



World Consumer Protection Map

Contribution by
Philippines

Page 2: Contact of respondent

Q1

Philippines

Name of responding member State

Q2

Name of responding authority/agency:

Department of Trade and Industry, Philippines

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Q7

Yes

Does your country's Constitution contain a provision on consumer protection?

Q8

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

THE STATE SHALL PROTECT CONSUMERS FROM TRADE MALPRACTICES AND FROM SUBSTANDARD OR HAZARDOUS PRODUCTS

URL link

<https://www.officialgazette.gov.ph/constitutions/1987-constitution/>

Q9

Yes

Does your country have have specific law(s) on consumer protection ?

Q10

Date

19/04/1992

If you do, when was the main specific law first enacted?

Q11

Respondent skipped this question

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Q12

Please provide the following details of the current specific law(s):

1- Name of law	THE CONSUMER ACT OF THE PHILIPPINES
1- URL link	https://www.officialgazette.gov.ph/1992/04/13/republic-act-no-7394-s-1992/#:~:text=%E2%80%94%20The%20State%20shall%20ensure%20safe,the%20health%20of%20the%20consumer.
2- Name of law	THE PRICE ACT OF THE PHILIPPINES
2- URL link	https://www.officialgazette.gov.ph/1992/05/27/republic-act-no-7581/
3- Name of law	THE FOOD AND DRUG ADMINISTRATION ACT
3- URL link	https://www.officialgazette.gov.ph/2009/08/18/republic-act-no-9711/
4- Name of law	DATA PRIVACY ACT
4- URL link	https://www.privacy.gov.ph/data-privacy-act/
5- Name of law	THE PHILIPPINE CLEAN WATER ACT
5- URL link	https://emb.gov.ph/wp-content/uploads/2015/09/RA-9275.pdf
6- Name of law	THE CLEAN AIR ACT PHILIPPINES
6- URL link	https://emb.gov.ph/wp-content/uploads/2015/09/RA-8749.pdf

Q13

Please check all the fields that your consumer protections law(s) cover.

- Consumer rights/legitimate needs,
- Access by consumers to essential goods and services,
- Protection of vulnerable and disadvantaged consumers,
- Physical safety,
- Product quality,
- Terms and conditions,
- Promotional marketing and sales practices (including misleading advertisement)
- ,
- Restrictive business practices (competition/antitrust),
- Electronic commerce,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- Financial services,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

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Q14

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Respondent skipped this question

Q15

Please indicate the URL Link of the relevant law(s) to each field:

Respondent skipped this question

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Q16

Name of Ministry responsible for consumer protection:

DEPARTMENT OF TRADE AND INDUSTRY PHILIPPINES

Q17

URL link of responsible Ministry for consumer protection:

<https://www.dti.gov.ph/>

Q18

Year when consumer protection was assumed by the current responsible ministry:

1992

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Q19

Yes

Do you have a main consumer protection authority/agency?

Q20

Name of main consumer protection authority/agency:

CONSUMER PROTECTION GROUP, DTI PHILIPPINES

Q21

URL of main consumer protection authority/agency:

<https://www.dti.gov.ph/about/the-organization/consumer-protection/>

Q22

Year of creation:

1992

Q23

Annual budget: (in USD)

12000000

Q24

Total number of staff:

350

Q25

Total number of staff directly affected to consumer protection:

350

Q26

Yes

Do you have a law/decree that governs the main consumer protection authority/agency?

Q27

If you do, please provide the following details:

Reference of the law/decree

THE CONSUMER ACT OF THE PHILIPPINES

URL to law/decree

Republic Act No. 7394 | Official Gazette of the Republic of the ...www.officialgazette.gov.ph › 1992/04/13 › [republic-act-no-7394-s-1...](#)

Q28

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services,
Protection of vulnerable and disadvantaged consumers,
Physical safety,
Product quality,
Terms and conditions,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses,
Restrictive business practices(competition/antitrust),
Electronic commerce,
Financial services,
Promotion of sustainable consumption,
Food distribution,
Water,
Pharmaceuticals,
Energy,
Public utilities,
Tourism,
Data protection and privacy,
Dispute resolution,
Redress,
Consumer education,
Consumer information

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Q29

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Q30

URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Q31

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

- Consumer rights/legitimate needs,
- Access by consumers to essential goods and services,
- Protection of vulnerable and disadvantaged consumers,
- Physical safety,
- Product quality,
- Terms and conditions,
- Promotional marketing and sales practices (including misleading advertisement)
- ,
- Voluntary codes for businesses,
- Restrictive business practices (competition/antitrust),
- Electronic commerce,
- Financial services,
- Promotion of sustainable consumption,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

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Q32

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Q33

URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Q34 Respondent skipped this question

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Q35 Yes

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

40000

Q37 Record highest amount for any sanction/measure imposed: (in USD)

10000

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Illegal acts of price manipulation such as profiteering, hoarding and cartelling under the Price Act is punishable by a fine of Php2000000 or imprisonment of 5 to 15years.

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Q39 Yes

Are there any non-governmental consumer organizations/associations in your country?

Q40 Yes

Do you have a law/decree that governs consumer organizations/associations?

Q41 In case you have a law/decree that governs consumer organizations, please provide the following details:

Reference of the law/decree

The Consumer Act of the Philippines

URL to law/decree

<https://www.officialgazette.gov.ph/1992/04/13/republic-act-no-7394-s-1992/>

Q42 Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,
Consumer education,
Consumer information,
Consumer publications,
Legal representation of consumers' individual interests before courts

Q43 Do consumer groups/associations receive public funding?

No

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

Respondent skipped this question

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Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

No

Q47 If there is, please provide the following details

Respondent skipped this question

Q48 Do you have collective redress/class actions for consumer complaints?

Yes

Q49 Who can represent consumer interests in court?

Lawyers

Q50 What is the highest damages award following a collective redress/class action?

Respondent skipped this question

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Q51

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

**Mediation/ Conciliation,
Arbitration**

Q52

If there are any of the above, please provide the following details:

Respondent skipped this question

Q53

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Yes

Q54

If there are, please provide the following details:

1- Name

ASEAN COMMITTEE ON CONSUMER PROTECTION

1- URL Link

<https://asean.org/archive/the-asean-committee-on-consumer-protection-accp/>

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Q55

Are there any self-regulation initiatives from businesses?

Yes

Q56

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Respondent skipped this question

Q57

Are there any co-regulation initiatives between businesses and public entities?

Yes

Q58

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative

SUGGESTED RETAIL PRICE

1- Scope of application

BASIC NECESSITIES AND PRIME COMMODITIES

1- URL link

<https://www.dti.gov.ph/media/advisories/11707-latest-srps-basic-necessities-prime-commodities>

Q59

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Fair and equitable treatment,
Responsible commercial behaviour,
Disclosure of information and transparency,
Education and awareness-raising,
Protection of privacy,
Consumer complaints and disputes

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Q60

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		10+
Informal (memoranda of understanding)		10+

Q61

Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

Q62

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

<https://asean.org/archive/the-asean-committee-on-consumer-protection-accp/>

Q63

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

<https://asean.org/archive/the-asean-committee-on-consumer-protection-accp/>

Q64

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

<https://asean.org/archive/the-asean-committee-on-consumer-protection-accp/>

Q65

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

- Policy making,
- Consumer rights/legitimate needs,
- Protection of vulnerable and disadvantaged consumers,
- Physical safety,
- Product quality,
- Promotion of sustainable consumption,
- Dispute resolution,
- Redress,
- Consumer education,
- Consumer information

Q66

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

- Pursue,
- Obtain redress

Q67

Do you have any experience in cross-border cooperation on enforcement?

No

Q68

If you do, please provide a short description

Respondent skipped this question

Q69

Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

Yes

As a donor

Yes

Q70

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

1- Name of programme/project	CROSS BORDER ONLINE DISPUTE RESOLUTION
1- Name of cooperating partner(s)	ASEAN
2- Name of programme/project	PRODUCT RECALL
2- Name of cooperating partner(s)	ASEAN
3- Name of programme/project	PEER REVIEW
3- Name of cooperating partner(s)	ASEAN
4- Name of programme/project	SUSTAINABLE CONSUMPTION AND PRODUCTION
4- Name of cooperating partner(s)	ASEAN

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Q71

Yes

Does your authority/agency carry out information and education initiatives?

Q72

Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Product hazard,
Product labelling,
Legislation, dispute resolution,
Weight and measures, prices and quality,
Environmental protection,
Electronic commerce,
Sustainable consumption

Q73

No

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

Q74

Respondent skipped this question

If your authority/agency does, please provide the following details:

Q75

No

Do consumer organizations/associations provide education and information initiatives?

Q76

Respondent skipped this question

If consumer organizations/associations do, please provide the following details:

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Q77

Yes

Does your authority/agency conduct research and analysis on consumer protection issues?

Q78

Respondent skipped this question

If your authority/agency does, please provide the following details:

Q79

Respondent skipped this question

Do other organizations/associations conduct research and analysis on consumer protection?

Q80

Respondent skipped this question

If other organizations/associations do, please provide the following details:
