

DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



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 ASSISTANCE TO DISSEMINATE THE

ONLINE SURVEY ON THE ASEAN CONSUMER

EMPOWERMENT INDEX

DATE

1 7 JUL 2024

This refers to the letter dated 05 July 2024 from the OIC Director of the Department of Trade and Industry - Consumer Affairs and Advocacy Bureau, requesting the assistance of the Department to disseminate the ASEAN Consumer Empowerment Index (ACEI) Survey link to stakeholders/networks.

Background

The ASEAN Member States, through the ASEAN Committee on Consumer Protection (ACCP), are committed to develop a dynamic, people-centered ASEAN Economic Community (AEC) that generates prosperity for consumers and businesses. The ASEAN Strategic Action Plan for Consumer Protection (ASAPCP) 2016-2025 of the ACCP sets strategic goals to establish a common ASEAN Consumer Protection Framework, ensure high levels of consumer empowerment and protection, boost consumer confidence in the AEC, and integrate consumer concerns in all ASEAN policies.

Strategic Goal 4 of the ASAPCP provides for the conduct of the ACEI which shall serve as a basis for evidence-based consumer protection policies and effective law implementation.

As part of its commitment to the ACCP, the Philippines, through the DTI–CAAB, takes part in the implementation of the ACEI 2023, which aims to gauge the level of awareness, knowledge, and skills of consumer across ASEAN countries with the following objectives:

1. Gauging the level of awareness, knowledge, and skills of consumer in ASEAN for engaging in traditional and electronic commerce, as well as behaviors/assertiveness;

- 2. Guiding the internal strategic planning of consumer protection authorities and substantiating external reporting; and
- 3. Helping trigger and target policy action related to consumer law enforcement, consumer education, and awareness-raising.

Further, the DTI-CAAB is tasked with facilitating the conduct of the ACEI Survey in the country and targets to have 1,000 respondents.

Action Requested

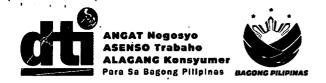
In view of this request from the DTI-CAAB, may we request your kind assistance to disseminate the survey link below to your respective private sector networks:

https://bit.ly/ACEI2024PH

Kindly note that the survey link is open until the 2nd week of August. Should there be any queries or clarifications, the DTI-CAAB can be reached through their landline: 7791-3148 or email: CPAB@dti.gov.ph.

For your consideration, please.

CHERYL LØISE T. LEAL, EnP



05 July 2024

HON. MARIA ANTONIA YULO-LOYZAGA

Secretary
DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR)
DENR Bldg. Visayas Avenue, Diliman, Quezon City, 1104
osec@denr.gov.ph/ ohea@denr.gov.ph

Dear Secretary Yulo-Loyzaga,

The ASEAN Member States, through the ASEAN Committee on Consumer Protection (ACCP), are committed to develop a dynamic, people-centered ASEAN Economic Community (AEC) that generates prosperity for consumers and businesses. The ASEAN Strategic Action Plan for Consumer Protection (ASAPCP) 2016-2025 of the ACCP sets strategic goals to establish a common ASEAN Consumer Protection Framework, ensure high levels of consumer empowerment and protection, boost consumer confidence in the AEC, and integrate consumer concerns in all ASEAN policies.

Strategic Goal 4 of the ASAPCP provides for the conduct of the ASEAN Consumer Empowerment Index (ACEI) which shall serve as a basis for evidence-based consumer protection policies and effective law implementation.

As part of its commitment to the ACCP, the Philippines, through the DTI - Consumer Affairs and Advocacy Bureau (DTI-CAAB), takes part in the implementation of the ACEI 2024, which aims to gauge the level of awareness, knowledge, and skills of consumers across ASEAN countries with the following objectives:

- 1. Gauging the level of awareness, knowledge, and skills of consumers in ASEAN for engaging in traditional and electronic commerce, as well as their behaviors/assertiveness.
- 2. Guiding the internal strategic planning of consumer protection authorities and substantiating external reporting.
- 3. Helping trigger and target policy actions related to consumer law enforcement, consumer education, and awareness-raising.

The DTI-CAAB is tasked with facilitating the conduct of the ACEI Survey in the country and respectfully requests the assistance and support of the DENR in this endeavor, as the Philippines is targeted to have 1,000 respondents.

Below is the link to the ACEI Survey for the Philippines: https://bit.ly/ACEI2024PH

The CAAB respectfully seeks the assistance of the DENR to disseminate the ACEI survey link to its network and encourage consumers to participate in this undertaking.

Thank you and we look forward to DENR's support in this endeavor.

Very truly yours,

ATTY. CHERRYL G. CARBONELL

OIC Director

CPABIRD-240705-015

BLH



Undersecretary for Policy, Planning and International Affairs < ouppia@denr.gov.ph>

Fwd: OSEC-2024-004050: [LETTER TO DENR] ACCP's ASEAN Consumer Empowerment Index (ACEI) 2024

1 message

DENR OSEC Referral <osec.referral@denr.gov.ph>

Tue, Jul 9, 2024 at 11:42 AM

To: "Undersecretary for Policy, Planning and International Affairs" < ouppia@denr.gov.ph>

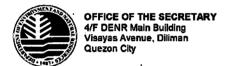
Cc: CAAB-IRU@dti.gov.ph

Sir/ Madam:

Respectfully referred to your good office for information and appropriate action, with EDATS No. OSEC-2024-004050.

Thank you!

NOTE: DO NOT REPLY TO THIS EMAIL. For updates, inquiries and other communications, please send to osec@denr.gov.ph.



— Forwarded message ———

From: CAAB - International Relations Unit < CAAB-IRU@dti.gov.ph>

Date: Mon, Jul 8, 2024 at 12:18 PM

Subject: [LETTER TO DENR] ACCP's ASEAN Consumer Empowerment Index (ACEI) 2024 To: osec@denr.gov.ph <osec@denr.gov.ph <ohea@denr.gov.ph <ohea@denr.gov.ph <

<u>Sent on behalf of Atty. Cherryl G. Carbonell, OlC Director, DTI Consumer Affairs and Advocacy Bureau (CAAB)</u>

HON. MARIAANTONIA YULO-LOYZAGA

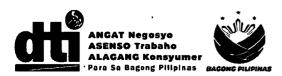
Secretary
DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR)
DENR Bldg. Visayas Avenue, Diliman, Quezon City, 1104
osec@denr.gov.ph / ohea@denr.gov.ph

Dear Secretary Yulo-Loyzaga,

The CAAB is pleased to transmit the attached letter pertaining to the implementation of the ASEAN Consumer Empowerment Index (ACEI) 2024 with the view to gauge the level of awareness, knowledge, and skills of consumers across ASEAN countries.

The CAAB respectfully seeks the assistance of DENR to partake and disseminate the ACEI survey link (https://bit.ly/ACEI2024PH) to its network and encourage consumers to participate in this undertaking.

Thank you for your usual support and cooperation.



CONSUMER AFFAIRS AND ADVOCACY BUREAU

Department of Trade and Industry

Address 2F Trade and Industry Bldg., 361 Sen. Gil Puyat Avenue, Makati City Landline (+632) 7791,3150

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LTR.CNET.ACEI SURVEY 2024.240704.005.BLH.15.DENR.pdf