

WHAT TO DO:

- Be aware of the kind and extent of pollution occurring in your locality like air pollution, noise/odor, etc. so that you would be able to address the problem.
- Do you share in caring for our environment by practicing the three (3) R's of environmental protection.
 - > **REDUCE**— the source of solid waste by buying earth friendly products. These are products that could be disposed properly without harming our environment
 - > **REUSE**-products and containers as much as possible.
 - > **RECYCLE**-because using recycled products and recycling per se, will prolong the life of our landfills.

IF YOU ARE NOT SATISFIED:

- Write the local officials and to consumer organization if you are aware of dynamite fishing or illegal logging being committed in your area.
- Organize an earth-friendly group in your area. The main Task of which is to ensure that your surroundings have clean air and clean water. Also, encourage the people in your neighborhood to practice proper waste disposal, use of recycled and recycled materials and the use of environmentally safe materials.
- Get in touch with the nearest office of the Department of Environment and Natural Resource (DENR) in your area.

The Five (5) CONSUMER RESPONSIBILITIES

1. CRITICAL AWARENESS

Responsibility to be more alert and questioning about the use of, and the price and quality of goods and services we use

2. ACTION

The responsibility to assert ourselves and act to ensure that we get a fair deal. Remember that as long we remain passive consumers, we will continue to be exploited.

3. SOCIAL CONCERN

The responsibility to be aware of the impact of our consumption on other citizens, especially the poor, exploited, disadvantaged or powerless groups, whether in the local, national or international community.

4. ENVIRONMENTAL AWARENESS

The Responsibility to understand the environmental consequences of our consumption. We should recognize our individual and social responsibility to conserve natural resource and protect the earth for future generations.

5. SOLIDARITY

The responsibility to organize together as consumers to develop the strength and influence to promote and protect our interests.

CONSUMER RIGHTS AND RESPONSIBILITIES

The Eight (8) Basic Consumer Rights

1. The right to basic needs
2. The right to safety
3. The right to information
4. The right to choose
5. The right to representation
6. The right to redress
7. The right to consumer education
8. The right to a healthy environment

1 The Right to Basic Needs



The first consumer right is **THE RIGHT TO BASIC NEEDS**, which guarantee survival, adequate food, clothing, shelter, health care, education and sanitation.

YOU MAY LOOK FORWARD TO:

The availability of basic and prime commodities to consumer at affordable prices and of good quality.

WHAT TO DO:

- Prioritize your needs.
- Look for quality, not quantity.
- Be quality conscious not brand conscious.
- Do not engage in panic-buying
- In times of crisis/calamity, be vigilant in ensuring that basic commodities are available in the market.

IF YOU ARE NOT SATISFIED

- Keep in mind that the highest priced or most expensive products in the market may not necessarily be the best in quality.
- Be vigilant in ensuring your continuous access to wide assortment of competitively-priced goods and services.
- Ensure also that in times of crisis, the prices of commodities do not increase exorbitantly.

2 The Right to Safety



The second consumer right is **THE RIGHT TO SAFETY**, which is the right to be protected against the marketing of goods or the provision of services that are hazardous to health and life.

YOU MAY LOOK FORWARD TO:

- Manufacturers of consumer products to undertake extensive safety and performance testing before selling their products in the market.
- Labels which contain the proper information as regards the product, its use and how to prepare it, if the need arises, and also precautions or warning signs.

WHAT TO DO:

- If you have sensitivity to a certain ingredient, it would be very beneficial if you read all labels and product circulars before using a certain product.
- If you are in a store and have doubts about the product's effectiveness, ask for a person who knows how the product works or how to operate.
- Keep certain products out of the reach of young children. Watch out for special warning signs in the label of the product like "NOT SUITED FOR CHILDREN BELOW FOUR (4) YEARS OLD" or "POISON: FOR EXTERNAL USE ONLY", etc.
- Before buying products especially in cases when only large containers are available, it would be best if you ask for a sample or tester.
- Be on guard regarding products which are found to be hazardous. You can scan newspaper regularly for newbits on this topic.

IF YOU ARE NOT SATISFIED:

- If no one in the store can explain to you satisfactory things about the product, try to contact the manufacturer and give the pertinent details needed in determining the product easily such as code/lot/batch numbers and date of purchases for easy product identification.
- If you have doubts about the safety or proper performance of a product, go back to the store with your official receipt. To save time, jot down your question.

3 The Right to Information



The third consumer right is **THE RIGHT TO INFORMATION**, which is the right to be protected against fraudulent/dishonest or misleading advertising/labeling/promotion and the right to be given the facts and information needed to make an information choice.

YOU MAY LOOK FORWARD TO:

- A complete information about the product to be purchased including its use, ingredients/chemical contents, precautions, if any, limitations and expiry date.

WHAT TO DO:

- Before purchasing a product, it is very important for you to read the label carefully so that you would be able to know its use, content (chemical ingredients), number of pieces, how to care for the product, etc.
- Before signing any document like warranties or guarantees, credit items or service contracts, it is important to read and understand all provisions in the documents especially the fine prints.



The
Department of Environment and Natural Resources
In cooperation with the

NATIONAL CONSUMER AFFAIRS COUNCIL
Joins the nation in the celebration of

CONSUMER WELFARE MONTH
October 1 - 31, 2003

“JOINING HANDS FOR A HEALTHY ENVIRONMENT”



- It is very important to read newspapers, buying guides, magazines before purchasing a product. Also consult with friends who you know have purchased a similar product.
- If you need to clarify something regarding the use of the product, don't hesitate to write the company so that you can obtain a detailed information.
- It is imperative to look for the name and address of the manufacturer/distributor in case the need arises.

IF YOU ARE NOT SATISFIED:

- It would be advisable to contact the manufacturer and/or distributor directly which will be in the best position to give you detailed information.

4 The Right to Choose



The fourth consumer right is THE RIGHT TO CHOOSE, which is the right to choose products at competitive prices with an assurance of satisfactory quality.

YOU MAY LOOK FORWARD TO:

- A wide array of goods and services which are offered in the market with diverse brands, sizes, shapes and colors and with differences in the price, quality and use.

WHAT TO DO:

- Specify what you really want. The biggest size may be cheaper but it may not be what you need.
- Canvass price before purchasing a product or signing a contract.
- Read the manuals or instruction carefully to be able to compare one product with another because in this way, you will not miss the fine prints which product would serve you better
- If the product testers are available, be sure to try one.
- Be wary of special offers like free items or buy 1 take 1 free. Compare them with the regular priced items to be sure that you are not paying for the said free items.

IF YOU ARE NOT SATISFIED:

- Get in touch with the store owner/manufacturer in case you have a query regarding the product.
- As company services rendered, you may write the manager of the company and suggest ways in which to improve their service.

5 The Right to Representation



The fifth consumer right is THE RIGHT TO REPRESENTATION, which is the right to express consumer interest in the making and execution of government policies.

YOU MAY LOOK FORWARD TO:

- Legislator would propose laws that would ensure that consumers would have the chance to live a better life by getting the best value for their hard-earned peso

WHAT TO DO:

- Read newspapers, bulletin boards in private and government offices, especially in your locality for announcements of public hearings.
- Take time to attend public hearings or even meetings conducted in your area wherein consumer issues are being discussed.
- Be aware of how the consumer laws and regulations are being implemented in your locality.

IF YOU ARE NOT SATISFIED:

- Write a letter to your Barangay Chairman, especially if the issue concerns your locality. The Barangay Chairman is in the best position to recommend your proposal to the National Consumer Affairs Council (NCAC) or to the concerned government agencies.
- Be a member of a consumer group because there is strength in number and your collective voices will be heard loud and clear.
- Write to the Executive Director, NCAC, and submit your written position on issues of national importance, so that consumers, through the NCAC, can express their concerns and recommendations to the decision or policy makers.
- Coordinate with a legitimate/accredited consumer organization in your area.

6 The Right to Redress



The six consumer right is THE RIGHT TO REDRESS, which is the right to be compensated for misrepresentation shoddy goods or unsatisfactory services.

YOU MAY LOOK FORWARD TO:

- Manufacturers/storeowners would replace defective goods pursuant to the provision on "No Return No Exchange" provided in the DTI's Implementing Rules and Regulations of Republic Act 7394, otherwise known as the Consumer Act of the Philippines.

WHAT TO DO:

- In case you bought a defective product, try going back to the store where you bought the item and look for the Consumer Welfare Desk.
- You may request a replacement, refund, or if needed, have the defective item repaired.
- If the Manager or store representative does not act on your complaint, proceed to the government agency which has jurisdiction over your case. If you are not sure as to which government agency you will file your complaint, contact the Consumer Net Secretariat at BTRCP Office, Located at the 2/F, Trade and Industry Bldg., 362 Sen. Gil Puyat Ave., Makati City, or the nearest DTI Regional/Provincial Office in your area.
- Bring the necessary documents like complaint letter and a copy of your receipt and other documents you deem are vital for the mediation.
- Be sure to attend the mediation conference.
- If your complaint is not acted upon by the implementing agency concerned, report it to the NCAC.

IF YOU ARE NOT SATISFIED:

- If the mediation fails, arbitration follows. The process is similar to the process being implemented by the regular courts. You will be duly informed of the developments of your case.
- On the first day of the hearing, the Consumer Arbitration Officer (CAO) shall talk to the parties for at least attempt to mediate/conciliate the complaint. If no settlement is reached, a formal hearing will be conducted. The CAO shall resolve the complaint after formal hearing. The decision of the CAO becomes final and executory unless appealed to the Department Secretary concerned within 15 days from receipt of such order. (Reference: JOINT DTI, DOH, DA ADMINISTRATIVE ORDER NO.1 SERIES OF 1993 in relation to provisions of Chapter 3, R.A. 7394

7 The Right to Consumer Education



The seventh consumer right is THE RIGHT TO CONSUMER EDUCATION, which is the right to acquire the knowledge and skills necessary to be an informed consumer.

YOU MAY LOOK FORWARD TO:

- The three sectors of society: business, government and consumer would embark on an information campaign through tri-media on consumer-related issues.
- A series of seminars, conferences, for a, training and public hearings for the welfare of consumers.

- Consumer education being integrated in the school curriculum from elementary to secondary levels as mandated by R.A. 7394, otherwise known as the Consumer Act of the Philippines.
- The Consumer Empowerment Seminar organized by the NCAC.

WHAT TO DO:

- Scan news papers, magazines and other reading materials for articles or newsbits, which educate consumers on how to get the best value for their money.
- Involve yourself in public hearings or even meetings conducted in your area wherein consumer-related issues such as access to basic goods and services, product quality and safety, sustainable consumption and the like are being discussed.
- Participate in seminars, conferences and for a conducted by the NCAC, and other government agencies, consumer groups and business/industry sector regarding facts about consumer products and services, consumer rights and the mechanism for redress, information on new concepts and developments on consumer protection, general knowledge and awareness necessary for critical and better judgment on consumption and such other matters of importance to the consumer's general well-being.

IF YOU ARE NOT SATISFIED:

- Write a letter to consumer columnists to share your opinions regarding a consumer issue.
- Companies have consumer departments and department stores have consumer welfare desks wherein you can inquire on additional information regarding a product or share your views on goods and services that they are offering.
- Inquire about the consumer education activities being undertaken by the schools.
- Inform government officials in writing on issues or legislation that you think will greatly effect you as consumer.

8 The Right to a Healthy Environment



The eight consumer right is THE RIGHT TO A HEALTHY ENVIRONMENT which is the right to live and work in an environment which is neither threatening nor dangerous and which permits a life of dignity and well-being.

YOU MAY LOOK FORWARD TO:

- The government exerting an iron hand regarding the alarming increase in the degradation of the environment especially on forest, dying wildlife, depleted land fill space and environmental contamination to prevent further damage.
- Constant monitoring of our seas, coral reefs, forest and waste disposal being committed by factories to check if there is a violation of the laws on environmental protection.

WALONG (8) KARAPATAN NG MAMIMILI

1. Pangunahing Pangangailangan

Ang mga tao ay may karapatan sa sapat na pagkain, pananamit, masisilungan, pangangalagang pangkalusugan, edukasyon at kalinisan upang mabuhay.

2. Kaligtasan

May karapatan kang bigyan ng katiyakang ligtas at mapangangalagaan ka laban sa pangangalakal ng mga panindang makasasama o mapanganib sa iyong kalusugan.

3. Patalastasan

May karapatan kang mapangalagaan laban sa mapanlinlang, madaya at mapanligaw na patalastas, mga etiketa at iba pang di wasto at di matapat na gawain. Ito ay kailangan malaman ng mga mamimili upang maiwasan ang pagsasamantala ng iba.

4. Pumili

May karapatan kang pumili ng ibat ibang produkto at paglilingkod sa halagang kaya mo. Kung ito a monopolisado ng probadong kompanya man, dapat na magkaroon ka ng katiyakan sa kasiya-siyang uri at halaga ng produkto nila.

5. Dinggin

May karapatan kang makatiyak na ang kapakanan ng mamimili ay lubusang isaalang-alang sa paggawa at pagpapatupad ng ano mang patakaran ng pamahalaan.

6. Kabayaran para sa Kapinsalaan

Ito'y proteksyon mo laban sa mababang uri ng paninda o paglilingkod. Kung kailangan, mabibigyan ka ng libreng tulong sa paglilitis upang ipagtrangol ang iyong karapatan.

7. Pagtutulong Pangmamimili

May karapatan ka sa pagtuturo n pangmamimili, nagtatanong at nagtatangol sa iyong karapatan. Ito ay nagtataglay ng karapatan sa katalinuhan at kaalaman na kinakailangan upang makagaw ng habbangang makatulong sa mga desisyong pangmamimili.

8. Malinis na Kapaligiran

May karapatan ka sa sapat na mga kalagayan sa buhay na nagbibigay pahintulot sa isang marangal at maayos na pagkatao.

LIMANG (5) PANANGUTAN NG MAMIMILI

1. Mapanuring Kamalayan

Ang tungkuling maging listo at nagtatnong tungkol sa ano ang gamit at halago at kalidad ng mga paninda at paglilingkod na ating ginagamit.

2. Pagkilos

Ang tungkuling maipahayag ang ating sarili at kumilos upang makatiyak sa makatarungang pakikitungo. Kung tayo'y mananatili sa pagwawalang-bahala, patuloy tayong pagsasamantalahan ng mga mandarayang mangangalakal.

3. Pagmamalaskit na Panlipunan

Ang tungkuling alamin kung ano ang ibubunga ng ating pagkunsumo ng mga kalakal at serbisyo sa ibang mamamyan, lalung-lalo na ang pangkat ng maliliit o walang kapangyarihan, maging ito'y sa lokal pambansa, o pandaigdigang komunidad.

4. Kamalayan sa Kapaligiran

Ang tungkuling mabatid ang kahinatnan ng ating kapaligiran bunga ng hindi wastong pangkunsumo, kailangang pangalagaan natin ang ating likas n yaman para sa kinabukasan ng ating anak.

5. Pagkakaisa

Ang tungkuling magtatag ng samahang mamimili upang magkaroon ng lakas at kapangyarihang maitaguyod at mapangalagaan ang ating kapakanan.

PRESIDENTIAL PROCLAMATION NO. 1098

DECLARING THE MONTH OF OCTOBER OF EVERY YEARS AS CONSUMER WELFARE MONTH

WHEREAS, Republic Act No. 7394, otherwise known as the Consumer Act of Philippines, which took effect on 15 July 1992, declared it a policy of the State to protect the interest of the Consumer and promote his general welfare;

WHEREAS, the National Consumer Affairs Council was created by R.A. 7394 to improve the management, coordination and effectiveness of consumer programs and policies of the different government agencies and private organization;

WHEREAS, the protection of the consuming public against unreasonable price increase or fraudulent practices is a continuing concern of the government;

WHEREAS, there is a need to focus national attention on the role consumers play in the vitality of the economy;

WHEREAS, there is necessity to set aside a period during which concerted efforts for the assertion of consumers rights may be thoroughly discussed, planned and carried out;

WHEREAS, a Consumer Welfare Month will promote dissemination of sound consumer information by both public and private sector, including the media on subjects such as complains and policies affecting consumer and encourage dialogue and cooperation among consumer, business and government and broader the scope of consumer education by heightening consumer awareness

NOW, THEREFORE, I, FIDEL V. RAMOS, President of the Republic of the Philippines, by virtue of the powers vested in me by law, do hereby declare the month of October of every year as Consumer Welfare Month. The National Consumer Affairs Council is tasked to undertake programs and activities to ensure the successful observance thereof and to pursue thereunder such measures as may be necessary to effectively promote the interest and general welfare of the Filipino consumer.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the seal of the Republic of the Philippines to be affixed.

DONE in the City of Manila, this 26th day of September in the year of our Lord, Nineteen Hundred and Ninety-Seven.

HIGHLIGHTS OF R.A. 7394 (CONSUMER ACT OF THE PHILIPPINES)

⇒ **APPROVED** on April 13, 1992

⇒ Became **OPERATIONAL** in May 1993 with the appointment of NCAC Members by the President

⇒ **SEEKS** to carry out the 1987 constitutional mandate of protecting the consumer against trade malpractice and substandard or hazardous products. It is also the government's response to the UN Secretary General's request that member governments adopt policy measures that will implement the minimum guidelines on consumer protection promulgated by the United Nations in April 15, 1985

⇒ **Art. 2. DECLARATION OF BASIC POLICY**

1. To protect the interest of the consumer.
2. To promote the general welfare.
3. To establish standards of conduct for business and Industry.

⇒ **OBJECTIVES:**

1. Protection against hazards to health and safety.
2. Protection against deceptive, unfair and unconscionable sales acts and practices.
3. Provision of information and education to facilitate sound choice and the proper exercise of rights by the consumer.
4. Provision of adequate rights and means of redress.
5. Involvement of consumer representatives in the formula of social and economic policies.

IMPLEMENTING AGENCIES:

1. DOH
2. DA
3. DTI
4. DECS
5. BSP
6. SEC
7. LGUs

NATIONAL CONSUMER AFFAIRS COUNCIL, was created to improve the management, coordination and effectiveness of the Consumer programs.

COMPOSITION: Composed of 10 members headed and presided by a Chairperson.

1. Four (4) Government Agencies –DTI, DOH, DA, DECS
2. Four (4) Consumer Organizations of nationwide base
3. Two (2) Business and Industry Sector.