

**[KKI DEPARTMENT ORDER NO. 124 s. 1992,
October 28, 1992]**

**APPOINTMENT OF ACTING CONSUMER ARBITRATION OFFICER
UNDER REPUBLIC ACT NO. 7394, OTHERWISE KNOWN AS THE
CONSUMER ACT OF THE PHILIPPINES**

SECTION 1. Appointment of Acting Consumer Arbitration Officer. — Pending the appointment of Consumer Arbitration Officers, pursuant to Article 160 of the Consumer Act of the Philippines, the Provincial Directors are hereby designated as Acting Consumer Arbitration Officers.

SECTION 2. Jurisdiction. — The Provincial Directors as Acting Consumer Arbitration Officers, within their respective provincial jurisdiction, shall have original and exclusive jurisdiction to mediate, conciliate, hear and adjudicate consumer complaints arising from the following coverage of the Consumer Code of the Philippines:

- a. Title II — Consumer Product Quality and Safety not
Chapter I implemented by the Department of Health and the
Department of Agriculture
- b. Title III — Deceptive, Unfair and Unconscionable sales acts or
Chapter I practices
- c. Chapter II — Violation of the Use of Metric System
Article 63
- d. Chapter — Consumer Product and Service Warranties
III
- e. Chapter IV— Labeling and Packaging except food, drugs, cosmetics
devices and hazardous substances
- e.1 Article 81 — Price Tag Requirement
- f. Chapter V — Liability for Product and Services
- g. Chapter VI— Advertising and Sales Promotion except food, drugs,
cosmetics, devices and hazardous substances.
- h. Chapter — Regulation of Repair and Service Firms.
VII
- i. Title IV — Consumer Credit Transaction

Whenever the Acting Consumer Arbitration Officer is incapable of hearing the case on account of illness, prolonged absence or inhibition, or whenever the position of a Provincial Director is vacant, the Regional Director in the region shall designate a temporary Arbitration Officer from among the Provincial Directors in his region.