

**[DTI DEPARTMENT ADMINISTRATIVE ORDER NO.
01, S. 1995, January 05, 1995]**

AMENDMENT TO DAO NO. 4, S.1993

WHEREAS, Department Administrative Order No. 4 Series of 1993, mandates the inter-agency committee composed of representatives of the Department of Trade and Industry (DTI), Philippine Exporters' Confederation, Inc. (PHILEXPORT), and the Credit Information Bureau, Inc. (CIBI), to render specific recommendations and actions on export trade-related complaints received by the Bureau of Export Trade Promotion (BETP), DTI;

WHEREAS, the BETP continuously receives all sorts of complaints involving exports;

WHEREAS, it is most necessary to specify the phrase "export trade-related complaints", in order to clearly delineate which complaints fall under the mandate specified in DAO 4 Series of 1993, and to clarify to exporters which of their complaints fall within the purview of the phrase "export trade-related complaints".

NOW, THEREFORE, pursuant to the mandate mentioned in DAO 4 Series of 1993, the following amendment is hereby promulgated:

SECTION 1. Section Item 2.3 of Department Administrative Order No. 4 Series of 1993, which states that:

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

is hereby amended to read as follows:

"Trade Complaints - all complaints arising from actual export transactions or the use of an export financing facility or participation in an export promotional activity. Examples of these complaints, among others, are as follow:

- non-payment of delivered goods
- non-compliance with agreed quality specifications (QS)
- non-delivery of paid/unpaid orders
- short-shipment of paid/unpaid orders
- non-payment of commission
- other export related complaints as determined by the Committee.

SECTION 2. This Order shall take effect fifteen (15) days from its publication in two (2) newspapers of general circulation.