


Practical Experience of Processing Requests

Li-yu Wei

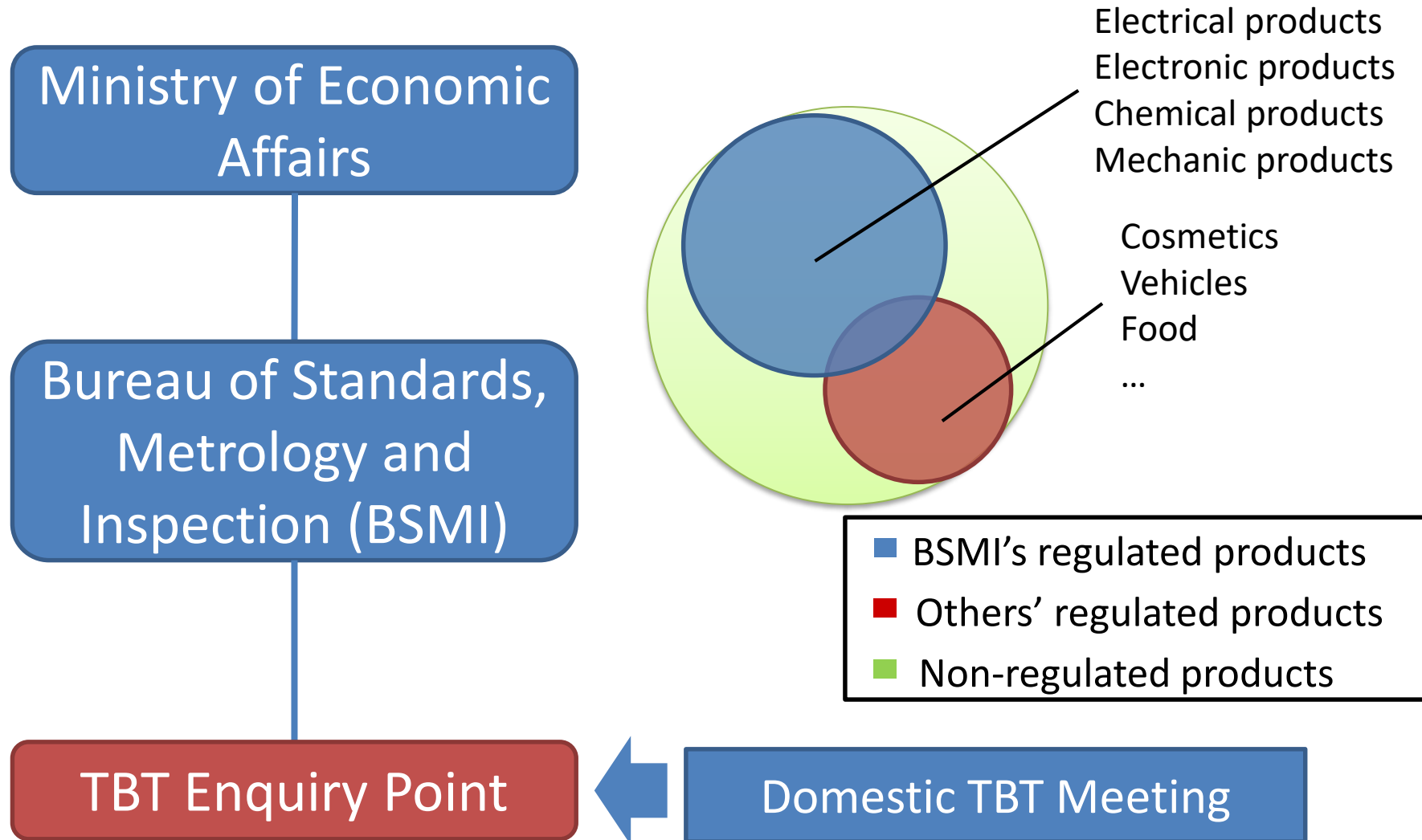
TBT Enquiry Point

The Separate Customs Territory of Taiwan,
Penghu, Kinmen and Matsu (Chinese Taipei)

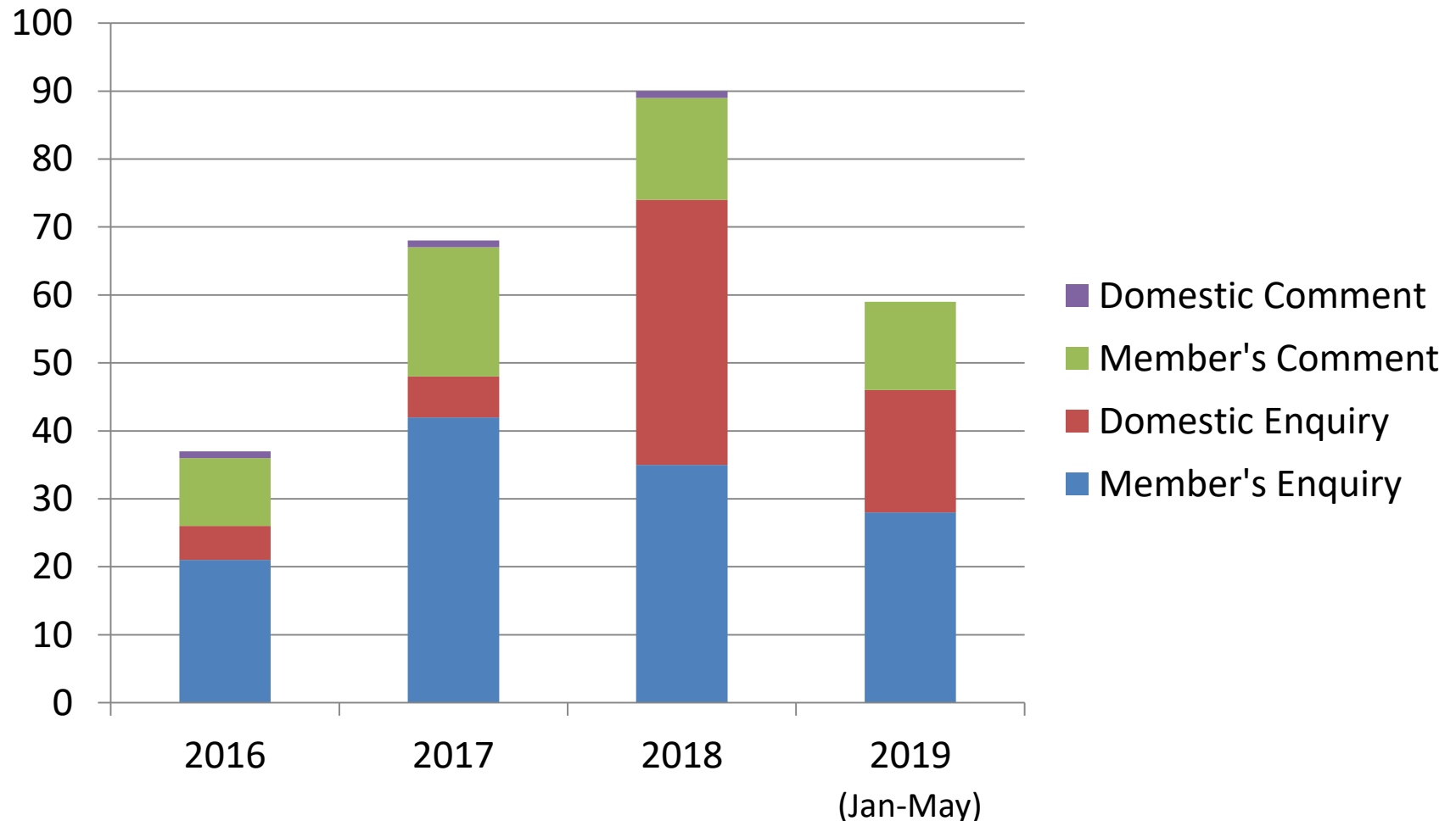
The tasks of our Enquiry Point

- 
- Respond to enquiries & comments
 - Prepare notifications
 - Translate important notifications
 - Maintain domestic TBT alert system

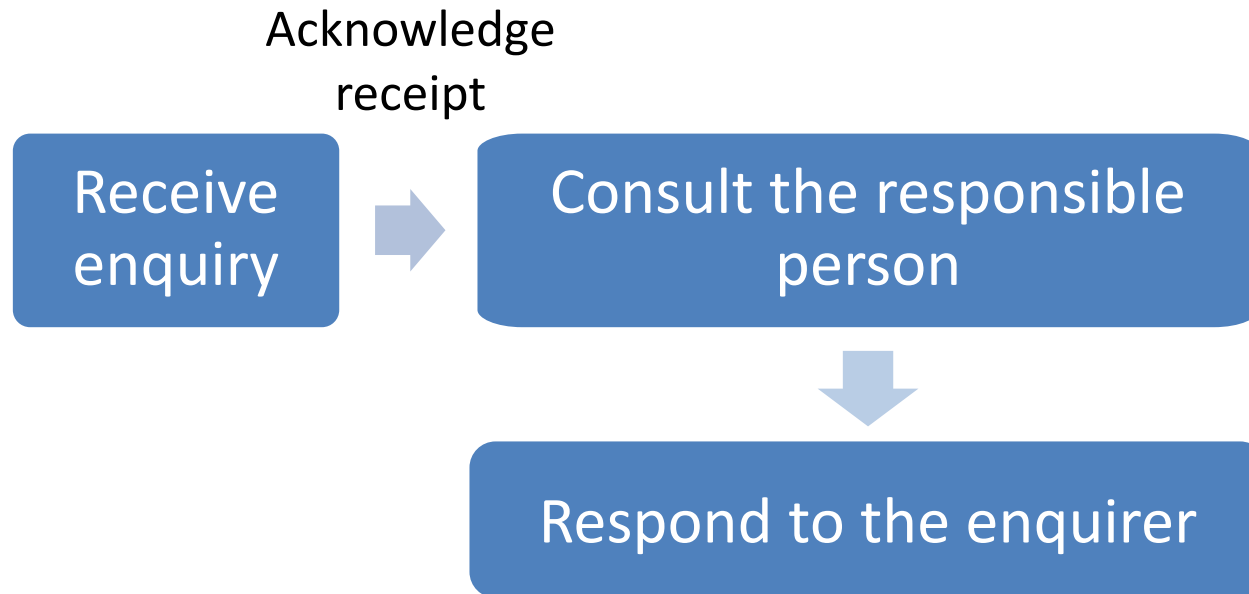
Where are we?



Usage of Enquiry Point is increasing!



Procedure of handling enquiries from international stakeholders

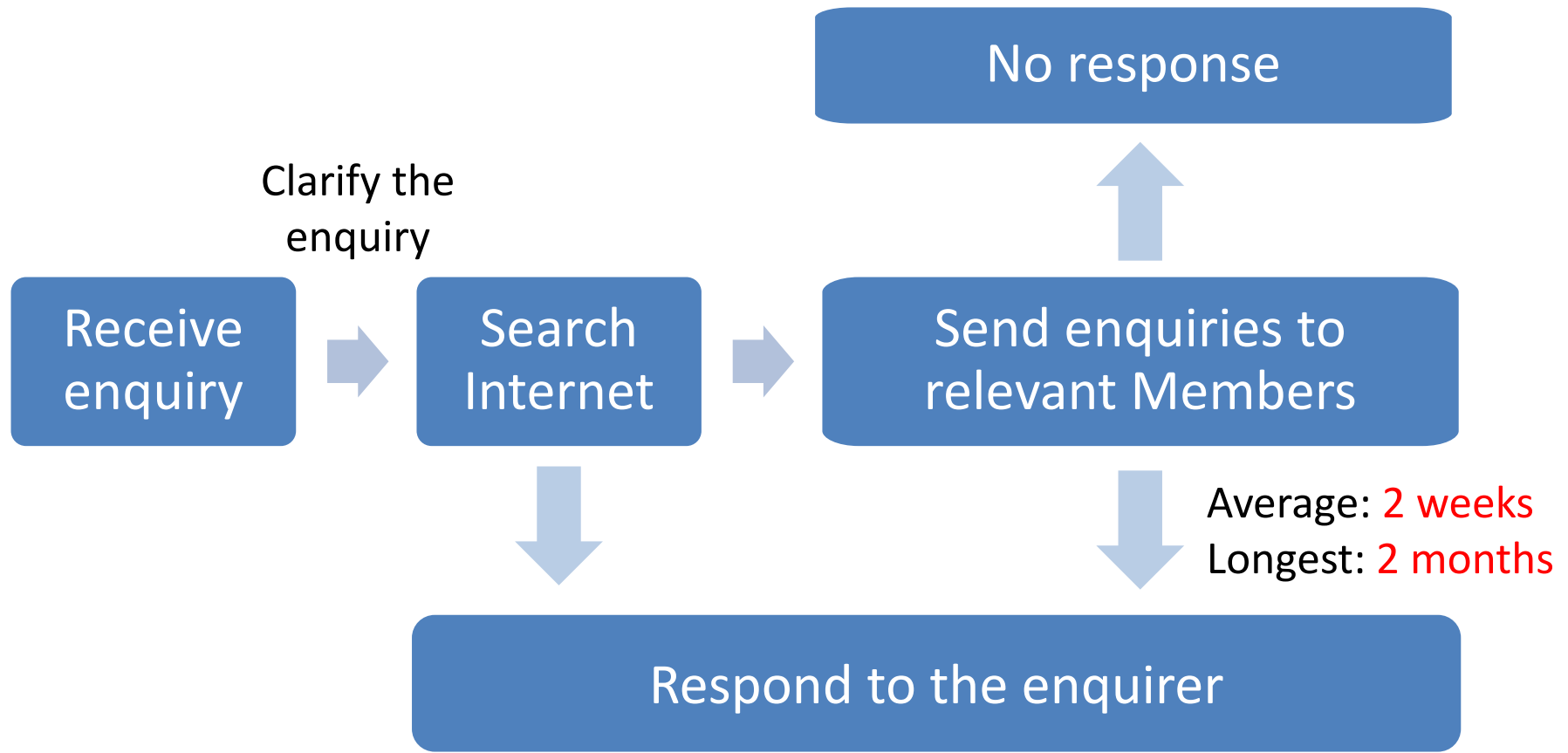


Note:

Our response usually contains:
(1) supporting documents; or
(2) links to official websites.

time needed:
< 5 days

Procedure of handling enquiries from domestic stakeholders



Difficulties in sending enquiries to Members

- No acknowledgement/response
- Time consuming
- Partial response
- Accuracy/correctness of the response

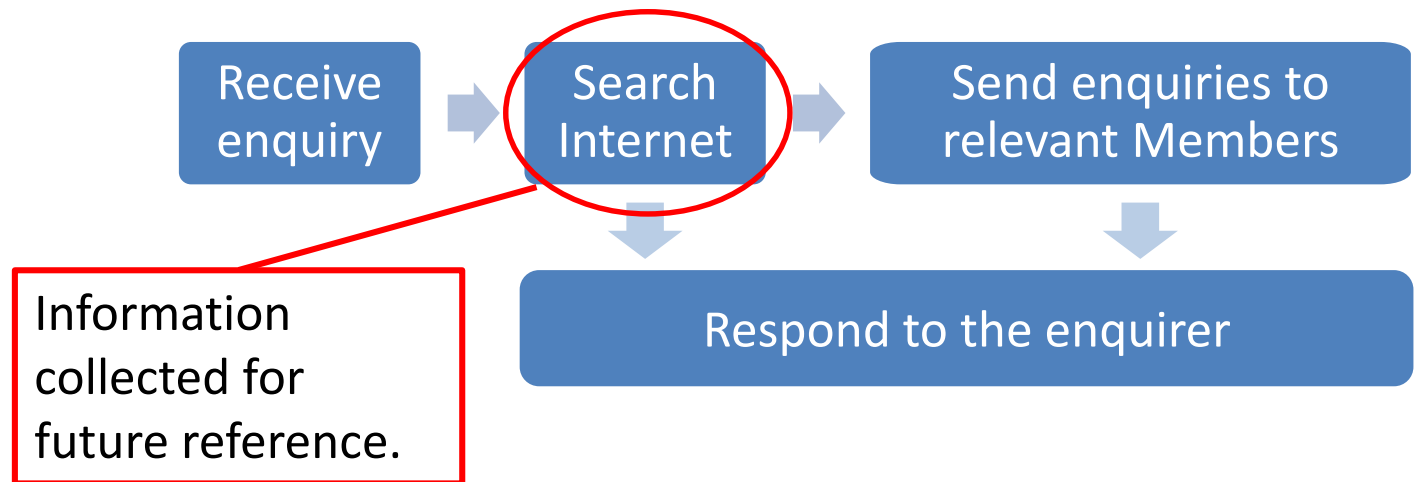
Suggestions (1)

- To follow the decisions stated in Paragraph 5.7.2.1.1 of G/TBT/1/Rev.13
 - To acknowledge receipt of an enquiry
 - To process within 5 working days for requests for documentation

(Chapter 3 of WTO TBT Enquiry Point Guide also contains similar texts)
- To provide supporting documents or official links

FAQ by domestic stakeholders

1. Is my product for export regulated?
2. What are the applicable standards?
3. Who can perform the CAPs?



Sharing what we have collected

Information on the access to websites of mandatory standards or technical regulation

The following table shows links to the official websites of some Members that contain the information on the scope of regulated E&E products and applicable standards. The links were collected, as of 31 May 2019, by Chinese Taipei's TBT Enquiry Point during its service to respond to enquiries received. They were provided to enquirers as the first step to answer questions instead of raising them directly to the TBT Enquiry Point of relevant Members. Requests were sent afterwards if the information was not available on the websites or if further clarification was needed.

No.	Members	Links	Access method/update time
1	The Philippines	Bureau of Philippine Standards http://www.bps.dti.gov.ph/	Click "List of Products Under Mandatory Certification" at the bottom-right of the website. *last updated on 2 April 2019
2	Viet Nam	Vietnam TBT Enquiry Point http://tbt.gov.vn/	DATA>>Group 2 – Products and Goods *last updated on 2 April 2019
3	Indonesia	Badan Standardisasi Nasional http://www.bsn.go.id/	SNI>>Technical Regulation>>Technical Regulation (SNI Required) *last updated on 2 April 2019
4	Thailand	Thai Industrial Standards Institute (TISI) https://www.tisi.go.th/home/en	Standards List>>List of Compulsory Standards *last updated on 2 April 2019

Total 13 Members

Main page of
official website

Suggestion (2)

- To share Member's approaches to helping stakeholders access other Members' TBT information

Thank you for your attention!

Liyu Wei

Chinese Taipei TBT Enquiry Point

Bureau of Standards, Metrology and Inspection

Email: tbtenq@bsmi.gov.tw

Fax: 886-2-2343-1804