

**DEPARTMENT ADMINISTRATIVE ORDER NO. 23-02
Series of 2023**

**SUBJECT: EXPANDED DISPUTE RESOLUTION SYSTEM OF THE
DEPARTMENT OF TRADE AND INDUSTRY**

WHEREAS, Article III, Section 16 of the 1987 Constitution guarantees the right of all persons to a speedy disposition of their cases before all judicial, quasi-judicial or administrative bodies;

WHEREAS, Article XIV, Section 12 thereof provides the duty of the State to regulate the transfer and promote the adaptation of technology from all sources for the national benefit, and to encourage the widest participation of private groups, local governments, and community-based organizations in the generation and utilization of science and technology;

WHEREAS, Executive Order No. 97, Series of 2012, states that “there is a need to promote the use of ADR to achieve speedy resolution of disputes before the agencies under the Executive Department”;

WHEREAS, the use of ADR shall be adopted in view of the technological advancements and trends in developments in law, jurisprudence, and international conventions;

WHEREAS, under Republic Act (R.A.) No. 7394, or the “Consumer Act of the Philippines”, it is the policy of the State to protect the interests of the consumer, promote his/her general welfare, and establish standards of conduct for business and industry;

WHEREAS, under R.A. No. 7394, the Department of Trade and Industry (DTI) is the national agency enforcing consumer laws, rules and regulations about consumer products other than drugs, cosmetics, medical devices and substances, and products related to agriculture;

WHEREAS, Part II, Chapter II of R.A. No. 8792, or the “Electronic Commerce Act of 2000”, recognizes that electronic documents shall have the legal effect, validity or enforceability as any other document or legal writing, and that for evidentiary purposes, an electronic document shall be the functional equivalent of a written document under existing laws;

WHEREAS, under Rule 13 of the 1997 Rules of Court, as amended, the filing of pleadings and other court submissions may be made by electronic mail or other electronic means; while service of the same made be through electronic mail, facsimile transmission or other electronic means as may be authorized by the court, or as provided for in international conventions to which the Philippines is a party;

OFFICE OF THE SECRETARY

WHEREAS, the DTI issued Department Administrative Order (DAO) No. 17-08, Series of 2017, or the "Guidelines on the Grant of Bagwis Award", to uphold consumer rights and interests and to encourage businesses to espouse ethical practices;

WHEREAS, pursuant to Strategic Goal 3 embodied under the ASEAN Strategic Action Plan on Consumer Protection (ASAPCP) 2016-2025 for the post-ASEAN Economic Community (AEC) 2025, which aims to institute high consumer confidence in the AEC and cross-border commercial transactions, it is provided that each ASEAN member-state must establish its respective Online Dispute Resolution System (ODRS) by the year 2020 to: (1) increase accessibility to redress for a wider consumer base, (2) offer a fast, simple, and low-cost method for redress, and (3) enhance consumer confidence in online transactions;

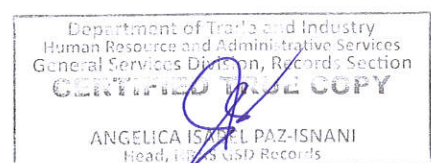
WHEREAS, pursuant to DTI DAO No. 20-05, the DTI initiated the establishment of the Philippine Online Dispute Resolution System, or the "PODRS", in order to effectively and efficiently manage these complaints;

WHEREAS, the PODRS shall also complement the current manual filing of consumer complaints handled by the Fair Trade Enforcement Bureau (FTEB), Regional Offices (RO) and Provincial Offices (PO), and the Office of the Secretary (OSEC) following DAO No. 20-02, Series of 2020 (DAO 20-02), or the "Revised Rules of Mediation and Adjudication of the Department of Trade and Industry", and DAO No. 07, Series of 2006, or "Instituting the Simplified and Uniform Rules of Procedure for Administrative Cases Filed with the Department of Trade and Industry (DTI) for Violations of the Consumer Act of the Philippines and Other Trade and Industry Laws" (DAO 07, s. 2006);

WHEREAS, there is a need to modify DAO 07, s. 2006, and DAO 20-02 on the rules of mediation, adjudication, and appeals to the OSEC of the DTI, to help achieve speedy resolution of disputes using technological advancements and trends for the national benefit.

WHEREAS, R.A. No. 10173, or the "Data Privacy Act of 2012", empowers the National Privacy Commission (NPC) to coordinate with other government agencies on efforts to formulate and implement plans and policies to strengthen the protection of personal information, which includes consumer protection policies in relation to data privacy principles, and, to receive complaints and institute investigations, adjudicate and award indemnity on matters affecting any personal information;

NOW, THEREFORE, foregoing premises considered, this Order is hereby issued for the guidance, and compliance of all concerned.



RULE I GENERAL PROVISIONS

Section 1. Objectives. This Order aims to:

- a. Adhere to the government's initiative in providing alternative dispute resolution mechanisms;
- b. Establish and institutionalize a set of guidelines in handling consumer complaints lodged through the DTI Consumer Complaints Assistance and Resolution (CARE) System;
- c. Facilitate a faster resolution to consumer complaints;
- d. Provide a method of tracking and monitoring the handling of filed cases, including the generation of reports; and
- e. To contribute significantly to e-governance.

Section 2. Scope. This Order shall cover complaints filed in person, by postal mail, by email and through the DTI Consumer CARE System.

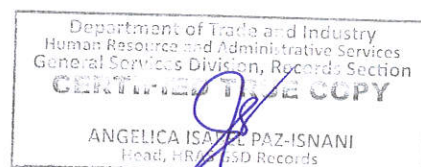
A consumer who files a complaint through acceptable modes such as, but not limited to, email, postal mail, walk-in and referral shall be informed and encouraged to register in and use the features of the DTI Consumer CARE System.

The DTI Consumer CARE System shall be limited to complaints within the jurisdiction of the DTI. Otherwise, it shall be referred to the appropriate government office or local government unit (LGU) for action.

The 1997 Rules of Court, as amended, shall apply supplementary to the procedures mentioned herein.

Section 3. Definition of Terms. For purposes of this Order, the following terms are defined:

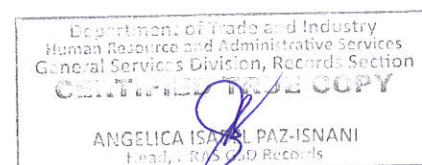
- a. **Cause of Action** – The act or omission by which a party violates the right of another;
- b. **Complainant** – A natural person who files a complaint with the DTI involving a consumer transaction for violation of the Consumer Act or other fair trade and industry laws; or a natural or juridical person, through its authorized representative, who files a complaint under R.A. No. 10642 or the "Philippine Lemon Law";
- c. **Complaint** – A written statement filed by:
 1. A natural person expressing grievance over a violation of R.A. No. 7394 or other trade and industry laws arising from a consumer transaction; or
 2. A natural or juridical person for a violation in relation to R.A. No. 10642;
- d. **Consumer Transaction**
 1. A sale, lease, assignment, award by chance, or other disposition of consumer products, including chattels that are intended to be affixed to land, or of services, or of any right, title, or interest therein, whether done online or offline, except securities as defined in the Securities Act and contracts of insurance under the Insurance Code;



2. A solicitation or promotion by a supplier with respect to a transaction referred to in d.1.;
- e. **DTI Consumer CARE System** – The DTI Consumer CARE System, the pilot system of the PODRS, automates the complaint-handling process of the DTI through the online filing, mediation and adjudication of consumer complaints; The DTI Consumer CARE System is the data repository for all consumer complaints under the jurisdiction of the DTI;
 - f. **DTI Office** – The Fair Trade Enforcement Bureau, DTI–Regional Office (RO) and DTI–Provincial Office (PO);
 - g. **DTI Officer** – Mediation Officer, Adjudication Officer and RO/PO Consumer Protection Division (CPD) Officer
 - h. **Forum Shopping** – An act of a party who repetitively avails himself/herself of several remedies in different courts or quasi-judicial bodies, simultaneously or successively, that are all substantially founded on the same transaction and the same essential facts and circumstances, and all raising substantially the same issues either pending in or already resolved adversely by some other court or quasi-judicial body;
 - i. **Indispensable Party** – A party in a consumer transaction without which the said transaction would not have occurred;
 - j. **Tracking Number** – A unique number generated by the DTI Consumer CARE System after the Complainant fills out all the required information for filing a consumer complaint or query;
 - k. **Party-in-interest** – The party who stands to be benefited or injured by the judgment in the suit, or the party entitled to the avails of the suit. Unless otherwise authorized by law or other issuance, every action must be prosecuted or defended in the name of the real party in interest. Parties in interest are those without whom no final determination can be had in action. In case of consumer complaints, parties-in-interest are the consumer Complainant and the Respondent.
 - l. **Respondent** – A natural or juridical person being complained of;
 - m. **User** – A person who has a registered account with the DTI Consumer CARE System.

Section 4. Conduct of Proceedings. The handling of complaints shall be conducted through the DTI Consumer CARE System unless otherwise agreed upon by the parties.

By agreeing to participate in the mediation proceedings, the parties intend to amicably discuss the issues surrounding the consumer complaint and agree, in good faith, to fully cooperate in a fair, sincere and meaningful discussion to arrive at an amicable settlement. (Annex B).



RULE II FILING AND MODES OF SERVICE

Section 1. Filing. The filing of the initial complaint shall be in accordance with Rule II, Section 1 of DAO 20-02, and its revisions or amendments if any. For initial complaints filed through the DTI Consumer CARE System, the date of electronic transmission shall be considered as the date of filing.

Section 2. Oath of Undertaking. The Complainant shall execute an Oath of Undertaking upon the filing of the formal complaint before the Adjudication Officer (Annex C).

Section 3. Modes of Service. All resolutions, orders and other issuances made by DTI pursuant to this DAO may be served upon the parties through personal service, registered mail/accredited courier, or electronic mail.

- a. Personal service shall be made by delivering personally a copy thereof to a party or his/her counsel, or by leaving it with any person of sufficient age and discretion residing at the residence of the party.
- b. Service through personal and registered mail or accredited courier must be made to any of the following: (1) residence, (2) principal place of business, or (3) branch or place of business where the transaction took place.
- c. Electronic service shall primarily be via email. Other electronic means of service may be resorted to when service cannot be effected by email despite diligent efforts by the DTI Officer.

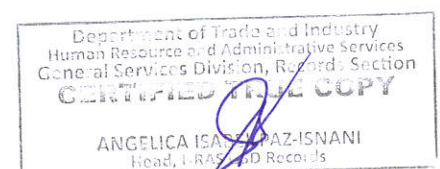
Section 4. Manner of Filing. The preferred mode of filing any document under this DAO shall be through the DTI Consumer CARE System. However, any document may still be filed personally, by mail or by other electronic means.

Section 5. Proof of Service. The proof of service of a resolution, order or other issuance shall be made in writing by the DTI-authorized process server and shall set forth the manner, place and date of service; shall specify any papers which have been served or processed, and the name of the person who received the same; and shall be sworn to when made by a person other than a sheriff or his/her deputy.

In case of service by electronic mail, the DTI Consumer CARE system shall establish proof of service.

Section 6. Notice to Release Information. In cases of mediation, if the Respondent's relevant information, including, but not limited to the registered/true name, address, and such other contact information cannot be obtained, the Mediation Officer shall:

- a. Cause the service of a "Notice to Release Information" (NRI) [Annex D] to all indispensable parties to disclose, either through registered mail, accredited courier, email and/or personal service, all relevant information or any such instrument containing relevant information of the Respondent. The indispensable party must comply within three (3) working days upon receipt of the NRI;



- b. Proceed with the service of the "Notice of Mediation" (NOM) or refer to the Respondent, if a Bagwis Awardee, upon disclosure of information by the indispensable party.

The DTI may seek the assistance of relevant government agencies if, after the lapse of three (3) working days from receipt of the NRI: (1) the NRI remains unanswered; (2) if the relevant information is not disclosed; or (3) if the relevant information of the Respondent is incorrect. Failure of the indispensable party to reply within the provided period may give rise to an action by the Complainant before the National Privacy Commission.

Should the relevant government agency be able to provide the Respondent's relevant information within twenty (20) working days from the request of DTI, the assigned Mediation Officer shall proceed with the service of the NOM or referral to the Respondent, if a Bagwis Awardee. Otherwise, the Mediation Officer shall terminate the proceedings and issue a Certificate to File Action (CFA). After the issuance of the CFA, the pertinent provisions of DAO 20-02 on Adjudication shall govern, unless repealed or otherwise amended hereafter.

RULE III

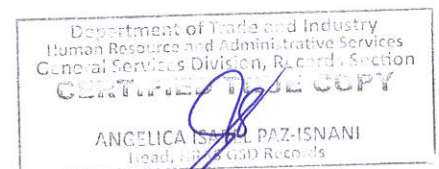
THE DTI CONSUMER COMPLAINTS ASSISTANCE AND RESOLUTION (CARE) SYSTEM

Section 1. Registration. An individual, in representation of himself/herself or of another, shall register in the DTI Consumer CARE System by providing the following information:

- a. Name;
- b. Complete Postal Address;
- c. Age Group;
- d. Social Classification, if applicable [Senior Citizen, Person with Disability (PWD), Indigenous People and Solo Parent];
- e. E-mail Address;
- f. DTI Consumer CARE System Account Password;
- g. Telephone or Mobile Phone number; and
- h. Copy of one Valid Government ID [Students may use their valid School ID]. (See Annex A for the list of accepted IDs).

The individual shall give his/her consent to the use of the DTI Consumer CARE System and the Privacy Statement upon registration. The DTI Consumer CARE System shall send a copy of the registration information together with the verification link to the individual's provided email.

A successful registrant in the DTI Consumer CARE System shall automatically receive a copy of his/her registered information together with the verification link through his/her provided email.



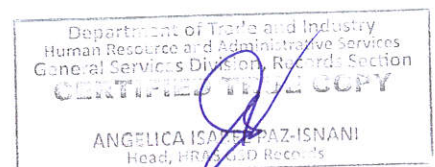
Section 2. Complaints Procedure under the DTI Consumer CARE System. The processing of complaints lodged online shall be in accordance with the following:

- a. The Complainant shall log in to his/her DTI Consumer CARE System account and shall lodge his/her initial complaint by filling out the necessary details relating to the consumer transaction; *Provided*, that a minor complainant must be represented by his/her parent/guardian; *Provided, further*, that it is the latter who shall file the complaint, and attend the complaint-handling proceedings through his/her DTI Consumer CARE System Account. The Complainant shall also upload supporting documents available to him/her.
- b. The User shall execute an Undertaking (Annex B) upon the filing of the initial complaint. Such undertaking shall also be undertaken by the Respondent upon claiming of the complaint.
- c. The DTI Consumer CARE System shall generate a Tracking Number (TN) of the complaint once it is successfully submitted by the User and shall be reflected in his/her account and in his/her registered email address.
- d. The DTI Consumer CARE System shall filter the complaint as to its nature and shall provide a facility where complaints not under DTI's jurisdiction shall be referred to the appropriate government office or LGU.
- e. The DTI Consumer CARE System shall then automatically assign the complaint to a Mediation Officer of a DTI Office chosen by the Complainant. If all the chosen venue are unavailable, the complaint will be assigned to another available DTI Office with notice to the Complainant.
- f. Upon the complaint's assignment, the Mediation Officer shall verify whether the subject matter is: (1) within DTI's jurisdiction, (2) beyond DTI's jurisdiction, or (3) in the nature of an inquiry. The Mediation Officer may use Annex E as a guide in the determination of jurisdiction.

Cases within the jurisdiction of the DTI shall be acted upon in accordance with existing procedures. Matters beyond the scope of DTI's jurisdiction shall be referred by the Mediation Officer to the appropriate government office or LGU concerned with notice to the Complainant of the action taken; *Provided*, that inquiries shall be referred to the proper office for appropriate action with notice to the Complainant.

The Mediation Officer must act on the complaint within three (3) working days from assignment through: (1) the issuance of a NOM, or (2) the referral of the subject matter to the proper government office or Bagwis Awardee, as he/she deems proper.

- g. Only parties-in-interest shall be allowed to file and participate in the mediation proceedings unless an authorization to represent has been submitted or an oral statement in oath has been taken before a competent DTI Officer. Otherwise, the Mediation Officer shall request the complaint to be refiled without prejudice to the party-in-interest.



- h. All persons whose cause of action is based on the same occurrence or transaction may be joined as parties by the Mediation Officer, at their option.
- i. The Mediation Officer shall cause to serve upon the Respondent an NOM through the contact information provided by the Complainant in his/her complaint or by the Respondent as registered in the DTI Consumer CARE System.
- j. The Respondent shall register or login, as applicable, in the DTI Consumer CARE System through the Tracking Number of the dispute to which he/she is a party. If the NOM from the Mediation Officer cannot be served to the Respondent at the address given by the Complainant in the DTI Consumer CARE System, the Mediation Officer shall issue a Certificate to File Action (CFA) pursuant to DAO 20-02.
- k. Upon receipt of the Complainant of the CFA, the Complainant may pursue the case through the DTI Consumer CARE System and shall accomplish the formal complaint data fields for adjudication and execute an oath of undertaking (Annex C).

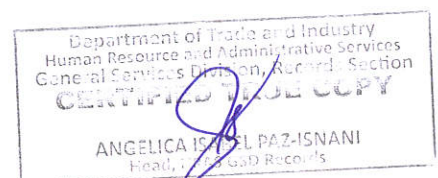
At the option of the Complainant, he/she and his/her witness/es may orally swear before a competent DTI Officer who shall attest to such fact through the means provided in the DTI Consumer CARE System—in lieu of written sworn statements and the Certification of Non-Forum Shopping. The DTI Officer may also administer the oath of the Respondent and his/her witness/es, if any, via online means in lieu of their written sworn statements. In any case, the DTI Officer shall take a screenshot of the person taking the oath and upload the same in the DTI Consumer CARE System.

Sworn statements of witnesses and the Certification of Non-Forum Shopping may be uploaded as supporting documents.

The complaint shall be assigned by the DTI Consumer CARE System to the Adjudication Officer in the DTI Office chosen by the Complainant. If all the chosen venue are unavailable, the complaint will be assigned to another available DTI Office with notice to the Complainant.

The case shall be dismissed if the Complainant fails to pursue the complaint within the prescriptive period as mandated by law.

- l. The Adjudication process shall proceed in accordance with Rule IV, Section 5, 6, 7, 8, 9, 10, 11, 12 and 13 of DAO 20-02 and the provisions of Rule II of this DAO.



Section 3. Case Handling of Complaints Against Bagwis Awardee Establishments.

- a. All Bagwis Awardee establishments, as defined by DAO 17-08, shall be required to register in the DTI Consumer CARE System.
- b. Complaints against a Bagwis Awardee establishment shall be referred to the concerned business in accordance with Rule II, Section 3 of DAO 20-02, and its revisions or amendments, if any.
- c. Should the complaint remain unsettled, the Complainant shall inform the concerned DTI Office through the DTI Consumer CARE System of his/her intention to proceed with the mediation.

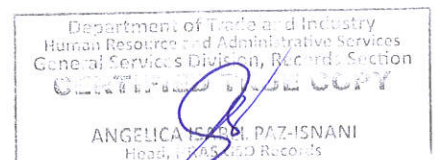
Section 4. Reassignment of the Case. Reassignment of the case to another Mediation/Adjudication Officer may only be done for the following reasons:

- a. The originally assigned Mediation/Adjudication Officer is/has:
 1. On leave;
 2. Suspended or dismissed from service;
 3. Retired;
 4. Died;
 5. Reassigned to a new role;
 6. Resigned;
- b. Conflict of interest; and
- c. Express instruction of the concerned Assistant Secretary, if none, the Undersecretary.

For cases at the Mediation level, the concerned Division Chief shall recommend the reassignment of the case to the FTEB/Provincial Director for the latter's approval, as applicable. For those at the Adjudication level, the concerned Division Chief shall recommend the reassignment of the case to the FTEB/Regional Director for the latter's approval, as applicable. If a concerned Adjudication Officer in a Regional Office reports directly to the Regional Director, the former shall recommend the reassignment of the case to the latter, for approval.

Section 5. Appeals Update Beyond DTI. The DTI Office of the Secretary, through its designated Appeals Secretariat, shall be responsible for updating the DTI Consumer CARE System relative to the status of cases further appealed to the Office of the President or relevant courts.

Section 6. Changes/Amendments of Parties' Information. Any change of personal information of any party shall be required to be reflected in the DTI Consumer CARE System. (Annex B)



Section 7. Monitoring the Status of Cases. The DTI Consumer CARE System shall have a facility for the automated generation of individual and consolidated reports. The reports shall include the following information:

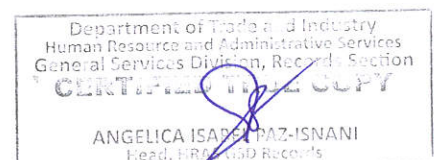
- a. Number of complaints received
 - 1. Mediation/Adjudication Officer
 - 2. RO
 - 3. PO
 - 4. FTEB
- b. Nature of complaints
- c. Name of establishments
- d. Nature of transaction (offline or online)
- e. Number of complaints
 - 1. Referred to other DTI Bureaus or Offices
 - 2. Referred to other government or private agencies
 - 3. Went through the actual mediation process
 - a. With a Compromise Agreement
 - b. With CFA
- f. Number of complaints resolved through adjudication;
- g. Number of decisions appealed

RULE IV REPORTING AND ACCESS

Section 1. Generating, Consolidating and Submission of Reports. For purposes of reporting, the System Administrator shall generate the monthly consolidated report for submission to the DTI Secretary through the respective Undersecretaries of the CPG and the ROG. The CPG and the ROG shall jointly submit a bi-annual report on mediated cases to the Department of Justice-Office for Alternative Dispute Resolution as required by Executive Order No. 97, Series of 2012.

Section 2. Access to Cases. The Mediation Officer or Adjudication Officer and his/her immediate supervisor shall only have access to cases assigned to them. The following shall have viewing access to all cases: (1) the System Administrator; (2) the Business Process Administrator; (3) the Undersecretaries and Assistant Secretaries of the CPG and the ROG; (4) the Secretary and the office designated as Appeals Secretariat; *Provided*, that the officer/s designated to discharge the appeals function of the Secretary and the Appeals Secretariat shall have full access only to cases under appeal.

The Division Chiefs of the Consumer Protection Division (CPD), the Regional Directors, the Provincial Directors of the ROG, and the Director of the FTEB shall only have viewing access to the cases within their jurisdictions. The CPAB shall have access to decisions by the Adjudication Officers and the Secretary or officer/s designated to discharge his/her appeals functions.



Section 3. Helpdesk, Escalation and Administration of the System. The Knowledge Management and Information Service (KMIS), the Information System Management Service (ISMS), the FTEB and the ROG shall establish a helpdesk and escalation system for queries and issues received from the public and system users. The ISMS shall serve as the system administrator. The CPG Undersecretary shall designate the business process administrator.

RULE V FINAL PROVISIONS

Section 1. DTI Consumer CARE Kiosks. To effectively implement the objectives of the DTI Consumer CARE System and to help consumers in filing their complaints through electronic means, the FTEB, the ROs and the POs shall have a working kiosk with at least two (2) units of electronic equipment, e.g. computer, tablet, including scanner and camera, that the consumer can use in filing his/her complaint. Walk-in complainants shall be assisted by trained and dedicated staff.

Section 2. Request for Consumer Assistance. Disputes by a User who wishes to be anonymous from the person being complained of shall be referred to the latter by the Mediation Officer or other DTI Office personnel for appropriate action. In case the User shall dispute the action taken by the person being complained of, or in case of lack of action, he/she may proceed in filing a complaint in the DTI Consumer CARE System using the same Tracking Number.

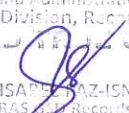
Section 3. Multiple Roles. Should a Mediation Officer be assigned as an Adjudication Officer due to the exigencies of service, the said DTI Officer shall not handle cases previously assigned to him/her as a Mediation Officer when executing the functions of the Adjudication Officer.

Section 4. Retention Policy. The KMIS shall develop a Record Retention Schedule (RRS) in which data collected from the DTI Consumer CARE System are stored and disposed of accordingly and shall ensure that processes for RRS are followed. The KMIS is also authorized to modify the RRS in compliance with local laws and treaty obligations of the Republic of the Philippines.

Section 5. Funding. The CPG shall include in the annual budget proposal the requirements for managing the DTI Consumer CARE System program which includes, but are not limited to, the hiring and training of dedicated personnel, advocacy programs, and system maintenance.

Section 6. Separability Clause. If for any reason any section, any article or provision of this Order, or any portion thereof or the application of such section, provision, or part of to any person, group, or circumstance is declared invalid or unconstitutional, the remainder of this Order shall not be affected by such declaration.

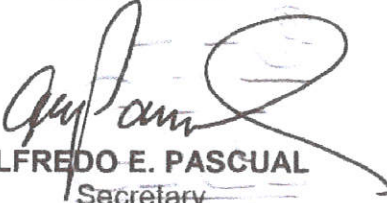
Section 7. Repealing Clause. All inconsistent provisions of DAO 07, s. 2006; DAO No. 05, s. 2007; DAO 13-02, s. 2013; DAO 17-08, s. 2017; DAO No. 20-02, s. 2020; other DAOs, Department Orders (DOs) and issuances, or any portion thereof in comparison with this Order are hereby repealed, modified, or amended accordingly.

Department of Trade and Industry
Human Resource and Administrative Services
General Services Division, Records Section
CONTINUED FROM COPY

ANGELICA ISABEL PAZ-ISNANI
Head, HRAS and Records


Section 8. Effectivity. This Order shall take effect immediately upon its publication in a newspaper of general circulation or the Official Gazette, and filing with the University of the Philippines—Office of the National Administrative Register.

Issued this 13th day of October 2023 in Makati City, Philippines.

APPROVED


ALFREDO E. PASCUAL
Secretary

RECOMMENDING APPROVAL


MARY JEAN T. PACHECO, CESO II
Assistant Secretary and
Officer-in-Charge
Consumer Protection Group

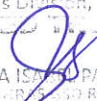

BLESILA A. LANTAYONA
Undersecretary
Regional Operations Group

RECOMMENDED BY


ATTY. M. MARCUS N. VALDEZ II
Director


ATTY. CHERRYL G. CARBONELL
Assistant Director

Consumer Policy and Advocacy Bureau Consumer Policy and Advocacy Bureau

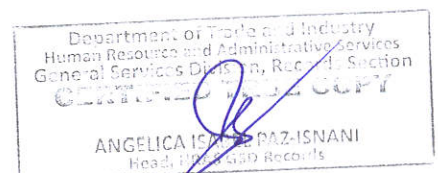
Department of Trade and Industry
Human Resource and Administrative Services
General Services Division, Records Section
CERTIFIED TRUE COPY

ANGELICA ISABEL PAZ-ISNANI
Head, Records Section

ANNEX A

IDENTIFICATION DOCUMENTS (IDs) ALLOWED FOR REGISTRATION TO THE DTI CONSUMER CARE SYSTEM

The following are identification documents that may be presented for registration to the DTI Consumer CARE System:

1. National ID (PhilSys)
2. Philippine Passport issued by the Department of Foreign Affairs (DFA)
3. Driver's License issued by the Land Transportation Office (LTO)
4. Professional Regulations Commission (PRC) ID
5. National Bureau of Investigation (NBI) Clearance
6. Philippine National Police (PNP) ID/Police Clearance
7. Postal ID issued by Philippine Postal Corporation (PhilPost)
8. Voter's ID issued by the Commission on Elections (COMELEC)
9. Government Service Insurance System (GSIS) Unified Multi-Purpose ID/eCard
10. Social Security System (SSS)/Unified Multi-Purpose ID
11. Seaman's/Seawoman's Book issued by the Maritime Industry Authority (MARINA)
12. Integrated Bar of the Philippines (IBP) ID
13. Senior Citizen's ID issued by the Office of Senior Citizens Affairs (OSCA) and/or local government units (LGUs)
14. Person with Disability (PWD) ID issued by the National Council on Disability Affairs (NCDA) or its regional counterpart, Office of the Mayor, Office of the Barangay Captain, DSWD Office, and other participating organizations with Memoranda of Agreement with the Department of Health (DOH)
15. Philippine Health Insurance Corporation (Philhealth) ID
16. Home Development Mutual Fund (Pag-IBIG) Loyalty Card
17. OFW ID issued by the Department of Labor and Employment (DOLE)
18. Overseas Workers Welfare Administration (OWWA) ID
19. Diplomat/Consular ID issued by the Philippine Embassy
20. 4Ps ID issued by the DSWD
21. Barangay ID/Certification with picture and signature
22. IDs issued by National Government Offices (e.g. AFP, DAR, DENR, DOH and DOJ) including Government-Owned and Controlled Corporations (GOCCs)
23. IDs issued by the Offices of the Local Chief Executives (Governor, Vice-Governor, Mayor and Vice-Mayor)
24. Tax Identification Card (TIN) with picture and signature issued by the Bureau of Internal Revenue
25. School/Student ID for currently-enrolled students, 18 years old and above, issued by reputable schools/colleges/universities recognized by the Department of Education (DepEd) or Commission on Higher Education (CHED) signed by the principal or head of the academic institution
26. Alien Certification of Registration/Immigrant Certificate of Registration



ANNEX B

UNDERTAKING AT THE MEDIATION LEVEL

Welcome to the DTI Consumer Complaints Assistance and Resolution (CARE) System!

Per the Department Administrative Order on the Expanded Dispute Resolution System of the Department of Trade and Industry, I hereby declare that:

1. I promise to notify the DTI and update my account details should there be any amendment to my personal information; and
2. I agree to participate in the mediation proceedings, intend to amicably discuss the issues surrounding the consumer complaint, and agree, in good faith, to fully cooperate in a fair, sincere and meaningful discussion to arrive at an amicable settlement.

CONSENT

Subject to the provisions of the Data Privacy Act of 2012, the Alternative Dispute Resolution Act of 2004, and other applicable laws, rules, and regulations, I agree and authorize the Department of Trade and Industry (DTI) to collect, process, and share my relevant information with involved persons or organizations, including authorized institutions, investigative agencies, and regulators, for legitimate purposes necessary and incidental to the filing and resolution of this case. The DTI may likewise use the said information as reference in contact tracing, as may be necessary in the future and subject to the data retention policy of the said agency.

Proceed

Do not Proceed

Department of Trade and Industry
Human Resource and Administrative Services
General Services Division, Records Section
CELESTINE TRINIDAD
ANGELICA ISABEL PAZ-ISMANI
Head, HRMSD Records

ANNEX C

UNDERTAKING UPON FILING OF THE FORMAL COMPLAINT (ADJUDICATION LEVEL)

Per the Department Administrative Order on the Expanded Dispute Resolution System of the Department of Trade and Industry, I hereby declare that:

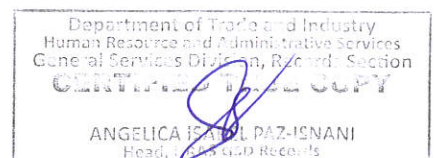
1. All information supplied in this complaint are true and correct to the best of my belief and knowledge and I promise to notify the DTI and update my account details should there be any amendment in my personal information;
2. Any false or misleading information shall be dealt with accordingly under the existing applicable laws including, but not limited to, Articles 183 and 184 of the Revised Penal Code;
3. I agree to the recording of the online proceedings; and
4. I agree that my dispute shall be governed and interpreted in accordance with the laws of the Republic of the Philippines.

CONSENT

Subject to the provisions of the Data Privacy Act of 2012 and other applicable laws, rules, and regulations, I agree and authorize the Department of Trade and Industry (DTI) to collect, process, and share my relevant information with involved persons or organizations, including authorized institutions, investigative agencies, regulators, and third-party/ies, for legitimate purposes necessary and incidental to the filing and resolution of this case. The DTI may likewise use the said information as reference in contact tracing, as may be necessary in the future and subject to the data retention policy of the said agency.

Proceed

Do not Proceed



ANNEX D

NOTICE TO RELEASE INFORMATION TEMPLATE

DD MONTH YYYY

(ADDRESSEE)

(Residential or Office Address/Email Address)

NOTICE TO RELEASE INFORMATION (NRI)

Dear _____:

This is to inform you of a pending consumer dispute/complaint involving (complete name of complainant) against (complete name/alias of respondent). As the consumer transaction subject of the said complaint was facilitated through your platform, you are hereby requested to disclose any or all of the details of the respondent, to wit:

1. Registered e-mail address;
2. Registered mobile number; and
3. Postal address.

This request is legally in conformity with the right of the complainant as a data subject under Section 12(c), Section 12(e) and Section 13(f) of the Republic Act No. 10173 or the "Data Privacy Act of 2012"¹ to the full disclosure of information as to the recipient of his/her personal information, provided, that it is pursuant to a necessary and legitimate purpose, such as filing a complaint for a consumer violation. Failure to comply to this request within _____ days from receipt shall be dealt with accordingly under the law.

For your immediate compliance, Thank you.

MEDIATION OFFICER
(Signature Over Printed Name)

¹ SEC. 12. *Criteria for Lawful Processing of Personal Information.* – The processing of personal information shall be permitted only if not otherwise prohibited by law, and when at least one of the following conditions exists:

(c) The processing is necessary for compliance with a legal obligation to which the personal information controller is subject;

(f) The processing is necessary for the purposes of the legitimate interests pursued by the personal information controller or by a third party or parties to whom the data is disclosed, except where such interests are overridden by fundamental rights and freedoms of the data subject which require protection under the Philippine Constitution

SEC. 13. *Sensitive Personal Information and Privileged Information.* – The processing of sensitive personal information and privileged information shall be prohibited, except in the following cases:

(f) The processing concerns such personal information as is necessary for the protection of lawful rights and interests of natural or legal persons in court proceedings, or the establishment, exercise or defense of legal claims, or when provided to government or public authority.

Department of Trade and Industry
Human Resource and Administrative Services
General Services Division, Records Section
CERTIFIED TRUE COPY
ANGELICA ISABEL PAZ-IGNANI
Head, HR and Records

ANNEX E

Suggested Checklist of DTI Jurisdiction for Consumer Complaints

<i>Allegations in the complaint</i>	Is the Complainant a natural person? *	Is the purpose of the transaction personal, household, and not business-related?	Yes	No
<i>The law in force at the time the complaint is filed</i>	Is the applicable law, RA 7394, RA 4109, RA 7581, other trade & industry laws?		Yes	No
<i>Character of the relief sought</i>	Is the relief sought part of the administrative penalties under Article 164 of the Consumer Act, and not civil (damages) or penal (imprisonment) in nature?		Yes	No
Conclusion/Appropriate Action			DTI Jurisdiction if all answers are affirmative (Yes)	Outside DTI Jurisdiction if not all questions are answered in affirmative (some are NO)

* If the Complainant is a juridical person, kindly check whether the case is for a violation of the Philippine Lemon Law as the DTI has jurisdiction over such concern.

Department of Trade and Industry
Human Resource and Administrative Services
General Services Division, Records Section
CERTIFIED COPY
ANGELICA ISRAEL P. RAZ-IGNANI
Head, Records Section