

**[DOLE DEPARTMENT ADMINISTRATIVE ORDER
NO. 04, S. 1997, June 17, 1997]**

**VENUE OF ACTIONS INVOLVING VIOLATIONS OF THE
CONSUMER ACT (RA 7394)**

Whereas, there is a need to achieve uniformity in the adjudication of cases under the Consumer Act;

Whereas, the simplification of procedure is imperative in order to improve the administration of justice at least within the DTI camp;

Wherefore, in the interest of the service, and in order to effectively protect the consumers and apply swift and effective solution to numerous consumer complaints, and pursuant to Rule IX, Joint Administrative Order No. 1, series of 1993, giving authority to the concerned department to issue separate rules, the following rules on venue of actions involving violations of the provisions of the Consumer Act falling under the authority of the Department of Trade and Industry are hereby promulgated, viz:

RULE I

COMPLAINT

SECTION 1. Where to File Complaint. — The complainant may file the case in duplicate with the Provincial Office, or in an area where there is no Provincial Office, with the Regional Office, in any of these places, at his option:

- a.) place where the offense was committed wholly or partially;
- b.) place where an essential ingredient of the offense was committed;
- c.) place specified by the parties by means of a written agreement;
- d.) place where transaction was consummated;
- e.) place of the execution of the contract sued upon as appears therefrom.
- f.) place of residence of the complaint;
- g.) place of residence of the respondent.

SECTION 2. Option on Venue by Complainant. — The option of the complainant shall be limited to the venues as enumerated. The choice shall not be such as to restrict the speedy resolution of case.