

Republika ng Pilipinas
(Republic of the Philippines)
MINISTRI NG EDUKASYON AT KULTURA
(MINISTRY OF EDUCATION AND CULTURE)
Maynila

September 15, 1980

MEMORANDUM
No. 184, s. 1980

1980 CONSUMERS' PROTECTION WEEK

To: Bureau Directors
Regional Directors
Cultural Agency Directors
Chiefs of Services and Heads of Units
Schools Superintendents
Presidents, State Colleges and Universities
Heads of Private Schools, Colleges and Universities

1. Conformably to Proclamation No. 1931, dated August 14, 1979, a copy of which is inclosed, the celebration of Consumers' Protection Week will be held this year on October 5-11, instead of on the last week of October as has previously been done.
2. To insure the protection of the consumers against unreasonable price increases or fraudulent practices, a list of consumers' rights and responsibilities is also inclosed for every person to know, understand and bear in mind always.
3. Discussion of the above-mentioned rights and responsibilities, including the essential points to be borne always in mind, should be made in faculty meetings as well as in the classrooms particularly in Social Studies classes.
4. It is desired that this Memorandum be immediately disseminated to all schools.

(SGD.) ONOFRE D. CORPUZ
Minister of Education and Culture

Incls.:

As stated

Reference:

MEC Memorandum No. 184, s. 1979

Allotment: 1-2-3-4--(D.O. 1-76)

To be indicated in the Perpetual Index
under the following subjects:

CELEBRATIONS & FESTIVALS	Course of Study, SECONDARY
Course of Study, COLLEGIATE	LIST
" " " " , ELEMENTARY	SCHOOLS

(Inclosure No. 1 to MEC Memorandum No. 184, s. 1980)

MALACAÑANG
Manila

BY THE PRESIDENT OF THE PHILIPPINES

PROCLAMATION NO. 1881

AMENDING PROCLAMATION NO. 822 DATED MARCH 1, 1971, ENTITLED
"DECLARING THE LAST WEEK OF OCTOBER OF EVERY YEAR
AS CONSUMERS' PROTECTION WEEK".

WHEREAS, Proclamation No. 822 dated March 1, 1971, declares the last week of October of every year as Consumers' Protection Week;

WHEREAS, the Consumer Federated Groups of the Philippines Inc. has observed that programs for the Consumers' Protection Week held on the last week of October do not elicit full attendance and are not successful as expected due to its proximity to November first, which is a special public holiday and also falls on semestral vacation time, and

WHEREAS, to ensure full attendance and success, it is necessary that the observance of the Consumers' Protection Week be held on the first week of October of every year;

NOW, THEREFORE, I, FERDINAND E. MARCOS, President of the Philippines, by virtue of the powers vested in me by law, do hereby amend Proclamation No. 822 by transferring the celebration of Consumers' Protection Week to the first week of October of every year.

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 14th day of August, in the year of Our Lord, nineteen hundred and seventy-nine.

(SGD.) FERDINAND E. MARCOS
President of the Philippines

By the President:

(SGD.) JUAN C. TUVERA
Presidential Assistant

A true copy

CONSUMER RIGHTS, RESPONSIBILITIES AND THE ESSENTIAL
POINTS EVERY CONSUMER MUST ALWAYS BEAR IN MIND*

A. Consumer Rights:

1. The right to be informed to be protected against fraudulent, deceitful, or grossly misleading information, advertising, labelling, or other practices, and to be given the facts the consumer needs to make informed choices.
2. The right to safety - to be protected against the marketing of goods which are hazardous to health or life.
3. The right to choose - to be assured, wherever possible of access to a variety of products and services of competitive prices, and in those industries in which competition is not workable and government regulation is substituted, and assurance of satisfactory quality and service at fair prices.
4. The right to be heard - to be assured that the consumer's interest will receive full and sympathetic consideration in the formulation of government policy, and fair and expeditious treatment in its administrative tribunals.
5. The right to redress - the consumer should be able to lodge complaints with the authority which investigates and, if a complaint is found justified, seek compensation on behalf of the consumer.

B. Consumer Responsibilities:

1. Not to cheat;
2. Not to misuse the not truly defective product;
3. Not to misread the label or the instructions;
4. If something goes wrong with goods he has bought or services he has used, he should not fail to accept his responsibilities by just lapsing into apathy, by doing nothing and by letting circumstances and events overtake them. Apathy is the enemy of the consumer movement. By this inaction on the part of the consumer, product standards remain at the same low level; and
5. To discourage profiteering and to raise the standard of business ethics in the community.

C. Essential Points Every Consumer Must Always Bear in Mind:

1. Never rush into any transaction involving goods or services with which you are not familiar.
2. Make sure that the price is competitive by shopping around and comparing the prices of the same or similar goods offered by other stores or the rates charged by other tradesmen or repair and service organization before going ahead with a deal.

*From THE RIGHTS AND RESPONSIBILITIES OF A CONSUMER published in the Consumers Guide Magazine. Vol. 1 No. 12 August 1979.

3. Make sure you get a written quotation for any repair, maintenance or construction work you want done, setting out in detail exactly, what the quotation includes. This applies to work on any type of goods or services.
4. Make sure that any guarantee or warranty you are given is in writing and that you fully understand what it entitles you to. If, in doubt, seek competent advice before you complete the purchase of any goods or authorize any service to be performed.
5. Make sure, if a finance agreement is involved, that you understand the terms, charges and any other charges and in particular, compare the overall cost inclusive of terms charges, with the cash price.
6. Never sign a contract (sometimes referred to as an agreement or offer to purchase) on the spur of the moment, because if immediately you sign a contract (other than a door-to-door sales one) you are committed by law to all the payments and conditions detailed in the contract.
7. Never sign thinking you can change your mind later and expect to have the contract cancelled - you can't unless the contract specially entitled you to. Paying a deposit binds a contract almost as well as signing - and once paid, it is extremely unlikely that a deposit will ever be refunded.
8. Never let a salesman talk you into signing a contract until it is complete in every detail and you have read and understood exactly what you are entitled to and how much it is going to cost you.
9. Never automatically believe anything a salesman tells you if it is not provided for or in contrary to anything stated in the contract. Salesmen will often say reassuring things to persuade you to sign up. Just remember the majority of firms will not hold themselves responsible for anything their salesmen say unless it is covered in the contract.
10. Guard against the temptation of free gifts which are offered you only if you sign a contract without delay. There is rarely such a thing as a free gift in any business deal - you can expect to pay for it in one way or another.
11. Think carefully about the monthly payments which may be required under any finance agreement - can your household budget really cope with the payment month for the two, three or even four years which may be involved; bear in mind those unexpected expenses such as sickness and repair bills, which have a habit of cropping up when you can least afford them.
12. Pause for a final thought before you sign a contract - if you are not completely sure of the deal don't go through with it and then tell the salesman or tradesman that you need more time to think it over. - If you still have doubts after thinking it over don't hesitate to say "No."