

**[ DTI DEPARTMENT ORDER NO. 89, S. 1998,  
December 14, 1998 ]**

**EXPANDING THE AUTHORITY OF THE CONSUMER ARBITRATION  
OFFICERS (CAO) TO INCLUDE MEDIATION AND ADJUDICATION  
OF ADMINISTRATIVE CASE INVOLVING VIOLATIONS OF TRADE  
AND INDUSTRY LAWS UNDER EXECUTIVE ORDER NO. 913**

*Section 1. Designation of Consumer Arbitration Officers* — The Consumer Arbitration Officers, in addition to their duties as mediation and adjudication officers under RA 7394, are hereby designated as mediation and hearing officers for administrative cases involving violations of Trade and Industry Laws under Executive Order No. 913.

*Section 2. Jurisdiction* — Consumer Arbitration Officers within their respective Regional jurisdiction shall have original and concurrent jurisdiction to mediate, hear and adjudicate cases involving violations of Trade and Industry Laws. In case there is a failure of mediation, the CAO who conducted the mediation should inhibit himself from hearing and adjudicating the case. Another CAO or Legal Hearing Officer of the region should hear the case.

*Section 3. Qualifications* — A Consumer Arbitration Officer must be a holder of bachelor of law degree before he can qualify to be a Hearing Officer for cases under Executive Order No. 913.

*Section 4. Decision* — Any decisions rendered by the Consumer Arbitration Officer must be approved by the Regional Director as the Adjudication Officer of the region.

*Section 5. Applicability* — The rules laid down under Executive Order No. 913 and Ministry Order No. 69, Series of 1983, shall be the procedure to be followed by the Consumer Arbitration Officers in exercising his authority under this Order.

*Section 6. Effectivity* — This Order shall take effect immediately after its publication in two (2) newspapers of general circulation.

Adopted: 14 Dec. 1998

(SGD.) JOSE TRINIDAD PARDO  
*Secretary*

RECOMMENDED BY:

(SGD.) MA. TERESA ARAO-MAHIWO  
*Director, BTRCP*

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