



PRESHIPMENT INSPECTION INTERNAL APPEAL FORM

NOTES :

- A. Exporters with complaints about preshipment inspection (PSI) activities are, in the first instance, requested to discuss the matter with the appropriate department manager of Cotecna's office responsible for performing the PSI activity. If, following discussions, an exporter is dissatisfied with the result, he is invited to appeal to Cotecna's senior management by completing and submitting this form.
- B. Cotecna's senior management undertake to investigate the grievance and will respond to the exporter, normally within 2 working days of receipt of this form fully completed, by either (a) giving the result of the appeal or (b) advising that further investigation is required and that this result will follow as soon as possible.

(These procedures take into consideration the WTO Agreement on Preshipment Inspection, Article 2.21)

<p>1. EXPORTER</p> <p>Company Name :</p> <p>Address :</p> <p>Telephone No. :</p> <p>Telefax No. :</p> <p>e-mail :</p> <p>Telex No. :</p> <p>Contact person :</p>	<p>2. EXPORTER'S COMPLAINT DISCUSSIONS</p> <p><i>Prior to completion of this form, the complaint should already have been discussed with Cotecna's office staff. Please advise Cotecna's office location :</i></p> <p>Person with whom complaint was discussed :</p> <p><i>Mr/Ms</i></p> <p>3. REFERENCE NUMBERS</p> <p><i>Inspection Order Reference No.:</i> <i>(as advised by Cotecna or importer)</i></p> <p><i>Contract/Order/Proforma Invoice/Final Invoice No.</i></p> <p><i>(delete as applicable)</i></p> <p>4. DESCRIPTION OF GOODS</p>
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If you wish to appeal that the action of Cotecna is not in accordance with the WTO Agreement on Preshipment Inspection, please complete Section 5. If not applicable, please proceed to Section 6.

5. NATURE OF GRIEVANCE WITH THE COTECNA OFFICE

Please indicate, by marking an "x" in the appropriate box(es) below, which article of the WTO Agreement on Preshipment Inspection ("API") have, in your opinion, not been complied with by the Cotecna office.

<u>Category</u>	<u>API Article No.:</u>	<input type="checkbox"/>	<u>Category :</u>	<u>API Article No.:</u>	<input type="checkbox"/>
* Non-discrimination	2.1	<input type="checkbox"/>	* Delays	2.15	<input type="checkbox"/>
* Site of inspection	2.3	<input type="checkbox"/>		2.16	<input type="checkbox"/>
* Standards	2.4	<input type="checkbox"/>		2.17	<input type="checkbox"/>
* Transparency	2.5	<input type="checkbox"/>	* Price Verification	2.18	<input type="checkbox"/>
	2.6	<input type="checkbox"/>	<i>(For export market</i>	2.19	<input type="checkbox"/>
	2.7	<input type="checkbox"/>	<i>price : not customs</i>	2.20 (a)	<input type="checkbox"/>
* Protection of Confidential Business Information	2.9	<input type="checkbox"/>	<i>valuation purposes</i>	2.20 (b)	<input type="checkbox"/>
	2.11	<input type="checkbox"/>		2.20 (c)	<input type="checkbox"/>
	2.12	<input type="checkbox"/>		2.20 (d)	<input type="checkbox"/>
* Conflicts of Interest	2.14 (a)	<input type="checkbox"/>	* Appeals Procedures	2.20 (e)	<input type="checkbox"/>
	2.14 (b)	<input type="checkbox"/>		2.21	<input type="checkbox"/>
	2.14 (c)	<input type="checkbox"/>		2.21 (a)	<input type="checkbox"/>
				2.21(c)	<input type="checkbox"/>

Notes : If your grievance :

- (i) Does not concern the above mentioned categories, please proceed to Section 6.
- (ii) Concerns the above mentioned categories and also relates to PSI carried out in a WTO member country of goods for importation into a WTO member country : you are entitled to submit the dispute to an Independent Review, at least two working days after submission of this form to the Cotecna office, in accordance with Article 4 of the WTO Agreement on Preshipment Inspection. Further details are available from Cotecna upon request.

6. SUMMARY of GRIEVANCE

Please advise the facts of the case and summarise the reasons why, in your opinion, the decision or conduct of the Cotecna office is not acceptable. Please attach copies of relevant documents.

7. PROPOSED SOLUTION TO THE GRIEVANCE

Please state your proposed solution to the grievance.

8. EXPORTER'S DECLARATION

I hereby declare that :

- a. I am an authorised employee of the exporter
- b. The information contained here is, to the best of my knowledge, correct

FULL NAME:

POSITION:

COMPANY NAME:

SIGNED

DATE: / /20

Please return this form to the Cotecna office responsible for performing the Preshipment inspection activity