



Republic of the Philippines
Department of Environment and Natural Resources
Visayas Avenue, Diliman, Quezon City
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Website: <http://www.denr.gov.ph> / E-mail: web@denr.gov.ph

MEMORANDUM

FOR : The Directors
Biodiversity Management Bureau
Environmental Management Bureau
Forest Management Bureau
Mines and Geosciences Bureau

FROM : The OIC Director
Policy and Planning Service

SUBJECT : **REQUEST FOR THE LIST OF LAWS AND ISSUANCES RELATED TO
CONSUMER PROTECTION**

DATE : 27 MAY 2022

This pertains to the letter dated 06 May 2022 from Atty. M. Marcus N. Valdez II, the Director of the Consumer Policy and Advocacy Bureau (CPAB) of the Department of Trade and Industry – Consumer Protection Group (DTI-CPG), regarding the request made during the public hearing/consultation on the Draft Executive Order (EO) on CONSUMERNET held on 1 April 2022 referring to the submission list of laws and issuances related to consumer protection and implemented by the CONSUMERNET Member Agencies. Similarly, the said data on laws or issuances is necessary to update the CONSUMERNET Handbook.

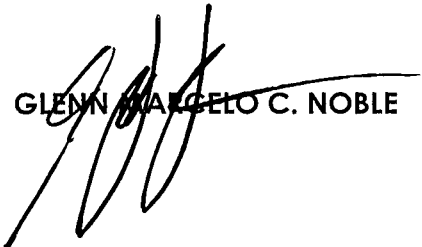
With respect to the Draft EO, the objective is to have coordination between government agencies with consumer protection functions and mandates to push for consumer protection and welfare. Through CONSUMERNET, the government intends to facilitate the timely flow of appropriate information between agencies and consumers, as well as to build frontline facilities for consumer inquiries and concerns and take systematic action on consumer issues and complaints.

Moreover, The CPAB of the DTI-CPG, as the secretariat of the CONSUMERNET Council, shall perform the functions of convening and oversight. It will also initiate the review of CONSUMERNET's guidelines, systems, and procedures, as well as enhancement of the systems for monitoring and documenting CONSUMERNET's performance with regard to handling complaints.

In view of this, we would like to request for the Bureau to provide a list of laws and issuances related to consumer protection under the Department's purview that may be included, particularly in the CONSUMERNET Handbook.

We would appreciate receiving an advance copy of your responses **by 1 June 2022** through our email addresses: psddivision@gmail.com, copy furnished this e-mail address: policy@denr.gov.ph, to facilitate immediate submission of the same to DTI. Attached are the relevant documents provided by DTI.

For your appropriate action, please.


GLENN MARCELO C. NOBLE



Office of the Secretary <osec@denr.gov.ph>

LIST OF LAWS AND ISSUANCES RELATED TO CONSUMER PROTECTION

CPAB - Consumer Policy Division <CPAB-CPD@dti.gov.ph>
To: CPAB - Consumer Policy Division <CPAB-CPD@dti.gov.ph>

Tue, May 24, 2022 at 1:33 PM

Sent on behalf of CPAB Director M. Marcus N. Valdez II

Dear CONSUMERNET Member Agencies:

This is to respectfully follow up on our request for list of laws and issuances related to consumer protection.

Please acknowledge receipt.

Thank you.

**CONSUMER POLICY AND ADVOCACY BUREAU**

Department of Trade and Industry

2F Trade and Industry Bldg., 361 Sen. Gil Puyat Ave., Makati City, Philippines

☎ 791-3148 | 📠 890-4949 | www.dti.gov.ph

Trabaho, Negosyo, Konsyumer

From: CPAB - Consumer Policy Division

Sent: Tuesday, May 10, 2022 2:43 PM

Subject: LIST OF LAWS AND ISSUANCES RELATED TO CONSUMER PROTECTION

[Quoted text hidden]

LTR.CNET.MEMBER MANDATE.220506.002.SRV.pdf
74K

06 May 2022

Please see attached distribution list

Dear Sir/Madam:

The Department of Trade and Industry – Consumer Protection Group, through the Consumer Policy and Advocacy Bureau (CPAB), writes in reference to the request made during the public hearing/consultation on the Draft Executive Order (EO) on CONSUMERNET held on 01 April 2022, pertaining to the submission of the list of laws and issuances related to consumer protection, and implemented by the CONSUMERNET Member Agencies.

The CPAB, as Secretariat of the CONSUMERNET, will appreciate receiving copy of said laws or issuance/s or reply on or before 13 May 2022. The data is necessary to update the CONSUMERNET Handbook.

Thank you and we look forward to your prompt response on the matter.

Sincerely,



ATTY. M. MARCUS N. VALDEZ II
Director

Attached: a/s
CPABCPD-220510-01
SRV

CONSUMER POLICY AND ADVOCACY BUREAU

As of 23 March 2022

MALACAÑAN PALACE

MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. _____

ESTABLISHING THE CONSUMERNET TO INSTITUTIONALIZE NETWORKING AMONG GOVERNMENT AGENCIES WITH CONSUMER PROTECTION MANDATES TO PROMOTE AND PROTECT CONSUMER WELFARE

WHEREAS, Article XVI, Section 9 of the 1987 Constitution provides that "the State shall protect consumers from trade malpractice, and from substandard or hazardous products";

WHEREAS, Article 2, Title 1 of Republic Act No. 7394, or the Consumer Act of the Philippines, states that it is the policy of the State to protect the interests of the consumer, promote his general welfare and establish standards of conduct of business and industry, and Article 159, Chapter III of the same law provides for the establishment of systematic procedures in the development of consumer policies, rules and regulations;

WHEREAS, networking and close coordination among government agencies with consumer protection mandates are essential in establishing efficient and effective action on consumer issues and complaints.

WHEREAS, through a Memorandum of Agreement (MOA) with government agencies with consumer protection mandates executed on 12 November 1996, the Department of Trade and Industry (DTI) conceptualized the CONSUMERNET in order to facilitate the flow of consumer protection information and to provide a speedy resolution of consumer complaints;

WHEREAS, two (2) other MOAs were executed on 26 October 2001 and 13 October 2004 adding more government agencies to the CONSUMERNET;

WHEREAS, there is a need to strengthen and institutionalize the activities and programs of the CONSUMERNET member-agencies in relation to the CONSUMERNET;

NOW, THEREFORE, I, RODRIGO R. DUTERTE, President of the Republic of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

51 **Section 1. Short Title.** This Order shall be known as the 'CONSUMERNET
52 Directive of 2021'

53
54 **Section 2. Objectives.** This Order shall have the following objectives:
55

- 56 a. To institutionalize networking and coordination among government
57 agencies with consumer protection functions and mandates in order to
58 facilitate the timely flow of accurate and relevant information between
59 consumers and the CONSUMERNET;
60
61 b. To establish frontline facilities for consumer queries and concerns,
62
63 c. To establish a systematic action on consumer issues and complaints.
64

65 **Section 3. Composition.** The CONSUMERNET shall be composed of, but not
66 limited to, the following agencies and Local Government Units (LGU):
67

- 68 a. Agencies with consumer protection mandates:
69
70 Bangko Sentral ng Pilipinas (BSP)
71 Department of Trade and Industry (DTI)
72 Consumer Protection Group (CPG)
73 Department of Agriculture (DA) and its attached agencies, namely:
74 Bureau of Agricultural and Fisheries Product Standards (BAFPS)
75 Bureau of Plant Industry (BPI)
76 Bureau of Animal Industry (BAI)
77 Bureau of Fisheries & Aquatic Resources (BFAR)
78 National Food Authority (NFA)
79 National Meat Inspection Commission (NMIC)
80 Philippine Coconut Authority (PCA)
81 Philippines Fisheries Development Authority (PFDA)
82 Sugar Regulatory Administration (SRA)
83 Philippine Health Insurance Corporation (PHIC, PhilHealth)
84 Department of Education (DepEd)
85 Department of Environment and Natural Resources (DENR)
86 Department of Energy (DOE)
87 Department of Finance (DOF) and its attached agencies, namely:
88 Bureau of Customs (BOC)
89 Bureau of Internal Revenue (BIR)
90 Insurance Commission (IC)
91 Philippine Deposit Insurance Corporation (PDIC)
92 Securities and Exchange Commission
93 Department of Health (DOH) and its attached agencies, namely:
94 Food and Drug Administration (FDA)
95 Department of Information and Communications Technology (DICT) and its
96 attached agency namely
97 National Telecommunications Commission (NTC)
98 Department of Human Settlements and Urban Development (DHSUD)
99 Department of Interior and Local Government (DILG)
100 Department of Justice (DOJ) and its attached agency, namely:

101 Public Attorney's Office (PAO)
102 Department of Tourism (DOT)
103 Department of Transportation (DOTr) and its attached agency, namely:
104 Civil Aeronautics Board (CAB)
105 Land Transportation Franchising and Regulatory Board (LTFRB)
106 Energy Regulatory Commission (ERC)
107 Local Water Utilities Administration (LWUA)
108 Metropolitan Manila Development Authority (MMDA)
109 Metropolitan Waterworks Sewerage System (MWSS)
110 National Power Corporation (NAPOCOR)
111 National Water Resources Board (NWRB)

112
113 b. Local Government Units within the National Capital Region:
114

115 **Section 4. CONSUMERNET Council** CONSUMERNET member-agencies
116 and LGUs shall form part of the CONSUMERNET Council, which shall be headed by
117 the Secretary of the DTI, or his/her representative or alternate, as Chairperson, and
118 the Secretary of DA, or his/her representative or alternate, as Vice-Chairperson, and
119 shall:

- 120
121 a. Actively support the activities and undertakings of the CONSUMERNET
122 Council;
123
124 b. Assign a representative and an alternate to the CONSUMERNET Council
125 to attend its meetings for the formulation of guidelines, systems and
126 procedures, and addressing pressing and relevant issues,
127
128 c. Prepare and submit to the CONSUMERNET Secretariat quarterly reports
129 on complaints received and their status, and any other relevant data on
130 consumer issues and concerns;
131
132 d. Cooperate and participate in trainings on consumer relations and
133 complaints handling;
134
135 e. Coordinate with member-agencies and LGUs on consumer education,
136 information and advocacy programs;
137
138 f. Coordinate with public utilities, corporations, trade and industry associations,
139 and consumer organizations to promote the interests of consumers,
140
141 g. Formulate rules and regulations necessary to clarify and/or carry out the
142 objectives of this Order and their respective consumer protection mandates.
143

144 **Section 5. Council Secretariat.** The Consumer Policy and Advocacy Bureau
145 (CPAB) of the DTI-CPG shall serve as the Secretariat of the CONSUMERNET
146 Council, and shall:

- 147
148 a. Provide convening and oversight functions;
149

- 150 b. Initiate the creation of Committees and periodically convene the same to
151 formulate and review guidelines, systems and procedures of the
152 CONSUMERNET, subject to the approval of the CONSUMERNET Council,
153
154 c. Initiate and enhance systems for monitoring and documentation of the
155 performance of the CONSUMERNET with regard to complaints handling, as
156 needed,
157
158 d. Consolidate reports submitted by the member-agencies;
159
160 e. Initiate the replication of CONSUMERNET in the regions/provinces, in
161 coordination with the member-agencies and their concerned
162 regional/provincial offices, and provincial LGUs;
163
164 f. Coordinate with Non-Government Organizations, Consumer Welfare Desks
165 and other organizations involved in promoting consumer welfare
166

167 **Section 6. Dispute Resolution.** The CONSUMERNET shall develop a
168 comprehensive dispute resolution system that shall serve as an efficient facility that
169 will handle consumer disputes of various agencies under this Executive Order
170

171 **Section 7. Funding** Each member-agency shall appropriate funds necessary
172 to carry out the provisions of this Order which shall be included in the Annual General
173 Appropriations Act.
174

175 **Section 8. Separability Clause.** Should any provision of this Order or any part
176 thereof be declared unconstitutional or otherwise invalid, the validity of other
177 provisions not so declared shall not be affected by such declaration.
178

179 **Section 9. Repealing Clause.** All Orders, rules and regulations, other
180 issuances or parts thereof, which are inconsistent with this Order are hereby repealed
181 or modified accordingly.
182

183 **Section 10. Effectivity.** This Order shall take effect _____
184 after _____
185

186
187 **DONE**, in the City of Manila, this _____ day of _____ Two Thousand and
188 Twenty Two (2022).



**TRABAHANG
NEGOSYONG
KONSYUMER**

NOTICE OF PUBLIC HEARING

This is to respectfully invite you to a Public Hearing on the Draft Executive Order (EO) "Establishing the CONSUMERNET to Institutionalize Networking Among Government Agencies with Consumer Protection Mandates to Establish Frontline Facilities for Consumer Queries and Complaints and at the same time, to Establish a Systematic Action on Consumer Issues and Complaints" on **01 April 2022, Friday, at 1:30 PM - 3:30 PM** via **Zoom application**.

The registration link and Zoom credentials will be emailed thereafter.

We would also appreciate receiving your comments/inputs on the attached draft EO by **29 March 2022**, for our consolidation. Your comments and suggestions on the said draft are valuable inputs towards its finalization.

Should you have points or clarification, please do not hesitate to contact us through telephone no. 7791.3335 or email address CPAB-CPD@dti.gov.ph.

Thank you and we look forward to your active participation

Digitally
signed by
Castelo Ruth
E-mail: rbc

ATTY. RUTH B. CASTELO
Undersecretary

SRWJFT

OFFICE OF THE UNDERSECRETARY FOR CONSUMER PROTECTION GROUP

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