

You are able to access your complaint at any time on the following webpage: <http://assist.asean.org/user/login> by using your e-mail / tracking ID.

You will be promptly notified of the response by the Destination Country through ASSIST.

ASEAN Enterprise / Trade Association / Law Firm : Star 88 Co., Ltd. (type Enterprise)
Company size : 50 to 100
Phone : +905 524 1532
Website : www.star88.com
Address : Better Living Street City W Country X
City : City W / Zip Code : 1711
Country : AMS-X

Contact person : Mr. Paul Smith
Phone : +905 524 1532
Position : Chief Executive Officer
Email : aseanenterprise0@gmail.com
Address : Better Living Street City W Country X
City : City W / Zip Code : 1711
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 /
Type of problem encountered : Transport services
Destination Country : AMS-Y

Description:
We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-Y. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.

Thanking you, ASSIST is at your service.

assist.asean.org

នៅក្នុងករណីនេះ អ៊ីមែលខាងលើនេះបង្ហាញថាបណ្តឹងរបស់អ្នកត្រូវបានទទួលយកដោយ CA។ អ៊ីមែលក៏ប្រាប់អ្នកផងដែរថាបណ្តឹងរបស់អ្នក ឥឡូវនេះត្រូវបានបញ្ជូនរួចហើយទៅកាន់កន្លែងទំនាក់ទំនងនៃប្រទេសគោលដៅដែលជាទីភ្នាក់ងាររដ្ឋាភិបាល (កន្លែងទំនាក់ទំនង ASSIST) នៅក្នុង AMS-Y ដែលអ្នកកំពុងជួបប្រទះបញ្ហាពាណិជ្ជកម្ម និងជាកន្លែងដែលបណ្តឹងរបស់អ្នកត្រូវបានបញ្ជូនទៅ និងស្វែងរកដំណោះស្រាយ។ DCP នៅក្នុង AMS-Y នឹងត្រូវផ្តល់ពេលឱ្យ ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) ដើម្បីពិនិត្យមើលបណ្តឹងរបស់អ្នករួចហើយសម្រេចថាតើទទួលយក ច្រានចោល ឬបញ្ជូនត្រឡប់ទៅអ្នកវិញ ដោយស្មើសំព័ត៌មានបន្ថែម ឬយ៉ាងណា។ ធ្វើដូច្នេះគឺទុកពេលឱ្យ DCP ពិនិត្យសេចក្តីលម្អិតនៃបណ្តឹង រួចហើយពិគ្រោះជាមួយអាជ្ញាធរជាតិពាក់ព័ន្ធប្រសិនបើចាំបាច់ ។

កន្លែងទំនាក់ទំនងនៅប្រទេសដើម ដែលជាទីភ្នាក់ងាររដ្ឋាភិបាល (កន្លែងទំនាក់ទំនង ASSIST) នៅក្នុង AMS-X (ប្រទេសដើមរបស់អ្នក) ក៏ត្រូវបានជូនដំណឹងផងដែរថាបណ្តឹងរបស់អ្នកត្រូវបានធ្វើរួចរាល់ហើយ។

ប្រសិនបើអ្នកមិនបានទទួលអ៊ីមែលពី ASSIST ក្នុងរយៈពេលដែលបានកំណត់ (១០ថ្ងៃ ថ្ងៃធ្វើការ) គិតចាប់ពីថ្ងៃដាក់ពាក្យបណ្តឹង) នោះទេ នោះមានន័យថា CA មានចំណាត់ការយឺតយ៉ាវ។ CA នឹងទទួលបានសារព្រឹត្តិស្វ័យប្រវត្តិមួយទៀតតាមអ៊ីមែល (១៥ ថ្ងៃ បន្ទាប់ពីថ្ងៃដាក់ពាក្យបណ្តឹង) ដែលព្រឹត្តិសារ CA ត្រូវមានចំណាត់ការចំពោះបណ្តឹងនេះ។ CA នឹងទទួលអ៊ីមែលដូចខាងក្រោម៖

អ៊ីមែលព្រឹត្តិ ទី២ សម្រាប់រដ្ឋបាលកណ្តាល៖

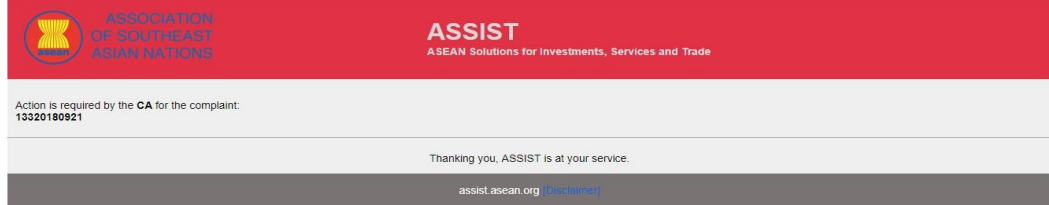


Central Administrator ASEC <caatasec@gmail.com>

[ASSIST] Complaint #13320180921 reminder for CA

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

Sun, Sep 23, 2018 at 5:00 AM

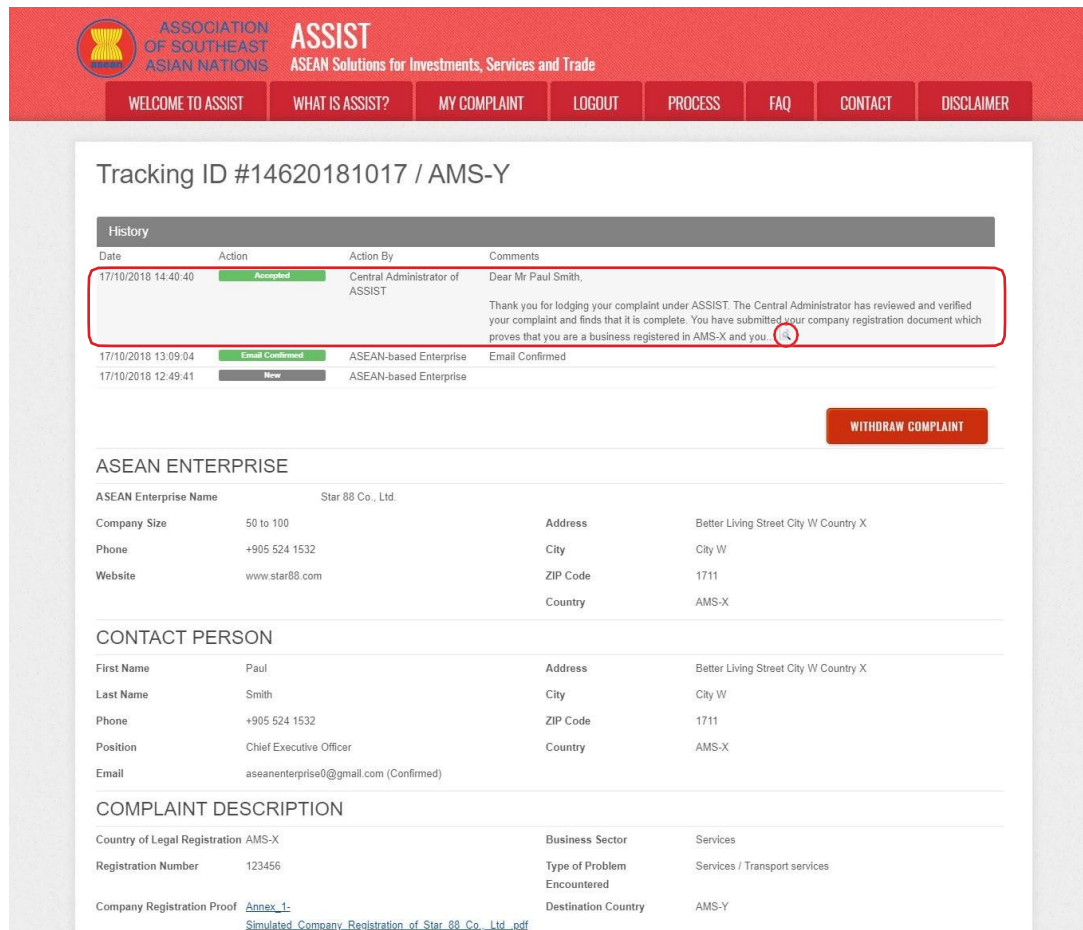


ជំហាន
9

ចូលទៅ Dashboard នៃគេហទំព័រ ASSIST របស់អ្នក ដោយប្រើគណនីអ៊ីមែល និងលេខ ID បណ្តឹងដើម្បីមើលការឆ្លើយតប ជាក់ស្តែងពី រដ្ឋបាលកណ្តាល

ប្រសិនបើអ្នកចង់មើលចម្លើយពេញលេញពី CA អ្នកចាំបាច់ត្រូវចុះឈ្មោះចូលទៅកាន់ dashboard របស់អ្នក នៅលើគេហទំព័រ ASSIST ដោយប្រើគណនីអ៊ីមែលរបស់អ្នក និងលេខ ID បណ្តឹងដូចបានបង្ហាញនៅក្នុង ជំហាន 7 (ក) និង (ខ) ខាងលើ។

ខាងក្រោមនេះគឺជាប្រភពនៃ dashboard។ ដូចដែលអ្នកអាចមើលឃើញចំណាត់ការមួយផ្សេងទៀតទើបតែ ត្រូវបានបន្ថែមទៅក្នុង "History" របស់អ្នកដែលបញ្ជាក់ថា CA បាន "ទទួលយក" បណ្តឹងរបស់អ្នក។



Tracking ID #14620181017 / AMS-Y

Date	Action	Action By	Comments
17/10/2018 14:40:40	Accepted	Central Administrator of ASSIST	Dear Mr Paul Smith, Thank you for lodging your complaint under ASSIST. The Central Administrator has reviewed and verified your complaint and finds that it is complete. You have submitted your company registration document which proves that you are a business registered in AMS-X and you.
17/10/2018 13:09:04	Email Confirmed	ASEAN-based Enterprise	Email Confirmed
17/10/2018 12:49:41	New	ASEAN-based Enterprise	

WITHDRAW COMPLAINT

ASEAN ENTERPRISE

ASEAN Enterprise Name		Star 88 Co., Ltd.	
Company Size	50 to 100	Address	Better Living Street City W Country X
Phone	+905 524 1532	City	City W
Website	www.star88.com	ZIP Code	1711
		Country	AMS-X

CONTACT PERSON

First Name	Paul	Address	Better Living Street City W Country X
Last Name	Smith	City	City W
Phone	+905 524 1532	ZIP Code	1711
Position	Chief Executive Officer	Country	AMS-X
Email	aseanenterprise0@gmail.com (Confirmed)		

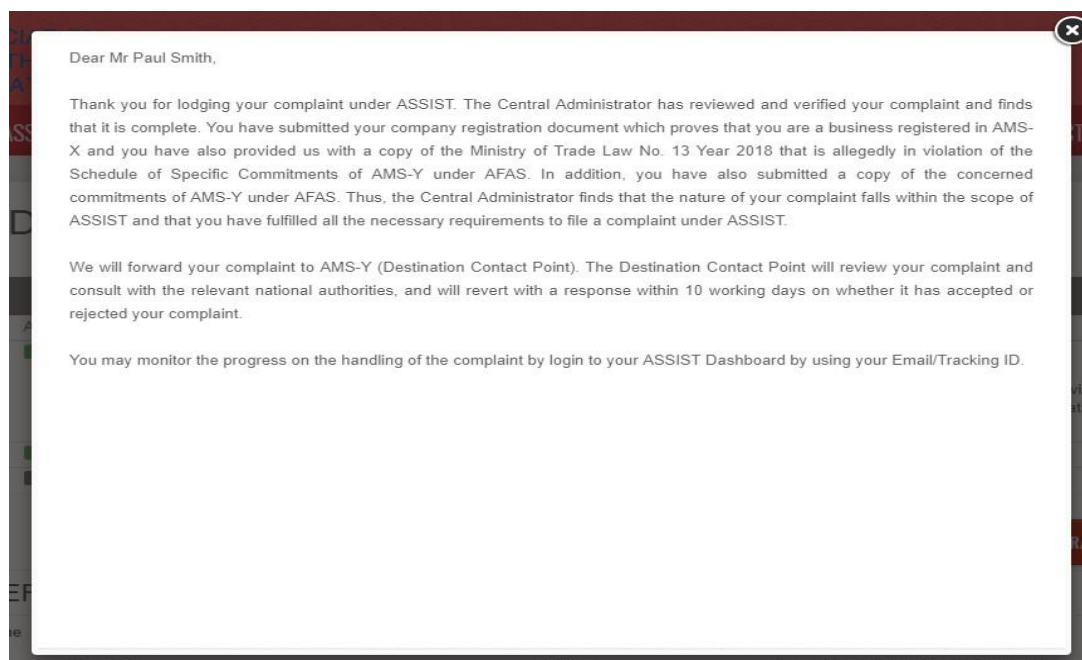
COMPLAINT DESCRIPTION

Country of Legal Registration	AMS-X	Business Sector	Services
Registration Number	123456	Type of Problem Encountered	Services / Transport services
Company Registration Proof	Annex 1- Simulated Company Registration of Star 88 Co., Ltd. pdf	Destination Country	AMS-Y

Type of Business	Service provider
Description	<p>We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.</p>
Attachment	<p>Annex 2-Simulated Law of AMS-Y2.pdf Annex 3-Simulated AMS-Y Schedule of Specific Commitments-Maritime Transport Services.pdf</p>

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

ចូរចុចលើនិមិត្តសញ្ញាកែតម្រូវនៅក្នុងប្រអប់អធិប្បាយ។ ចម្លើយតបពេញលេញពី CA នឹងបង្ហាញឡើង
 ដូចដែលអ្នកឃើញខាងក្រោមនេះ៖



ដូចដែលបានបង្ហាញនៅក្នុងជំហានទី 8 នៅពេលដែល CA ទទួលយកបណ្តឹងរួចហើយ បណ្តឹងនោះនឹង
 បញ្ជូនទៅកាន់កន្លែងទំនាក់ទំនងនៃប្រទេសគោលដៅ (DCP) នៅក្នុង AMS-Y ជាទីកន្លែងដែលអ្នកកំពុង
 ជួបប្រទះនឹងបញ្ហាពាណិជ្ជកម្ម។ DCP នៅក្នុង AMS-Y នឹងត្រូវផ្តល់ពេលឱ្យ ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) ដើម្បីពិនិត្យ
 មើលបណ្តឹងរបស់អ្នក រួចហើយសម្រេចថាតើទទួលយក ឬច្រានចោល។ ធ្វើដូច្នេះគឺទុកពេលឱ្យ DCP ពិ
 និត្យសេចក្តីលម្អិតនៃបណ្តឹង រួចហើយពិគ្រោះជាមួយអាជ្ញាធរជាតិពាក់ព័ន្ធប្រសិនបើចាំបាច់។ នៅពេល
 DCP ឆ្លើយតបអ៊ីមែលនឹងបញ្ជូនទៅអ្នកចេញពីប្រព័ន្ធ ASSIST ដោយជូនដំណឹងអ្នកអំពីថាតើបណ្តឹងរបស់
 អ្នកត្រូវបានទទួលយក ឬច្រានចោលដោយ DCP នៅក្នុង AMS-Y។

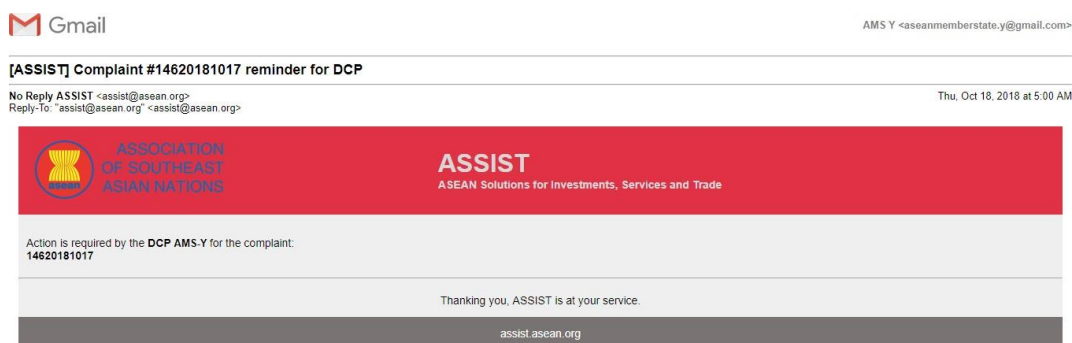
ជំហាន
10

ទទួលការជូនដំណឹងតាមអ៊ីមែលពី ASSIST ប្រាប់ថា តើបណ្តឹងរបស់អ្នក ត្រូវបានទទួលយក ឬច្រានចោល ដោយចំណុចទំនាក់ទំនងនៃ AMS-Y

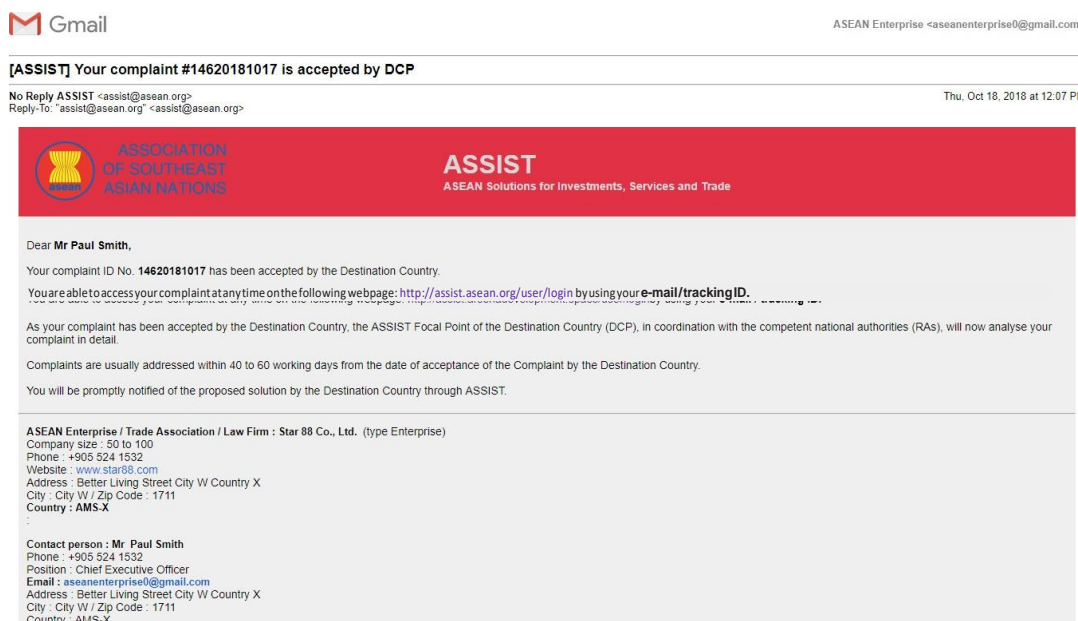
នៅក្នុងរយៈពេល ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) បន្ទាប់ពីទទួលបានការឆ្លើយតបពី CA ថាបណ្តឹងរបស់អ្នកត្រូវបានទទួលយក អ្នកនឹងទទួលបានអ៊ីមែលមួយដូចខាងក្រោមនេះដែលប្រាប់អ្នកថាបណ្តឹងរបស់អ្នកត្រូវបានទទួលយក ឬច្រានចោល ដោយ DCP នៅក្នុង AMS-Y។

ប្រសិនបើ ក្នុងខណៈនេះ DCP ពុំមានចំណាត់ការអ្វីមួយទេ នោះ DCP នឹងទទួលបានសារព្រឹត្តិស្វ័យប្រវត្តិខាងក្រោមនេះតាមអ៊ីមែលពីប្រព័ន្ធអនឡាញ ASSIST ក្នុងរយៈពេល ៧ ថ្ងៃ (ថ្ងៃប្រតិទិន) បន្ទាប់ពីបណ្តឹងត្រូវបានទទួលយកដោយ CA។ ដូចដែលបានបង្ហាញខាងលើ DCP ត្រូវតែសម្រេចចិត្តថាតើទទួលយក ឬច្រានចោលបណ្តឹង ក្នុងរយៈពេល ១០ថ្ងៃ (ថ្ងៃធ្វើការ) គិតចាប់ពីថ្ងៃដែល CA ទទួលយកបណ្តឹងរួចមក។

សារព្រឹត្តិស្វ័យប្រវត្តិ ទី ១ សម្រាប់ចំណុចទំនាក់ទំនងនៃប្រទេសគោលដៅ៖



ចូរចូលមើលគណនីអ៊ីមែលរបស់អ្នកជាប្រចាំក្នុងរយៈពេល ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) បន្ទាប់ពីទទួលបានការឆ្លើយតបពី CA បញ្ជាក់ថាបណ្តឹងរបស់អ្នកត្រូវបានទទួលយក។ នៅទីបំផុតអ្នកនឹងទទួលបានអ៊ីមែលថ្មីមួយ ពី ASSIST។



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
Type of problem encountered : Transport services
Destination Country : AMS-Y

Description:

We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.

Thanking you, ASSIST is at your service.

assist.asean.org ([Documents](#))

នៅក្នុងករណីនេះបណ្តឹងរបស់អ្នកត្រូវបាន DCP ទទួលយកហើយដូចដែលអ្នកអាចមើលឃើញខាងលើ។

ប្រសិនបើអ្នកមិនទទួលបានអ្វីមែលពី ASSIST អំពីការឆ្លើយតបពី DCP ក្នុងរយៈពេល ១០ ថ្ងៃ (ថ្ងៃធ្វើការ) តាមការតម្រូវ បន្ទាប់ពីបណ្តឹងត្រូវបានទទួលយកដោយ CA រួចហើយទេនោះ នេះមានន័យថា DCP មានចំណាត់ការយឺតយ៉ាវ។ DCP នឹងទទួលបានសារព្រឹកស្ស័យប្រវត្តិមួយទៀតតាមអ៊ីមែល (១៥ ថ្ងៃប្រតិទិនបន្ទាប់ពីថ្ងៃដាក់បណ្តឹង) ដែលព្រឹកស្ស័យថា DCP ត្រូវមានចំណាត់ការជាបន្ទាន់ទៅលើបណ្តឹង។

សារព្រឹកស្ស័យអ៊ីមែលទី ២ សម្រាប់ចំណុចទំនាក់ទំនងនៃប្រទេសគោលដៅ៖



AMS-Y <aseanmemberstate.y@gmail.com>

[ASSIST] Complaint #14620181017 reminder for DCP

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

Thu, Oct 18, 2018 at 5:00 AM



ASSOCIATION OF SOUTHEAST ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade

Action is required by the DCP AMS-Y for the complaint:
14620181017

Thanking you, ASSIST is at your service.

assist.asean.org

ពេលណាដែល DCP ទទួលយកបណ្តឹង បញ្ហានេះនឹងត្រូវបញ្ជូនបន្តទៅអាជ្ញាធរទទួលខុសត្រូវ (RAs) ដើម្បីសុំយោបល់។ នៅពេលដែល RAs ពិនិត្យរួចហើយ DCP គួរតែពិនិត្យទៅលើដំណោះស្រាយ និងផ្តល់ដំណោះស្រាយនោះទៅឱ្យ CA ក្នុងរយៈពេល ៥០ ថ្ងៃ (ថ្ងៃធ្វើការ) ជាក់លាក់។ ដូច្នេះដើម្បីបំពេញតាមកាលបរិច្ឆេទកំណត់នេះ DCP ត្រូវដាក់កំហិតពេលវេលាដល់ RAs សម្រាប់ស្វែងរកដំណោះស្រាយ។ DCP មានទំនួលខុសត្រូវក្នុងការជូនដំណឹងទៅ CA អំពីការផ្លាស់ប្តូរណាមួយទាក់ទងនឹងពេលវេលារវាងខ្លួន និងអាជ្ញាធរជាតិ។

CA អាចពន្យារពេលនៃកាលបរិច្ឆេទកំណត់នេះបាន ២០ ថ្ងៃ (ថ្ងៃធ្វើការ) នៅពេលមានការស្នើសុំពី DCP។ ប្រព័ន្ធនឹងជូនដំណឹងដោយស្វ័យប្រវត្តិនៅពេលកាលបរិច្ឆេទកំណត់ខិតជិតមកដល់ (ឧទាហរណ៍ ជាទូទៅ ១០ ថ្ងៃ (ថ្ងៃប្រតិទិន) នៅមុនកាលបរិច្ឆេទកំណត់ចូលមកដល់)។ ប្រសិនបើ DCP ផុតកាលបរិច្ឆេទកំណត់ក្នុងការផ្ញើដំណោះស្រាយឱ្យទៅ CA ប្រព័ន្ធអនុញ្ញាតនឹងជូនដំណឹងទៅ CA ដើម្បីឱ្យទំនាក់ទំនងសួរទៅ DCP។

ចូរពិនិត្យអ៊ីមែលរបស់អ្នកជាប្រចាំក្នុងរយៈពេល ៥០+២០ ថ្ងៃ (ថ្ងៃធ្វើការ) បន្ទាប់ពីអ្នកត្រូវបានជូនដំណឹងថា DCP បានទទួលយកបណ្តឹងរបស់អ្នករួចមក។ នៅទីបំផុត អ្នកនឹងទទួលបានអ៊ីមែលថ្មីមួយ ពី ASSIST ដែលបង្ហាញពីដំណោះស្រាយដែលស្នើឡើងដោយ DCP។

ជំហាន
11

ទទួលការជូនដំណឹងតាមអ៊ីមែលពី ASSIST ថាដំណោះស្រាយត្រូវបានស្នើឡើងដោយ AMS-Y និង ថារដ្ឋបាលកណ្តាលបានទទួលដំណោះស្រាយនោះហើយ

បន្ទាប់ពី DCP (AMS-Y) ទទួលបានសំណើដំណោះស្រាយពី RAs របស់ខ្លួន និងយល់ឃើញថាសំណើនោះឆ្លើយចំ ទៅនឹងបញ្ហាដែលលើកឡើងដោយដើមបណ្តឹង DCP នឹងផ្តល់សំណើដំណោះស្រាយនោះទៅឱ្យ CA។ CA នឹង៖ (១) ពិនិត្យទៅលើដំណោះស្រាយនេះក្នុងបរិបទនៃបណ្តឹងដើម (២) ចុះបញ្ជីដំណោះស្រាយនេះ និងផ្ញើ ទៅឱ្យ AE តាមអ៊ីមែល និង (៣) ចម្លងដំណោះស្រាយនេះជូនទៅចំណុចទំនាក់ទំនងនៃប្រទេសដើម/HCP នៅ ក្នុង AMS-X (ប្រទេសដើមរបស់អ្នក)។ (ក) ចូរចូលទៅមើលគណនីអ៊ីមែលរបស់អ្នក។ អ្នកនឹងទទួលបានអ៊ីមែលថ្មីមួយពី ASSIST ដែលបង្ហាញពីការ ឆ្លើយតបទៅនឹងបណ្តឹងរបស់អ្នកពីសំណាក់ DCP។




ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST] Response for your #14620181017 complaint

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

Thu, Oct 18, 2018 at 12:38 PM



ASSIST
ASEAN Solutions for Investments, Services and Trade

Dear Mr Paul Smith,

The response for your complaint **14620181017** is ready:

"Upon internal discussions between the DCP and the RAs, AMS-Y decides to postpone the application of the new regulation requiring exporters and importers of certain commodities, including iron, aluminium, cotton and rubber, to use only AMS-Y's domestic vessels (i.e., vessels belonging to maritime shipping companies based in AMS-Y), as there has also been criticism and disagreements from local exporters that this new regulation will possibly affect export volumes and State revenues, as it will discourage or alienate foreign investors, as many buyers of the restricted commodities are now pending finalization of their contracts. However, AMS-Y stated that it did not intend for the regulation to be seen as a protectionist measure against foreign vessels and in violation of free trade principles. AMS-Y underlined that its measure was initially intended to encourage AMS-Y's shipping industry to increase domestic shipping capacity as more than 90% of all shipping in AMS-Y waters is handled by foreign vessels. Thus, for example, in the rubber industry more than 90% of export shipments are conducted by foreign vessels. Domestic shipping capacity was estimated at 50 million tons in 2017, while foreign vessels shipped 800 million tons in the same year, which is a major difference. AMS-Y added that the key goal of the regulation is that domestic shipping services companies start to benefit more significantly from the rising amount of sea trade in AMS-Y break, thus the decision to postpone indefinitely (although not to revoke) the application of the new law.

You can also check the status of your complaint online at <http://assist.asean.org/user/login> by using your e-mail/trackingID.

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

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

[Yes](#) / [No](#)

ASEAN Enterprise / Trade Association / Law Firm : Star 88 Co., Ltd. (type Enterprise)

Company size : 50 to 100
Phone : +905 524 1532
Website : www.star88.com
Address : Better Living Street City W Country X
City : City W / Zip Code : 1711
Country : AMS-X

Contact person : Mr. Paul Smith
Phone : +905 524 1532
Position : Chief Executive Officer
Email : aseanenterprise0@gmail.com
Address : Better Living Street City W Country X
City : City W / Zip Code : 1711
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 /
Type of problem encountered : Transport services
Destination Country : AMS-Y

Description:
We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.

Thanking you, ASSIST is at your service.

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(ខ) ចូរបើក dashboard នៅលើគេហទំព័រ ASSIST របស់អ្នកដោយប្រើប្រាស់អ៊ីមែល និងលេខ ID តាមដានរបស់អ្នកដូចបានណែនាំនៅក្នុងជំហានទី 7 (ក) និង (ខ) ខាងលើ។ ខាងក្រោមនេះជាប្រភពបង្ហាញពី dashboard របស់អ្នក។ ដូចដែលអ្នកអាចមើលឃើញ ចំណាត់ការមួយទៀតទើបតែត្រូវបានបន្ថែមទៅក្នុង “History” របស់អ្នកដែលបង្ហាញថាដំណោះស្រាយចំពោះបណ្តឹងរបស់អ្នកបានត្រូវស្នើឡើងរួចហើយ។ ដំណោះស្រាយពេញលេញពី DCP ដែលត្រូវបានទទួលយកដោយ CA ក៏ត្រូវបានផ្តល់នៅក្នុងកថាខណ្ឌទីមួយនៃ dashboard របស់អ្នកផងដែរ។



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Tracking ID #14620181017 / AMS-Y

ASSIST Solution

Upon internal discussions between the DCP and the RAs, AMS-Y decides to postpone the application of the new regulation requiring exporters and importers of certain commodities, including iron, aluminium, cotton and rubber, to use only AMS-Y's domestic vessels (i.e., vessels belonging to maritime shipping companies based in AMS-Y), as there has also been criticism and disagreements from local exporters that this new regulation will possibly affect export volumes and State revenues, as it will discourage or alienate foreign investors, as many buyers of the restricted commodities are now pending finalization of their contracts. However, AMS-Y stated that it did not intend for the regulation to be seen as a protectionist measure against foreign vessels and in violation of free trade principles. AMS-Y underlined that its measure was initially intended to encourage AMS-Y's shipping industry to increase domestic shipping capacity as more than 90% of all shipping in AMS-Y waters is handled by foreign vessels. Thus, for example, in the rubber industry more than 90% of export shipments are conducted by foreign vessels. Domestic shipping capacity was estimated at 50 million tons in 2017, while foreign vessels shipped 800 million tons in the same year, which is a major difference. AMS-Y added that the key goal of the regulation is that domestic shipping services companies start to benefit more significantly from the rising amount of sea trade in AMS-Y waters. Currently, most of the contracts and volumes of sea trade are dominated by foreign shipping service companies. However, AMS-Y agrees that it requires a more gradual process rather than a sudden break, thus the decision to postpone indefinitely (although not to revoke) the application of the new law.

Attachment

Date	Action	Action By	Comments
18/10/2018 12:38:29	Solution	Central Administrator of ASSIST	Upon internal discussions between the DCP and the RAs, AMS-Y decides to postpone the application of the new regulation requiring exporters and importers of certain commodities, including iron, aluminium, cotton and rubber, to use only AMS-Y's domestic vessels (i.e., vessels belonging to maritime shipping... View
17/10/2018 14:40:40	Accepted	Central Administrator of ASSIST	Dear Mr Paul Smith, Thank you for lodging your complaint under ASSIST. The Central Administrator has reviewed and verified your complaint and finds that it is complete. You have submitted your company registration document which proves that you are a business registered in AMS-X and you... View
17/10/2018 13:09:04	Email Confirmed	ASEAN-based Enterprise	Email Confirmed
17/10/2018 12:49:41	New	ASEAN-based Enterprise	

ASEAN ENTERPRISE

ASEAN Enterprise Name	Star 88 Co., Ltd.		
Company Size	50 to 100	Address	Better Living Street City W Country X
Phone	+905 524 1532	City	City W
Website	www.star88.com	ZIP Code	1711
		Country	AMS-X

CONTACT PERSON

First Name	Paul	Address	Better Living Street City W Country X
Last Name	Smith	City	City W
Phone	+905 524 1532	ZIP Code	1711
Position	Chief Executive Officer	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 Encountered	Services / Transport services
Company Registration Proof	Annex 1: Simulated Company Registration of Star 88 Co., Ltd..pdf	Destination Country	AMS-Y
Type of Business	Service provider		
Description	<p>We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-Y into AMS-X using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.</p>		
Attachment	Annex 2-Simulated Law of AMS-Y2.pdf Annex 3-Simulated AMS-Y Schedule of Specific Commitments-Maritime Transport Services.pdf		

Central Administrator of ASSIST / ASEAN Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia

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ខាងក្រោមនេះគឺជាសំណើដំណោះស្រាយពី DCP៖

“នៅពេលពិភាក្សាផ្ទៃក្នុងរវាង DCP និង RAs, AMS-Y សម្រេចចិត្តព្យួរការអនុវត្តច្បាប់ថ្មីដែលតម្រូវឱ្យអ្នកនាំចេញ និងអ្នកនាំចូលទំនិញជាក់លាក់មួយចំនួន ក្នុងនោះរួមទាំង ដែក អាលុយមីញ៉ូម កប្បាស និងកៅស៊ូឱ្យប្រើប្រាស់តែ នាវាដឹកជញ្ជូនក្នុងស្រុករបស់ AMS-Y (ឧទាហរណ៍ នាវាដែលជាកម្មសិទ្ធិរបស់ក្រុមហ៊ុនដឹកជញ្ជូនផ្លូវទឹកដែលមាន មូលដ្ឋាននៅក្នុង AMS-Y) ពីព្រោះក៏មានការរិះគន់ និងការមិនយល់ស្របពីសំណាក់អ្នកនាំចេញក្នុងស្រុកផងដែរ ថាច្បាប់ថ្មីនេះនឹងប៉ះពាល់ដល់ទំហំនៃការនាំចេញ និងចំណូលរដ្ឋ ពីព្រោះវានឹងបន្ថយចំណែកទឹកចិត្តរបស់ វិនិយោគិនបរទេស ដោយសារអ្នកទិញជាច្រើននៃទំនិញវត្ថុឥតទាំងនេះ បច្ចុប្បន្នកំពុងរង់ចាំការចុះហត្ថលេខាលើ កិច្ចសន្យារបស់ពួកគេ។

ប៉ុន្តែ ទោះយ៉ាងណា AMS-Y បានថ្លែងថាខ្លួនពុំមានចេតនាឱ្យច្បាប់ថ្មីនេះក្លាយជាវិធានការគាំពារនិយមប្រឆាំងនឹង នាវាបរទេស និងការរំលោភលើគោលការណ៍ពាណិជ្ជកម្មសេរីនោះទេ។ AMS-Y គូសបញ្ជាក់ថាវិធានការរបស់ខ្លួន គឺដើមឡើយមានបំណងលើកទឹកចិត្តដល់ឧស្សាហកម្មដឹកជញ្ជូនរបស់ AMS-Y ឱ្យបង្កើនសមត្ថភាពដឹកជញ្ជូនក្នុង ស្រុករបស់ខ្លួន ដោយសារតែជាង ៩០% នៃការដឹកជញ្ជូនទាំងអស់នៅក្នុងដែនទឹករបស់ AMS-Y ធ្វើឡើងដោយ នាវាបរទេស។ ឧទាហរណ៍ ក្នុងវិស័យកៅស៊ូជាង ៩០% នៃការដឹកជញ្ជូននាំចេញត្រូវបានធ្វើឡើងដោយនាវាបរទេស។ សមត្ថភាពដឹកជញ្ជូនក្នុងស្រុកត្រូវបានប៉ាន់ស្មានថាមានទំហំប្រមាណ ៥០ លានតោននៅក្នុងឆ្នាំ២០១៧ ចំណែក ឯនាវាបរទេសវិញគឺដឹកជញ្ជូន ៨០០ លានតោននៅក្នុងឆ្នាំដូចគ្នានេះដែលជាភាពខុសគ្នាយ៉ាងខ្លាំង។

AMS-Y បានបន្ថែមថាគោលដៅសំខាន់នៃច្បាប់នេះគឺថាក្រុមហ៊ុនសេវាកម្មដឹកជញ្ជូនក្នុងស្រុកចាប់ផ្តើមទទួល ប្រយោជន៍ឱ្យបានច្រើនថែមទៀតអំពីការកើនឡើងនៃពាណិជ្ជកម្មតាមសមុទ្រនៅក្នុងដែនទឹករបស់ AMS-Y។ បច្ចុប្បន្ន ភាគច្រើនបំផុតនៃកិច្ចសន្យា និងទំហំពាណិជ្ជកម្មតាមសមុទ្រត្រូវបានគ្របដណ្តប់ដោយក្រុមហ៊ុនសេវាកម្ម ដឹកជញ្ជូនបរទេស ប៉ុន្តែ AMS-Y យល់ស្របថាវាទាមទារនូវដំណើរការមួយដែលអនុវត្តបន្តិចម្តងៗ ជាជាងការកាត់ ផ្តាច់ទាំងស្រុងនិងភ្លាមៗតែម្តង ដូច្នេះ សេចក្តីសម្រេចផ្អាកដោយគ្មានពេលវេលាកំណត់ (ប៉ុន្តែ មិនលុបចោល) នូវ ការអនុវត្តច្បាប់ថ្មីនេះ។


(គ) នៅខាងក្រោមនៃអ៊ីមែលដែលធ្វើពី ASSIST នៅចំណុច ១១ (ក) ខាងលើអ្នកត្រូវតែស្នើឱ្យបញ្ជាក់ថាតើ អ្នកពេញចិត្ត ឬមិនពេញចិត្តចំពោះចម្លើយដែលផ្តល់ដោយ DCP និងដំណោះស្រាយនៅក្នុងចម្លើយនោះ។ អ្នកអាចជ្រើសរើស “Yes” ឬ “No” នៅកន្លែងដែលផ្តល់ខាងក្រោម។

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

☒ Yes ☐ No

ក្នុងករណីនេះ AE ជ្រើសរើសយក “Yes”។

កាលណាអ្នកជ្រើសរើស “Yes/No” នៅក្នុងជំហានទី១១ (គ) ខាងលើរួចហើយ អ្នកនឹងត្រូវនាំទៅរកទំព័រមួយ ដូច បង្ហាញខាងក្រោមនេះ ដែលនៅលើទំព័រនោះអ្នកនឹងត្រូវស្នើឱ្យឆ្លើយសំណួរស្ទង់មតិអំពីការពេញចិត្ត ឬមិនពេញ ចិត្តរបស់អ្នក និងផ្តល់យោបល់របស់អ្នក ជាពិសេស ប្រសិនបើអ្នកមិនពេញចិត្តចំពោះចម្លើយ/ដំណោះស្រាយ ដែលបានស្នើឡើង។



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Your answer

Comments

Satisfied with the solution

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(ក) ចូរបំពេញការស្ទង់មតិ។ ក្នុងករណីនេះសមាគមពាណិជ្ជកម្មអាស៊ានពេញចិត្តចំពោះដំណោះស្រាយ/ការឆ្លើយតបដែលផ្តល់ដោយ ASSIST ដូច្នេះ បានបញ្ជាក់ថាពេញចិត្ត។



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Satisfaction survey


Please comment your response for our feedback

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Central Administrator of ASSIST / ASEAN Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Indonesia

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(ខ) ចូរចូលទៅកាន់គណនីអ៊ីមែលរបស់អ្នក។ អ្នកនឹងទទួលបានអ៊ីមែលថ្មីមួយ ឬពីរ (ប្រសិនបើអ្នកបានបំពេញបែបបទស្ទង់មតិ) ពី ASSIST ដែលទទួលស្គាល់ពីការទទួលបានការឆ្លើយតបរបស់អ្នកចំពោះដំណោះស្រាយដែលបានស្នើឡើង ដោយ AMS-Y។ ចម្លើយរបស់អ្នកក៏នឹងត្រូវចម្លងជូនទៅ DCP និង HCP ផងដែរ។

អ៊ីមែលទទួលស្គាល់ទីមួយ ពី ASSIST



ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST][#14620181017] Thank you for answer

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

Thu, Oct 18, 2018 at 4:39 PM



ASSOCIATION
OF SOUTHEAST
ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade

Dear Mr Paul Smith,

With reference to your complaint ID No. 14620181017, your feedback on whether you are satisfied with the answer given by the DCP and the proposed solution is: "Yes"

ASSIST acknowledges receipt of your response to the proposed solution.

assist.asean.org

អ៊ីមែលទទួលស្គាល់ទីពីរ ពី ASSIST

ប្រសិនបើអ្នកបានផ្តល់អធិប្បាយនៅលើទម្រង់ស្ទង់មតិ អ្នកនឹងទទួលបានអ៊ីមែលទីពីរដូចខាងក្រោម ដែលទទួលស្គាល់ការបានទទួលចម្លើយរបស់អ្នក ចំពោះដំណោះស្រាយដែលបានស្នើឡើង ដែលនឹងត្រូវផ្ញើចេញដោយ ASSIST ទៅឱ្យអ្នក DCP និង HCP។



ASEAN Enterprise <aseanenterprise0@gmail.com>

[ASSIST][#14620181017] Thank you for answer

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

Thu, Oct 18, 2018 at 4:52 PM



ASSOCIATION
OF SOUTHEAST
ASIAN NATIONS

ASSIST

ASEAN Solutions for Investments, Services and Trade

Dear Mr Paul Smith,

With reference to your complaint ID No. 14620181017, your feedback on whether you are satisfied with the answer given by the DCP and the proposed solution is: "Yes"

Although AMS-Y decided to only postpone the new law and not revoke it, for the time being, my company is quite satisfied with the proposed solution by AMS-Y. We understand that it was not AMS-Y's intention for the new law to be seen as a protectionist measure against foreign vessels and that AMS-Y's main goal was to encourage its domestic shipping industry and to promote its domestic maritime industry to be competitive with international shippers. However, we are of the view that there are not enough local AMS-Y vessels meeting the standards required by international importers and the local market does not have the capacity and experience yet to undertake certain operations. This is our partners' (export/import companies in AMS-X) main concern. Thus, we would like to seek the Government of AMS-Y's consideration to amend the law accordingly before it decides to actually implement it.

ASSIST acknowledges receipt of your response to the proposed solution.

assist.asean.org

(គ) ចូរបំពេញទម្រង់ដើម្បីចូលទៅប្រើ dashboard របស់អ្នកនៅលើ ASSIST ដោយប្រើអ៊ីមែល និងលេខ ID បណ្តឹងរបស់អ្នកដូចបានណែនាំនៅក្នុងជំហានទី 7 (ក) និង (ខ) ខាងលើ។ ខាងក្រោមនេះជារូបភាពនៃ dashboard របស់អ្នក។ ដូចដែលអ្នកអាចមើលឃើញចំណាត់ការមួយទៀតត្រូវបានបន្ថែមទៅក្នុង "History" របស់អ្នកដែលបង្ហាញថា អ្នកបានបញ្ជាក់ពីការពេញចិត្តចំពោះដំណោះស្រាយដែលបានស្នើឡើងដោយ ASSIST។



Tracking ID #14620181017 / AMS-Y

ASSIST Solution

Upon internal discussions between the DCP and the RAs, AMS-Y decides to postpone the application of the new regulation requiring exporters and importers of certain commodities, including iron, aluminium, cotton and rubber, to use only AMS-Y's domestic vessels (i.e., vessels belonging to maritime shipping companies based in AMS-Y), as there has also been criticism and disagreements from local exporters that this new regulation will possibly affect export volumes and State revenues, as it will discourage or alienate foreign investors, as many buyers of the restricted commodities are now pending finalization of their contracts. However, AMS-Y stated that it did not intend for the regulation to be seen as a protectionist measure against foreign vessels and in violation of free trade principles. AMS-Y underlined that its measure was initially intended to encourage AMS-Y's shipping industry to increase domestic shipping capacity as more than 90% of all shipping in AMS-Y waters is handled by foreign vessels. Thus, for example, in the rubber industry more than 90% of export shipments are conducted by foreign vessels. Domestic shipping capacity was estimated at 50 million tons in 2017, while foreign vessels shipped 800 million tons in the same year, which is a major difference. AMS-Y added that the key goal of the regulation is that domestic shipping services companies start to benefit more significantly from the rising amount of sea trade in AMS-Y waters. Currently, most of the contracts and volumes of sea trade are dominated by foreign shipping service companies. However, AMS-Y agrees that it requires a more gradual process rather than a sudden break, thus the decision to postpone indefinitely (although not to revoke) the application of the new law.

Attachment

Satisfied : Yes

History			
Date	Action	Action By	Comments
18/10/2018 16:52:00	Satisfied	ASEAN-based Enterprise	Although AMS-Y decided to only postpone the new law and not revoke it, for the time being, my company is quite satisfied with the proposed solution by AMS-Y. We understand that it was not AMS-Y's intention for the new law to be seen as a protectionist measure against foreign vessels and that AMS-Y's...
18/10/2018 12:38:29	Solution	Central Administrator of ASSIST	Upon internal discussions between the DCP and the RAs, AMS-Y decides to postpone the application of the new regulation requiring exporters and importers of certain commodities, including iron, aluminium, cotton and rubber, to use only AMS-Y's domestic vessels (i.e., vessels belonging to maritime shipping...
17/10/2018 14:40:40	Accepted	Central Administrator of ASSIST	Dear Mr Paul Smith, Thank you for lodging your complaint under ASSIST. The Central Administrator has reviewed and verified your complaint and finds that it is complete. You have submitted your company registration document which proves that you are a business registered in AMS-X and you...
17/10/2018 13:09:04	Email Confirmed	ASEAN-based Enterprise	Email Confirmed
17/10/2018 12:49:41	New	ASEAN-based Enterprise	

ASEAN ENTERPRISE

ASEAN Enterprise Name	Star 88 Co., Ltd.		
Company Size	50 to 100	Address	Better Living Street City W Country X
Phone	+905 524 1532	City	City W
Website	www.star88.com	ZIP Code	1711
		Country	AMS-X

CONTACT PERSON

First Name	Paul	Address	Better Living Street City W Country X
Last Name	Smith	City	City W
Phone	+905 524 1532	ZIP Code	1711
Position	Chief Executive Officer	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 Encountered	Services / Transport services
Company Registration Proof	Annex 1- Simulated Company Registration of Star 88 Co. Ltd. pdf		
Type of Business	Service provider	Destination Country	AMS-Y
Description	<p>We are a duly registered shipping company in AMS-X. We have entered into a two-year binding agreement since January 2018 with an import-export company in AMS-X. The scope of the agreement is to export iron and aluminium from AMS-X into AMS-Y and import rubber and cotton from AMS-X into AMS-Y using our fleet of vessels. We have agreed to conduct this export-import transaction in round-trips from AMS-X to AMS-Y using the same vessel. The intention, inter alia, is to save cost in fuel consumption and manpower by having a full freight load in both inbound and outbound trips, thereby being able to provide a cost-effective and competitive service on a cross-border basis to customers based in both AMS-X and AMS-Y. We recently learned that AMS-Y has issued a new shipping law, namely the Ministry of Trade Law No. 13 Year 2018, imposing that certain commodities can only be transported for import or export by national maritime transport companies. The four commodities, i.e. iron, aluminium, rubber and cotton, are among the commodities listed in this new shipping law. This new law would certainly result in a financial loss for our business and prevent us from providing its maritime shipping services between AMS-X and AMS-Y. We are very worried that this legislative development is contrary to free trade, to the spirit of the ASEAN Economic Community (AEC) and, possibly, against the specific commitments and obligation of AMS-Y under the relevant ASEAN economic agreements (e.g., the ASEAN Framework Agreement on Services, or AFAS). We are of the view that this new law is a clear measure of protectionism and is incompatible with free trade principles and customary law regarding international maritime services, which will seriously impact AMS-X's shipping companies that are offering cross-border maritime transport services in relation to the commodities affected by this law. Furthermore, this new measure by AMS-Y is a clear violation of the commitments made by AMS-Y to the World Trade Organization and is a clear violation of the Schedule of Specific Commitments of AMS-Y under AFAS, where AMS-Y have committed to allow foreign shipping companies that are offering cross-border freight transport services within ASEAN to operate within its waters without any limitations to market access and national treatment. Thus, we would like to request for AMS-Y to revoke or amend this new law accordingly.</p>		
Attachment	Annex 2-Simulated Law of AMS-Y2.pdf Annex 3-Simulated AMS-Y Schedule of Specific Commitments-Maritime Transport Services.pdf		

(ឃ) ប្រសិនបើអ្នកចង់ឃើញអធិប្បាយរបស់អ្នកដែលអ្នកទើបតែបានផ្តល់នៅក្នុងទម្រង់ស្ទង់មតិចូរចុចលើនិមិត្តសញ្ញាតែវេបស៊ីត បន្ទាប់មកអេក្រង់ខាងក្រោមនេះនឹងផុសឡើង។



នៅពេលទទួលបានការជូនដំណឹងថា ដំណោះស្រាយមួយត្រូវបានស្នើឡើងទៅកាន់ AE ត្រូវបានទទួលយកថាពេញចិត្តហើយ ពីសំណាក់ AE, DCP គួរតែបញ្ជូនការជូនដំណឹងអំពីការទទួលយកនេះ ទៅកាន់ RA(s) ដើម្បីធានាថា ការរៀបចំផ្នែករដ្ឋបាលដែលចាំបាច់ក្នុងការអនុវត្តដំណោះស្រាយនេះ ត្រូវបានធ្វើឡើងបានឆាប់រហ័សតាមដែលអាចធ្វើទៅបាន។

ASSIST នឹងចាត់ទុកនីតិវិធីនេះជានីតិវិធីមួយ ដែលបណ្តឹងត្រូវបានទទួលយក ហើយដំណោះស្រាយត្រូវបានផ្តល់ឱ្យដោយ DCP និងត្រូវបានទទួលយកដោយ AE។

ចូរកត់សម្គាល់ថារយៈពេលសម្រាប់ការដោះស្រាយបញ្ហាឆ្លងដែន ដែលលើកឡើងនៅក្រោមប្រព័ន្ធ ASSIST គឺមិនលើសពី ៤០ថ្ងៃ (ថ្ងៃធ្វើការ) ឬពីរខែ (ខែប្រតិទិន) (លើកលែងតែមានការព្រមព្រៀងគ្នាលើការពន្យារពេលបន្ថែមមិនលើសពី ២០ថ្ងៃ (ថ្ងៃធ្វើការ) គិតពីថ្ងៃដែលបណ្តឹងត្រូវបានទទួលយកដោយ DCP (ឧទាហរណ៍ រដ្ឋសមាជិកអាស៊ាន ដែលបណ្តឹងត្រូវបានប្តឹងប្រឆាំងទៅសមាជិកនោះ)។