



REPUBLIC OF THE PHILIPPINES
KAGAWARAN NG KALAKALAN AT INDUSTRIYA
(Department of Trade and Industry)
Trade and Industry Building
361 (Buendia) Sen. Gil. J. Puyat Avenue
Makati, Metro Manila, Philippines 3117

Cable Address MTI
Telex 14830 MTI PS
45466 MOT PS
45467 MOT PS

Tel. No. 818-57 - 05 to 35
P.O. Box 2303, Makati Commercial Center

Department Administrative Order No. 4
Series of 1995

SUBJECT: Further amending certain provisions of Ministry Order No. 32, Series of 1985, as amended (Rules and Regulations on the Accreditation of Service and Repair Enterprises)

Pursuant to Title X, Book IV of the Administrative Code of 1987 and to more effectively implement the provisions of PD 1572 and chapter VII of Republic Act No. 7394 (otherwise known as the "Consumer Act of the Philippines"), the following amendments to Ministry Order No. 32, Series of 1985, as amended by Department Order No. 69, Series of 1993 and Department Administrative Order No. 2, Series of 1994 are hereby prescribed and promulgated for the information, guidance and compliance of all concerned:

Rule IV of Ministry Order No. 32, Series of 1985 is hereby modified to read as follows:

"RULE IV
WRITTEN ESTIMATE OF COST AND AUTHORIZATION REQUIRED;
PAYMENT UPON COMPLETION

Section 1 - No work, repair or service job shall be commenced without a specified written authority or job order contract with its customer indicating the following information on the job order contract:

1. Problem and diagnosis (if any)
2. Description of work, repair or service to be performed (flat rate)
3. Estimate of the labor (flat rate)
4. Estimate of the cost of parts to be used
5. Estimate of the time or date of work completion

Section 2 - DISPLAY OF SIGNBOARD FOR JOB AUTHORIZATION

Every accredited enterprise shall install and display in a conspicuous place within the premises of the enterprise for all customers to see a signboard with a minimum size of 1.22 mts. x 1.525 mts. and the statement "TO ALL CUSTOMERS: BEFORE SIGNING ANY JOB AUTHORIZATION, THE FOLLOWING MUST BE INDICATED IN THE JOB ORDER FORM:

1. PROBLEM AND DIAGNOSIS (IF ANY)
2. DESCRIPTION OF WORK TO BE PERFORMED (FLAT RATE)
3. ESTIMATE OF LABOR (FLAT RATE)
4. ESTIMATE OF COST OF PARTS
5. ESTIMATE OF THE TIME OR DATE OF WORK COMPLETION

"Section 3 - Before any payment for any work, repair or service job, the following information shall be provided in the billing invoice of the customer:

1. Description of actual job done
2. Cost of labor (flat rate) and any outside labor if performed by a third party
3. Description and cost of parts
4. All pertinent service information

"Section 4 - DISPLAY OF SIGNBOARD FOR PAYMENT

Every accredited enterprise shall install and display in a conspicuous place within the premises a signboard with a minimum size of 1.22 mts. x 1.525 mts. and the statement "TO ALL CUSTOMERS BEFORE PAYING FOR ANY AUTHORIZED JOB, THE FOLLOWING MUST BE INDICATED IN THE JOB INVOICE FOR:

1. DESCRIPTION OF ACTUAL JOB DONE (FLAT RATE)
2. COST OF LABOR (FLAT RATE)
3. DESCRIPTION AND COST OF PARTS
4. ALL PERTINENT SERVICE INFORMATION

Section 2. Section 1, Rule VII of Ministry Order No. 32, Series of 1985 is hereby, modified by adding the following:

"Repositioning of right-hand drive trucks/vehicles to left-hand drive shall be included in this classification."

Section 3. Section 10 of Department Order No. 69, Series of 1993 is hereby modified by adding the Point System contained in Annex "A" hereof and the Machinery/Tools/Equipment Requirement Guide for Repositioning of Right Hand Drive Motor Vehicles/Heavy Equipment and the required certified technical personnel, for star ratings:

"D.17 Repositioning:

MACHINERY/TOOLS EQUIPMENT

Hydraulic Presses
Hoists
Hydraulic Jacks
Toe in Gauges
Oxygen Acetylene Welding Units
Flaring Tools
Brake Pipe bending tools
Power Tools
Torque Wrenches

Optional Tools

Steam Cleaners
Crocodile Jacks
Impact Tools
Drill Presses
Wheel Alignment tester
Brake Testers
Side Slip Testers
Head Lamp Focusing Equipment
Tire dismantling & assembly fixtures
Metal inert gas (MIG) welding
Tungsten inert gas (TIG) welding"

Section 4. The corresponding fees for this classification shall be the same fees charged for motor vehicle shops per Memorandum Circular No. 15, Series of 1990.

Section 5. Repair and service firms undertaking the repositioning of right hand drive vehicles shall be required to satisfy the following minimum requirements in terms of technical personnel:

- One (1) Automotive Mechanic
- One (1) Automotive Electrician
- One (1) Automotive Body repairman

Section 6. These amendatory rules and regulations shall take effect fifteen (15) days after publication in full in two (2) newspapers of general circulation.

Makati, City, May 19, _____, 1995.


CESAR B. BAUTISTA
Officer-in-Charge