

# CONSUMER RIGHTS AND RESPONSIBILITIES

## 8 Basic Rights / Karapatan

- 1. THE RIGHT TO BASIC NEEDS** (Pangunahing Pangangailangan) which guarantee survival, adequate food, clothing, shelter, health care, education and sanitation.  
What are the conditions? The conditions: √ The availability of basic & prime commodities to consumers at affordable prices and of good quality. √ Be vigilant in ensuring your continuous access to a wide assortment of competitively-priced goods and services. √ Ensure also that in times of crisis, the prices of commodities do not increase exorbitantly.
- 2. THE RIGHT TO SAFETY** (Kaligtasan) which is the right to be protected against the marketing of goods or the provisions of services that are hazardous to health and life.  
Things to do: √ Labels- contains the proper information as regards the product. √ Watch out for special warning signs in the label of the product like "NOT SUITED FOR CHILDREN BELOW FOUR(4) YEARS" or "POISON: For external use only etc." √ Be on guard regarding products which are found to be hazardous. If you have doubts about the safety or proper performance of a product, go back to the store with your official receipt.
- 3. THE RIGHT TO INFORMATION** (Patalastasan ) which is the right to be protected against dishonest or misleading advertising or labeling and the right to be given the facts and information needed to make an informed choice.  
What are the conditions and what do we do?  
A complete information about the product to be purchased including its use, ingredients/ chemical contents, precautions, if any, limitations and expiry date. √ Before purchasing a product, it is very important for you to read the label carefully so that you would be able to know its use, content (chemical ingredients), how to care for the product. Before signing any document like warranties and guarantees, credit items or services contacts, it is important to read and understand all provisions in the documents especially the fine prints.
- 4. THE RIGHT TO CHOOSE** (Pumili) which is the right to choose products at competitive prices with an assurance of satisfactory quality.  
Things to do: √ Specify what you really want. √ Canvass price before purchasing a product or signing a contract. √ Read the manuals or instructions carefully to be able to compare one product with another to determine which product would serve you better.  
As regards to services rendered, you may write the manager of the company and suggest ways in which to improve their service.
- 5. THE RIGHT TO REDRESS** (Kabayaran para sa Kapinsalaan) which is the right to be compensated for misrepresentation, shoddy goods (inferior quality) or unsatisfactory services.  
What if you bought defective products?  
In case you bought a defective product, try going back to the store where you bought the item and look for the Consumer Welfare Desk. √ You may request a replacement, refund or if needed, have the defective item repaired (3 R's). If the manager or store representative does not act on your complaint, proceed to the agency which has jurisdiction over your case. Bring the necessary documents like complaint letter and a copy of your receipt and other documents you deem are vital for the mediation. Be sure to attend the mediation conference. If mediation fails, arbitration follows.

6. **THE RIGHT TO REPRESENTATION** (Dinggin) which is the right to express consumer interests in the making and execution of government policies.

What do we do?

Legislators would propose laws that would ensure that consumers would have the chance to live a better life by getting the best value for their hard-earned peso. √ Take time to attend public hearings or even meetings conducted in your area wherein consumer issues are being discussed. √ Be aware of how the consumer laws and regulations are being implemented in your locality. √ Write a letter to your barangay chairman, etc.. especially if the issue concerns your locality. The barangay chairman is in the best position to recommend your proposal to the council. √ Be a member of the consumer group because there is strength in number and your collective voices will be heard loud and clear.

7. **THE RIGHT TO CONSUMER EDUCATION** ( Pagtuturong Pangmamimili ) which is the right to acquire the knowledge and skills necessary to be an informed customer.

What do we do?

The three sectors of society: business, government and consumer would embark on an information campaign through tri-media on consumer-related issues. √ A series of seminars, conferences, fora, trainings, and public hearing for the welfare of consumers. √ Consumer Education being integrated in the school curriculum from elementary, secondary and tertiary level. Involve yourself in public hearings or even meetings conducted in your area wherein consumer -related issues such as access to basic goods and services, product quality and safety, sustainable consumption, etc. √ Participate in seminars, conferences and fora conducted by government agencies, consumer groups and business / industry sector regarding news and regulations for consumer welfare.

8. **THE RIGHT TO A HEALTHY ENVIRONMENT** (Malinis na Kapaligiran) which is the right to live and work in an environment which is neither threatening nor dangerous and which permits a life of dignity and well-being. The government exerting an iron hand regarding the alarming increase in the degradation of the environment especially our forests, dying wildlife, depleted land fill space and environmental contamination to prevent further damage. √ Constant monitoring of our seas, coral reefs, forest, and waste disposal being committed by factories to check if there is a violation of the laws on environmental protection.

What to do:

Be aware of the kind and extent of pollution occurring in your locality like air pollution, noise/odor, etc. so that you would be able to address the problem. \* Do your share in caring for our environment by practicing the 3R's of environmental protection: √ REDUCE the source of solid waste by buying earth-friendly products. REUSE products and containers as much as possible. RECYCLE.

**The 5 Consumer Responsibilities LIMANG (5) PANANAGUTAN NG MAMIMILI**

1. **Critical Awareness** Mapanuring Kamalayan - The responsibility to be more alert and questioning about the use of, and the price and quality of goods and services we use.
2. **Action** PagkilosPagkilos Pagkilos - The responsibility to assert ourselves and act to ensure that we get a fair deal. As long as we remain passive consumers, we will continue to be exploited.
3. **Social Concern** Pagmamalasakit na Panlipunan - The responsibility to be aware of the impact of our consumption on other citizens, especially disadvantaged or powerless groups, whether in the local, national or international community.

4. **Environmental Awareness** Kamalayan sa Kapaligiran - The responsibility to understand the environmental consequences of our consumption. We should recognize our individual and social responsibility to conserve natural resources and protect the earth for future generations.
5. **Solidarity** Pagkakaisa- The responsibility to organize together as consumers to develop the strength and influence to promote and protect our interest.