

**[DTI ADMINISTRATIVE ORDER NO. 1 s. 1993,
February 08, 1993]**

**GUIDELINES IN HANDLING EXPORT TRADE-RELATED
COMPLAINTS FORMALLY LODGED WITH THE BUREAU OF EXPORT
TRADE PROMOTION (BETP), DEPT. OF TRADE AND INDUSTRY
(DTI)**

Guidelines in Handling Export Trade-Related Complaints Formally Lodged with the Bureau of Export Trade Promotion (BETP), Dept. of Trade and Industry (DTI)

Whereas, the BETP is the primary export assistance and information arm of the Department of Trade and Industry which is mandated to oversee the country's export trade program.

Whereas, the BETP continuously receives export-related complaints from foreign buyers, exporters and suppliers of Philippine goods and services.

Whereas, one of the services of the BETP is to match Philippine suppliers/exporters with potential foreign buyers and vice-versa and promote ethical business practices among the same to further enhance the image of the Philippines as a reliable supplier of products and services.

NOW THEREFORE, pursuant to the mandate mentioned in the preceding clause, the following rules are hereby promulgated:

1. SCOPE:

This Department Administrative Order provides the policies, rules and procedures for registering export related trade complaints and facilitating the resolution of trade complaints received by the BETP from exporters, suppliers and foreign buyers.

2. DEFINITION OF TERMS:

For the purpose of this Department Administrative Order, the following definitions shall apply.

2.1 BETP - the Bureau of Export Trade Promotion.

2.2 EXPONET - acronym for Export Assistance Network, the unit in the BEPT whose task among others is to attend to all export trade-related complaints.

2.3 Trade Complaints - all complaints arising from actual export/export-related transactions.

2.4 Trade Representative - an officer of the Foreign Trade Service Corps, Dept. of

Trade and Industry assigned to a specific overseas post, who may carry any one of these titles: Senior Commercial Attaché, Special Trade Representative, Commercial Counsellor, Commercial Attaché, Consul (Commercial), Assistant Commercial Attaché. The trade representative may also be an auxiliary, as in the case of Bangkok, Iran, and Kuwait.

2.5 Regional/Provincial Officer - the DTI officer assigned at the Regional/Provincial level.

2.6 Trade Complaints Committee - an inter-agency committee created specifically to render specific recommendations and actions on export trade-related complaints received by the BETP. This Committee is composed of the Director of the BETP, the President of the Philippine Exporters Confederation, Inc. (Philexport), the President of the Credit Information Bureau, Inc. (CIBI), and the Director of the DTI Office of Legal Affairs, or their designated representatives.

2.7 Watchlist — list of exporters, suppliers and foreign buyers who are respondents to export trade-related complaints classified under the criteria set forth in Items 3.4.1.1 to 3.4.1.4.

3. PROCEDURE TO BE OBSERVED IN HANDLING TRADE COMPLAINTS

3.1 All complaints must be submitted in writing duly subscribed by the complainant, otherwise the same cannot be given due course.

3.2 Upon receipt of a letter-complaint, the assigned BETP — EXPONET Specialist must familiarize himself/herself with the case. Nothing down carefully the parties involved and the details of the complaint, he/she must inform and coordinate with the proper entities involved:

3.2.1 If the complaint involves a foreign entity, the EXPONET staff must inform the Commercial Attaché to facilitate actions on the same.

3.2.2 If the complaint involves a Philippine resident, EXPONET must inform and coordinate with the DTI Regional/Provincial Officer to facilitate actions on the same.

3.3 The EXPONET staff must inform respondent about the complaint thru telephone and registered letter within 3 days from receipt of complaint. Filipino respondents are allowed to reply within fifteen (15) working days after receipt of registered notice. If necessary, respondent may appear in a conference to present his/her answer. If respondent is a foreign entity, he/she is allowed to respond within 30 working days after receipt of registered notice and if necessary, may be requested to confer with the Trade Representative assigned in his/her area.

3.3.1 If respondent, refutes the allegations of the complainant, the same should be asked to submit supporting documents. All submissions are presented to the Trade Complaints Committee.

3.3.2 If respondent admits guilt and he/she is in the Philippines, the BETP thru the Regional/Provincial officer shall provide the necessary assistance to facilitate resolution of complaint. In case respondent is located outside the Philippines, the BETP shall facilitate the resolution of