

As of 23 March 2022

MALACAÑAN PALACE

MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. \_\_\_\_\_

**ESTABLISHING THE CONSUMERNET TO INSTITUTIONALIZE NETWORKING AMONG GOVERNMENT AGENCIES WITH CONSUMER PROTECTION MANDATES TO PROMOTE AND PROTECT CONSUMER WELFARE**

**WHEREAS**, Article XVI, Section 9 of the 1987 Constitution provides that “the State shall protect consumers from trade malpractice, and from substandard or hazardous products”;

**WHEREAS**, Article 2, Title 1 of Republic Act No. 7394, or the Consumer Act of the Philippines, states that it is the policy of the State to protect the interests of the consumer, promote his general welfare and establish standards of conduct of business and industry, and Article 159, Chapter III of the same law provides for the establishment of systematic procedures in the development of consumer policies, rules and regulations;

**WHEREAS**, networking and close coordination among government agencies with consumer protection mandates are essential in establishing efficient and effective action on consumer issues and complaints;

**WHEREAS**, through a Memorandum of Agreement (MOA) with government agencies with consumer protection mandates executed on 12 November 1996, the Department of Trade and Industry (DTI) conceptualized the CONSUMERNET in order to facilitate the flow of consumer protection information and to provide a speedy resolution of consumer complaints;

**WHEREAS**, two (2) other MOAs were executed on 26 October 2001 and 13 October 2004 adding more government agencies to the CONSUMERNET;

**WHEREAS**, there is a need to strengthen and institutionalize the activities and programs of the CONSUMERNET member-agencies in relation to the CONSUMERNET;

**NOW, THEREFORE**, I, RODRIGO R. DUTERTE, President of the Republic of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

51 **Section 1. Short Title.** This Order shall be known as the “CONSUMERNET  
52 Directive of 2021”

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54 **Section 2. Objectives.** This Order shall have the following objectives:

- 55  
56 a. To institutionalize networking and coordination among government  
57 agencies with consumer protection functions and mandates in order to  
58 facilitate the timely flow of accurate and relevant information between  
59 consumers and the CONSUMERNET;  
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61 b. To establish frontline facilities for consumer queries and concerns;  
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63 c. To establish a systematic action on consumer issues and complaints.  
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65 **Section 3. Composition.** The CONSUMERNET shall be composed of, but not  
66 limited to, the following agencies and Local Government Units (LGU):  
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- 68 a. Agencies with consumer protection mandates:

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70 Bangko Sentral ng Pilipinas (BSP)  
71 Department of Trade and Industry (DTI)  
72 Consumer Protection Group (CPG)  
73 Department of Agriculture (DA) and its attached agencies, namely:  
74 Bureau of Agricultural and Fisheries Product Standards (BAFPS)  
75 Bureau of Plant Industry (BPI)  
76 Bureau of Animal Industry (BAI)  
77 Bureau of Fisheries & Aquatic Resources (BFAR)  
78 National Food Authority (NFA)  
79 National Meat Inspection Commission (NMIC)  
80 Philippine Coconut Authority (PCA)  
81 Philippines Fisheries Development Authority (PFDA)  
82 Sugar Regulatory Administration (SRA)  
83 Philippine Health Insurance Corporation (PHIC; PhilHealth)  
84 Department of Education (DepEd)  
85 Department of Environment and Natural Resources (DENR)  
86 Department of Energy (DOE)  
87 Department of Finance (DOF) and its attached agencies, namely:  
88 Bureau of Customs (BOC)  
89 Bureau of Internal Revenue (BIR)  
90 Insurance Commission (IC)  
91 Philippine Deposit Insurance Corporation (PDIC)  
92 Securities and Exchange Commission  
93 Department of Health (DOH) and its attached agencies, namely:  
94 Food and Drug Administration (FDA)  
95 Department of Information and Communications Technology (DICT) and its  
96 attached agency namely  
97 National Telecommunications Commission (NTC)  
98 Department of Human Settlements and Urban Development (DHSUD)  
99 Department of Interior and Local Government (DILG)  
100 Department of Justice (DOJ) and its attached agency, namely:

101 Public Attorney's Office (PAO)  
102 Department of Tourism (DOT)  
103 Department of Transportation (DOTr) and its attached agency, namely:  
104 Civil Aeronautics Board (CAB)  
105 Land Transportation Franchising and Regulatory Board (LTFRB)  
106 Energy Regulatory Commission (ERC)  
107 Local Water Utilities Administration (LWUA)  
108 Metropolitan Manila Development Authority (MMDA)  
109 Metropolitan Waterworks Sewerage System (MWSS)  
110 National Power Corporation (NAPOCOR)  
111 National Water Resources Board (NWRB)

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113 b. Local Government Units within the National Capital Region:  
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115 **Section 4. CONSUMERNET Council.** CONSUMERNET member-agencies  
116 and LGUs shall form part of the CONSUMERNET Council, which shall be headed by  
117 the Secretary of the DTI, or his/her representative or alternate, as Chairperson, and  
118 the Secretary of DA, or his/her representative or alternate, as Vice-Chairperson, and  
119 shall:

- 120  
121 a. Actively support the activities and undertakings of the CONSUMERNET  
122 Council;  
123  
124 b. Assign a representative and an alternate to the CONSUMERNET Council  
125 to attend its meetings for the formulation of guidelines, systems and  
126 procedures, and addressing pressing and relevant issues;  
127  
128 c. Prepare and submit to the CONSUMERNET Secretariat quarterly reports  
129 on complaints received and their status, and any other relevant data on  
130 consumer issues and concerns;  
131  
132 d. Cooperate and participate in trainings on consumer relations and  
133 complaints handling;  
134  
135 e. Coordinate with member-agencies and LGUs on consumer education,  
136 information and advocacy programs;  
137  
138 f. Coordinate with public utilities, corporations, trade and industry associations,  
139 and consumer organizations to promote the interests of consumers;  
140  
141 g. Formulate rules and regulations necessary to clarify and/or carry out the  
142 objectives of this Order and their respective consumer protection mandates.  
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144 **Section 5. Council Secretariat.** The Consumer Policy and Advocacy Bureau  
145 (CPAB) of the DTI-CPG shall serve as the Secretariat of the CONSUMERNET Council,  
146 and shall:

- 147  
148 a. Provide convening and oversight functions;  
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- 150 b. Initiate the creation of Committees and periodically convene the same to  
151 formulate and review guidelines, systems and procedures of the  
152 CONSUMERNET, subject to the approval of the CONSUMERNET Council;  
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154 c. Initiate and enhance systems for monitoring and documentation of the  
155 performance of the CONSUMERNET with regard to complaints handling, as  
156 needed;  
157  
158 d. Consolidate reports submitted by the member-agencies;  
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160 e. Initiate the replication of CONSUMERNET in the regions/provinces, in  
161 coordination with the member-agencies and their concerned  
162 regional/provincial offices, and provincial LGUs;  
163  
164 f. Coordinate with Non-Government Organizations, Consumer Welfare Desks  
165 and other organizations involved in promoting consumer welfare.  
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167 **Section 6. Dispute Resolution.** The CONSUMERNET shall develop a  
168 comprehensive dispute resolution system that shall serve as an efficient facility that  
169 will handle consumer disputes of various agencies under this Executive Order.  
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171 **Section 7. Funding.** Each member-agency shall appropriate funds necessary  
172 to carry out the provisions of this Order which shall be included in the Annual General  
173 Appropriations Act.  
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175 **Section 8. Separability Clause.** Should any provision of this Order or any part  
176 thereof be declared unconstitutional or otherwise invalid, the validity of other  
177 provisions not so declared shall not be affected by such declaration.  
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179 **Section 9. Repealing Clause.** All Orders, rules and regulations, other  
180 issuances or parts thereof, which are inconsistent with this Order are hereby repealed  
181 or modified accordingly.  
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183 **Section 10. Effectivity.** This Order shall take effect \_\_\_\_\_  
184 after \_\_\_\_\_.  
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186 **DONE**, in the City of Manila, this \_\_\_\_\_ day of \_\_\_\_\_ Two Thousand and  
187 Twenty Two (2022).  
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