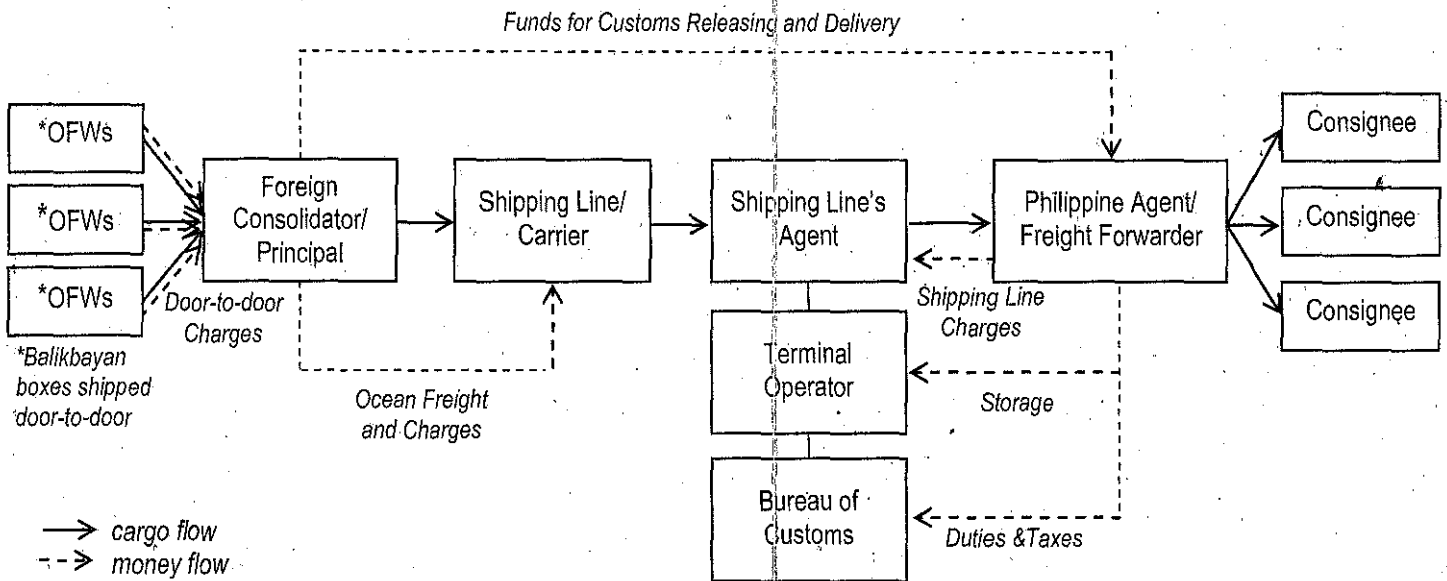


- Q.** What is the typical transport flow of balikbayan boxes?
A. Below is a typical Transport Flow of Balikbayan Boxes:



Overseas Filipinos usually engage the services of a foreign consolidator/ principal sea freight forwarder in sending their balikbayan boxes to their relatives in the Philippines.

The foreign consolidators collect door-to-door charges from the OFWs as senders. These charges include the fees for a shipping line/ carrier, terminal storage, duties and charges, and the accredited Philippine agent/ local freight forwarder.

The balikbayan boxes are delivered by accredited Philippine agents/ local sea freight forwarders to consignees or recipients in the Philippines.

- Q.** What is the problem/ issue on the delivery of balikbayan boxes?

A. There are instances when foreign consolidators/ principal sea freight forwarders do not remit a portion of their collected charges to their accredited Philippine agents/ local sea freight forwarders to prompt the release and delivery of balikbayan boxes.

When necessary funds are not remitted to accredited Philippine agent/ local freight forwarders, the shipments or the balikbayan boxes with the Bureau of Customs (BOC) will not be released and will not be delivered to consignees/ recipients.

- Q.** What office/ agency addresses the said problem/ issue?

A. The Philippine Shippers' Bureau (PSB) of the Department of Trade and Industry (DTI) operates the accreditation scheme for sea freight forwarders based on its Administrative Order No. 6, Series of 2005.

The DTI-PSB holds both the foreign consolidator/principal and its Philippine agent/freight forwarder jointly and severally liable for the delivery of cargoes to the consignees.

Q. What are the approaches to the issue of undelivered balikbayan boxes?

A. 1. Prevention (How to Avoid Being Victimized)

Enhanced Information Campaign

- Advisories/Alerts
OWWA, BOC, DFA, Embassies/Consulates, OFW Orgs, DTI Commercial Attaches, DTI Regional/Provincial Offices, Consumer Agencies of Foreign Governments, Freight Forwarders' Regulatory Agencies of Foreign Government.
- Tips on Sending Balikbayan Boxes.
- Cooperation with international shipping lines thru the Association of International Shipping Lines (AISL)

2. Cure (Assistance to Complainants/Victims)

- Formal Charges/Sanctions versus Erring Freight Forwarders (both local and foreign)
- Endorsement to Law Enforcement Authorities
- Coordination with the Bureau of Customs and other concerned government agencies.

Q. If the Philippine agent/freight forwarder holds delivery of balikbayan boxes because its foreign principal fails to remit the necessary funds therefore, what can DTI-PSB do to help the consignees?

A. DTI-PSB shall order the Philippine agent/freight forwarder to deliver the cargoes to their rightful owners (consignees) without any delay. Failure of the Philippine agent/freight forwarder to deliver the cargoes immediately shall constrain DTI-PSB to file a Formal Charge against the freight forwarder for the revocation of its accreditation (if the forwarder is PSB-accredited) or a Cease and Desist Order (if the forwarder is not PSB-accredited) as well as applicable fines as provided in PSB A.O. 6, series of 2005.

Q. How does one file a complaint with DTI-PSB?

A. Complainants should submit a written complaint with documentary evidences such as official receipts, cargo receipts, bills of lading, shippers' declaration and way bills. They can file their complaints either at PSB Office or send them through fax at (02) 751-3305 or email at dti_psb@yahoo.com.ph or call (02) DTI Direct at 751-3330.

Q. What sanctions/penalties may PSB impose on freight forwarders violating PSB policies on balikbayan boxes?

A. PSB may impose monetary fines, suspension or cancellation of accreditation pursuant to A.O. No. 6 series of 2005.

Q. What are the common complaints received by Department of Trade and Industry-Philippine Shippers' Bureau (DTI-PSB) regarding balikbayan boxes?

A. Most of the complaints on balikbayan boxes are:

1. undelivered balikbayan boxes
2. pilferage of balikbayan box
3. overcharging
4. damaged cargo

Q. How much are the shipping rates of balikbayan boxes? How long is the transit time from origin to destination?

A. There are various rates for shipping of different sizes of balikbayan boxes. Below is a sample rate for a standard size balikbayan box (24"x24"x24") and transit time from origin to destination.

Door to Door Rates and Transit Time by Destination

	Metro Manila		Visayas		Mindanao	
	Door to Door Rate	Transit Time (in days)	Door to Door Rate	Transit Time (in days)	Door to Door Rate	Transit Time (in days)
Hongkong/ Taiwan	US\$ 70	15-20	US\$ 75	20-25	US\$ 85	22-27
Singapore	US\$ 70	15-20	US\$ 85	20-25	US\$ 95	22-27
USA/Canada	US\$ 85	35-45	US\$ 90	40-50	US\$ 100	42-52
Middle East	US\$ 90	25-35	US\$ 100	30-40	US\$ 110	32-42

Source: Various PSB accredited freight forwarding companies.

Q. Where are most balikbayan boxes coming from?

A. OFWs and other Filipinos living abroad from these countries have the large number of packages sent through balikbayan boxes.

1. Middle East (Saudi Arabia, UAE, Kuwait and Qatar)
2. USA
3. Hong Kong
4. Singapore
5. Italy
6. UK
7. Korea
8. Taiwan

Q. What items that should not be sent through balikbayan boxes?

A. The following items are not allowed to be included in the box:

1. currencies, checks, money orders and traveler's checks
2. jewelries
3. firearms, ammunitions and explosives
4. prohibited drugs and other substances
5. pornographic materials, gambling cards and toy guns
6. pirated products i.e. dvd, cd, tapes, etc
7. items of commercial quantities

Q. What are the tips in shipping balikbayan boxes?

A. The following are few tips to ensure that your balikbayan boxes reach its destination.

1. Organize the contents of your balikbayan box.
2. Book your balikbayan boxes only with PSB-accredited sea cargo consolidator / freight forwarder companies with clean records.
3. Be wary of exceptionally very low rates.
4. Declare the contents of your shipment.
5. Secure transport documents such as cargo receipt/ official receipt) for fees paid, and Bill of Lading (a document issued by a transportation carrier to the shipper as proof that they have received the cargo shipment and have

placed them on board a particular vessel for delivery to a particular destination).

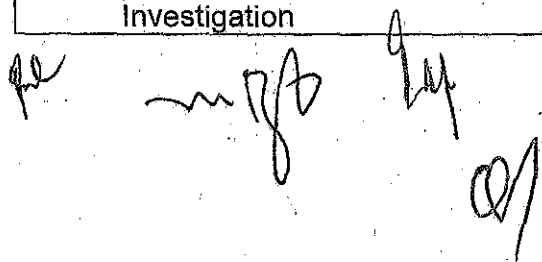
6. Get the name and contact details of the forwarder's agent in the Philippines.
7. Monitor the movement of your cargo from origin to destination to make sure it is being shipped and delivered.
8. Inform your consignee to check your cargo with the Philippine freight forwarding agent even before it arrives.
9. If you encounter pilferage or loss of item, or non-delivery, file an immediate claim or complaint with the freight forwarder's customer service. You may also lodge your complaint directly to the Philippine Shippers' Bureau at 2nd Floor, DTI Bldg., 361 Gil Puyat Avenue, Makati City or fax at (02) 751-3305 or email at dti_psb@yahoo.com.ph or call the DTI-Direct (02) 751-3330 for assistance.

For more information, call DTI Direct 751.3330 or visit www.dti.gov.ph.

PHILIPPINE SHIPPERS' BUREAU ADVISORY
As of 07 June 2013

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PHILIPPINE SHIPPERS' BUREAU ADVISORY
A. Philippine Agents/Freight Forwarders
As of 07 June 2013

Overseas Filipinos Workers and their consignees in the Philippines are advised not to do business with freight forwarding companies not accredited with DTI-PSB. The following unaccredited companies were issued Formal Charges by the DTI-PSB for engaging in freight forwarding without PSB accreditation and/or are subject of complaints pertaining to balikbayan boxes.

A. Additions for the Week (03-07 May 2013)

None

B. From the Previous List

- 1. ABS-CBN Global Cargo Corporation**
JJM Building 2, Ninoy Aquino Avenue, Brgy. Sto. Niño, Parañaque City
Case No. 2012-10-156 (Formal Charge)
- 2. Aerosend**
Blk. 2 Unit 7, 584 Tenorio Lopez St., Tondo, Manila
Case No. 2011-04-163 (Formal Charge)
- 3. Barbosa Enterprise**
No. 38 Calla Lily St., Blk. VI, Vergonville Subd., Pulang Lupa II, Las Piñas City
Case No. 2013-04-73 (Formal Charge)
- 4. D' EEC Freight Forwarder and Logistics**
Guzmar Compound, 8178 Dr. A. Santos Ave., San Dionisio, Parañaque City
Case No. 2012-10-180 (Formal Charge)
- 5. FRS Philippine Freight Services, Inc.**
Unit 104 Cecile Ville Bldg., 1211 Quezon Avenue, Quezon, City
Case No. 2011-08-238 (Formal Charge)
- 6. Forex Cargo Philippines, Inc.**
No. 69 Marcos Highway, San Isidro, Cainta, Rizal
Case No. 2012-06-83 (Formal Charge)
- 7. Haushold Moving and Storage, Inc.**
M. Greenfields Compound, Merville Access Road, Km. 14, Parañaque City
Case No. 2013-02-27 (Formal Charge)
- 8. Jonar Cargo**
Stall 213 Building 2, FTI Complex, Western Bicutan, Taguig City
Case No. 2012-10-202 (Formal Charge)

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9. **Kabalen Forwarders**
No. 3941-C Dahlia Street, Sto. Niño, Parañaque City
Case No. 2013-05-96 (Formal Charge)
 10. **Mail Plus Cargo Carriers**
Golden Homes Subdivision, SA #3 Sandoval Avenue, Pinagbuhatan, Pasig City
Case No. 2012-02-25 (Formal Charge)
 11. **Masterlink Cargo System (MACSI), Inc.**
U2 B2 Jade Garden Manila, No. 574 Honorio Lopez Blvd., Balut Tondo, Manila
Case No. 2013-04-81 (Formal Charge)
 12. **Megatop Express Cargo Forwarder**
Tambo, Parañaque
Case No. 2013-02-57 (Formal Charge)
 13. **Nets & Knicks Logistics Corp**
Blk. 17 Lot 4 Jerusalem St., BF Martinville Subdivision, Las Piñas City
Case No. 2012-10-210 (Formal Charge)
 14. **New Cliffe Gen. Trad. & Cont. Co. – NC Manila Cargo**
No. 567 General Luna Street, Guinayang, San Mateo Rizal
Case No. 2013-03-57 (Formal Charge)
 15. **Philippine Cargo Forwarder**
Oyster Plaza, Brgy. San Dionisio, Parañaque City
Case No. 2013-03-47 (Formal Charge)
 16. **Philippine Eastern Transit Express, Inc.**
No. 207-209 Jaboneros Street, Binondo, Manila
Case No. 2013-02-29 (Formal Charge)
 17. **RGC Green Logistics**
No. 886 CAARD Talon I, Las Piñas City
Case No. 2013-03-54 (Formal Charge)
 18. **R&M Cargo Services**
STIL Bldg., Sta. Agueda cor. Delbros Ave., Pascor Drive, Sto. Nino, Parañaque
City
Case No. 2012-10-155 (Formal Charge)
 19. **RDN Marketing & Cargo Forwarder**
Pension House, Zamora St., Ozamis City
Case No. 2012-02-22 (Formal Charge)
 20. **Sri Sara Cargo**
Pascual Compound, San Isidro, Sucat, Parañaque City
Case No. 2013-05-103 (Formal Charge)

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21. VCG Customs Brokerage

Guzmar Compound, 8178 Dr. A. Santos Avenue, Sucat, Parañaque City
Case No. 2012-03-38 (Formal Charge)

22. Yasasa International Cargo Services Philippines

Lot 10 Blk 12, BF Martinville Subdivision, Manuyo Dos, Las Piñas City
Case No. 2012-11-220 (Formal Charge)

nothing follows

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI-PSB through either fax at (02)751-3305 or email at dti_psb@yahoo.com.ph or call DTI Direct (02)751-3330.

fe *mf* *sp* *at*

Overseas Filipinos Workers and their consignees in the Philippines are advised not to do business with freight forwarding companies not accredited with DTI-PSB. The Formal Charge issued by DTI-PSB against the following unaccredited companies, for engaging in freight forwarding without PSB accreditation and/or are subject of complaints pertaining to balikbayan boxes, were issued Decisions by the DTI-PSB Consumer Arbitration Officers (CAOs) and DTI-Office of Legal Affairs (OLA).

A. Additions for the Week (03-07 June 2013)

None

B. From the Previous List

1. Associated Consolidation Express (ACE)

No. 505 Quirino Avenue, Tambo, Parañaque City

Case No. 2010-05-44 (Formal Charge)

Decision was issued 20 January 2011. Ordered to cease and desist from engaging in the business of freight forwarding, cargo movement or transport and/or cargo logistics provider; pay PhP50,000.00 penalty; and, release the balikbayan boxes to consignees or pay the equivalent value thereon.

2. Dausan International Forwarder

No. 1933 Francisco Street, Sta. Ana Manila

Case No. 2012-09-132 (Formal Charge)

Decision was issued 29 April 2013. Ordered to execute an Undertaking for it to permanently cease and desist from engaging in freight forwarding business unless it has secured accreditation from DTI-PSB and pay PhP50,000.00 penalty.

3. Diaz Cargo Services

Bantayan, Dumaguete, Negros Oriental

Case No. 2012-11-231 (Formal Charge)

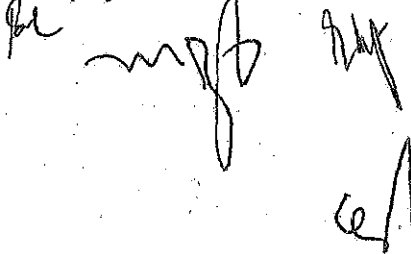
Decision was issued 29 April 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay PhP50,000.00 penalty.

4. ERG Express Forwarding

Compound 685-B Prosperity Resources Inc., Tandang Sora Ave., Quezon City

Case No. 2013-01-20 (Formal Charge)

Decision was issued 14 May 2013. Ordered cease and desist from engaging in the business of freight forwarding until it has secured accreditation from DTI-PSB and pay administrative fine of PhP50,000.00.



- 5. **Joseph Glenn L. Galo**
 Unit 12 Residences North Road, Poblacion, Liloan, Cebu City
 Case No. 2012-11-245 (Formal Charge)
Decision was issued 17 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay Php50,000.00 penalty.

- 6. **International Cargo Forwarder**
 No. 503 Quirino Avenue, Tambo, Parañaque City
 Case No. 2012-09-125 (Formal Charge)
Decision was issued 10 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay the administrative fine of Php50,000.00.

- 7. **J.J. Transglobal Brokerage**
 No. 3909/3911 Dahlia Street, Sto. Nino, Parañaque City
 Case No. 2012-09-143 (Formal Charge)
Decision was issued 14 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay the administrative fine of Php50,000.00.

- 8. **JAR Cargo Forwarders**
 No. 503 Quirino Avenue, Tambo, Parañaque City
 Case No. 2012-09-126 (Formal Charge)
Decision was issued 14 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay the administrative fine of Php50,000.00.

- 9. **MME Cargo Forwarder**
 No. 3031 F. Bautista St., Brgy. Ugong, Valenzuela City
 Case No. 2012-11-230 (Formal Charge)
Decision was issued 14 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay the administrative fine of Php50,000.00.

- 10. **Manila Broker**
 No. 503 Quirino Avenue, Tambo, Parañaque City
 Case No. 2012-09-144 (Formal Charge)
Decision was issued 10 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay the administrative fine of Php50,000.00.

- 11. **Maru Cargo Logistics Philippines**
 No. 15016-A Fast Track Avenue, San Agustin Village, Parañaque City
 Case No. 2012-10-164 (Formal Charge)
Decision was issued 29 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay Php50,000.00 penalty.

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12. Pacific Logistics International Cargo

No. 567 N. Luna St., Dinayang, San Mateo, Rizal

Case No. 2012-10-205 (Formal Charge)

Decision was issued 26 April 2013. Ordered to cease and desist from engaging freight forwarding business and pay Php70,000.00 penalty; submit a written voluntary assurance of compliance or discontinuance of the violation committed.

13. Pentfast

Km. 17 Cervantes St., West Service Road, Parañaque City

Case No. 2012-10-210 (Formal Charge)

Decision was issued 22 April 2013. Ordered to permanently cease and desist from engaging freight forwarding business and pay Php50,000.00 penalty.

14. REN International Services

No. 36 Laura Drive, Brgy. Bagumbayan, Taguig City

Case No. 2012-10-193 (Formal Charge)

Decision was issued 15 April 2013. Ordered to cease and desist from engaging freight forwarding business unless it has secured the required PSB accreditation and pay Php50,000.00 penalty.

15. Rodah Cargo Manila

Block 9, Lot 16, Road 6-A St., United Parañaque Subd. 5, Sucat, Parañaque City

Case Nos. 2012-09-140 (Formal Charge)

Decision was issued 22 November 2012. Ordered issuance of Cease and Desist Order to stop all freight forwarding operations, payment of monetary fine of Php50,000.00 and issuance of permanent Injunction Order.

16. Sir2Go Forwarders

No. 85 Maginoo Street, Quezon City

Case No. 2012-11-237 (Formal Charge)

Decision was issued 22 April 2013. Ordered to permanently cease and desist from engaging freight forwarding business and pay Php70,000.00 penalty; submit a written voluntary assurance of compliance or discontinuance of the violation committed.

17. South Atlantic Cargo, Inc.

No. 4 Elm St., West Fairview, Quezon City

Case No. 2012-10-154 (Formal Charge)

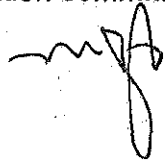

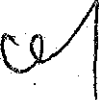
Decision was issued 17 April 2013. Ordered to permanently cease and desist from engaging freight forwarding business and pay Php50,000.00 penalty.

18. The Filipino Cargo International

No. 567 General Luna Street, Guinayang, San Mateo Rizal

Case No. 2012-11-242 (Formal Charge)

Decision was issued 23 April 2013. Ordered to permanently cease and desist from engaging freight forwarding business and pay Php70,000.00 penalty; submit a written voluntary assurance of compliance or discontinuance of the violation committed.

pe   

19. VGB Villamayor Logistics, Inc.

No. 312 Gedcor Bldg., Sucat Rd. cor. Irasan St., San Dionisio, Parañaque City

Case No. 2012-10-108 (Formal Charge)

Decision was issued 14 May 2013. Ordered to permanently cease and desist from engaging in the freight forwarding business and pay the administrative fine of PhP50,000.00. Paid PhP50,000.00 under OR No. 1126618 dated 13 Nov. 2012.

nothing follows

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI-PSB through either fax at (02)751-3305 or email at dti_psb@yahoo.com.ph or call DTI Direct (02)751-3330.

pe *mjb* *hly* *021*

Overseas Filipino Workers are hereby informed that the Philippine Counterparts/Agents of the following foreign principals/cargo consolidators are under investigation by the DTI-Philippine Shippers' Bureau (PSB) pertaining to undelivered balikbayan boxes and other violations under PSB Administrative Order No. 6 series of 2005.

A. Additions for the Week (03-07 June 2013)

None

B. From the Previous List

Australia

1. Dausan International Forwarder

Bahrain

1. Dreamsworld Travel Tourism & Cargo Co. W.L.L.

China

1. Philippine Eastern Transit Express, Inc.

Cyprus

1. Freight Link Global Logistics

Hongkong

1. Ford Cargo International (FCI)

Ireland

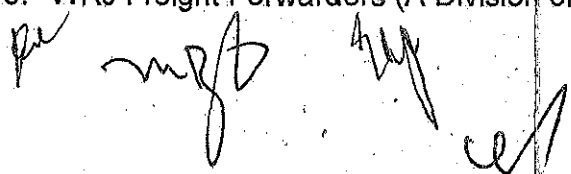
1. Maharlika Enterprise Cargo Services
2. SCRL Cargo

Italy

1. Jet Express Cargo

Kingdom of Saudi Arabia (KSA)

1. Caravan Cargo Agency
2. Cargo-Net Worldwide Services formerly FAL-World Express Cargo
3. Global Cargo
4. Jonar Cargo
5. Kabalen Forwarders
6. North and South Express Cargo
7. PC Worldwide Cargo
8. Sir Cargo Forwarders
9. WRJ Freight Forwarders (A Division of Al-Zagel Cargo)



Kuwait

1. NC Manila Cargo
2. Natasha Express Cargo Services
3. Pacific Logistics International Cargo
4. Philippine Cargo International
5. Sri Sara Cargo
6. The Filipino Cargo International

Malaysia

1. Bayanihan Express

Singapore

1. Hagibis Express Pte. Ltd.
2. Maru Cargo Logistics LLP

Spain

1. E.B. Barbosa Enterprise

United Arab Emirates (UAE)

1. 7 Seas Marine Cargo
2. Al Rodah Marine Cargo
3. Cityline Cargo
4. Dagupan Cargo Packaging Services
5. Express Link Cargo Services
6. Smooth Express

United Kingdom

1. Philand Ynterlink Ltd.

United States of America (USA)

1. AAA Cargo Express Inc.
2. ABS-CBN Star Kargo
3. Aerosend
4. Associated Consolidations Express (ACE Cargo)
5. FRS Philippine Freight Services, Inc.
6. Pentagon Cargo, Inc.
7. Philippine Cargo Forwarder
8. REN International
9. Shipping Express
10. South Atlantic Cargo
11. Star Xpress Forwarders

nothing follows

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI-PSB through either fax at (02)751-3305 or email at dti_psb@yahoo.com.ph or call DTI Direct (02)751-3330.

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al



PHILIPPINE SHIPPERS' BUREAU ADVISORY
D. Freight Forwarders Issued Show Cause Orders
As of 07 June 2013

16

Overseas Filipinos Workers and their consignees in the Philippines are advised to refrain from doing business with the following freight forwarding companies accredited by DTI-PSB. These accredited companies were issued Show Cause Orders by the DTI-PSB and are subject of complaints pertaining to balikbayan boxes.

A. Additions for the Week (03-07 June 2013)

None

B. From the Previous List

- 1. Monark Customs Brokerage Corporation**
No. 8252-D Dr. A. Santos Avenue, Brgy. San Isidro, Sucat Road, Parañaque City
With Petition for Revocation of Accreditation
- 2. RRG Freight Services**
Block 213 Lot 41 Yuan Street, Phase 8, North Fairview, Quezon City
nothing follows

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI-PSB through either fax at (02)751-3305 or email at dti_psb@yahoo.com.ph or call DTI Direct (02)751-3330.

Handwritten signatures and initials:
- Top left: "FR" (initials)
- Middle left: "mga" (signature)
- Top right: "EP" (signature)
- Middle right: "CN" (signature)



PHILIPPINE SHIPPERS' BUREAU ADVISORY
E. Freight Forwarders Whose Accreditation Has Been
Revoked/Expired
As of 07 June 2013

17

Overseas Filipinos Workers and their consignees in the Philippines are advised to refrain from doing business with the following freight forwarding companies whose accreditation has been revoked/expired for certain violations of PSB Administrative Order No. 6, series of 2005, otherwise known as the Rules on Freight Forwarding.

A. Additions for the Week (03-07 June 2013)

None

B. From the Previous List

- D' Winner Logistics Philippines, Inc.**
Room 516 FEMII Building, A. Soriano Jr. Avenue, Intramuros, Manila
Case No. 2012-09-139 (Formal Charge)
Motion for Reconsideration has been denied by the DTI-PSB CAO per decision issued 02 May 2013.
nothing follows

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI-PSB through either fax at (02)751-3305 or email at dti_psb@yahoo.com.ph or call DTI Direct (02)751-3330.

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- Another signature that appears to be "RP"
- A large handwritten "A" or "1"



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PHILIPPINE SHIPPERS' BUREAU ADVISORY
F. Freight Forwarders Whose Complaints Have Been Endorsed
To The Department of Justice/ Office of the City Prosecutor
for Criminal Investigation

As of 07 June 2013

Overseas Filipinos Workers and their consignees in the Philippines are hereby informed that the complaints regarding undelivered balikbayan boxes filed against the following freight forwarding companies have been endorsed to the Department of Justice (DOJ) for appropriate investigation/prosecution:

A. Additions for the Week (03-07 June 2013)

1. Pacific Logistics International Cargo - Kuwait
Pacific Logistics International Cargo - Philippines
Known Contact Person: Mr. Ludebar Jakosalem
 - DOJ received the DTI endorsed two (2) complaint affidavits last 30 May 2013.
 - DTI endorsed another three (3) complaint affidavits dated 04 June 2013.
2. The Filipino Cargo International - Kuwait
The Filipino Cargo International - Philippines
Known Contact Person: Mr. Ludebar Jakosalem
 - DOJ received the DTI endorsed two (2) complaint affidavits last 30 May 2013.

B. From the Previous List

Complaints Received by the DOJ last 14 Dec. 2012

1. Al Rodah Marine Services – United Arab Emirates (UAE)
2. Rodah Cargo Services - Philippines
3. D' Winner Logistics Philippines, Inc. – Philippines
 - DOJ sent letter to DTI-PSB dated 22 January 2013 requiring submission of Affidavits from complainants.
 - DTI-PSB received a total of 61 complaints against Al Rodah Marine Cargo as of 24 May 2013.
 - DOJ indorsed to the City Prosecutor of Paranaque City last 18 April 2013 the complaint against Rhodalyn Bugante Aguinaldo, et al. for alleged swindling/estafa for preliminary investigation and prosecution, if evidence warrants.

nothing follows

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI-PSB through either fax at (02)751-3305 or email at dti_psb@yahoo.com.ph or call DTI Direct (02)751-3330.

Handwritten signatures and initials:
42 [Signature] [Signature]
[Signature]

DTI endorses more complaints on undelivered balikbayan boxes to DOJ

The Department of Trade and Industry (DTI) has endorsed to the Department of Justice (DOJ) four (4) other affidavits of complaint on undelivered balikbayan boxes against Pacific Logistics International Cargo, The Filipino Cargo International and Mr. Ludebar Jakosalem for appropriate investigation.

Based on the affidavits, Mr Jakosalem is the known contact person of Pacific Logistics International Cargo and The Filipino Cargo International, which are both consolidating balikbayan boxes in Kuwait for shipment and delivery to consignees in the Philippines.

Pacific Logistics International Cargo and The Filipino Cargo International, with same known office address at No. 567 General Luna Street, Guinayang, San Mateo Rizal, were issued formal charges by the DTI-Philippine Shippers Bureau (DTI-PSB) for engaging in the business of freight forwarding business without the required PSB-accreditation and for failing to deliver balikbayan boxes to their rightful consignees. However, despite the issuance of the formal charge, summons, notice of hearings and order to deliver the cargo, respondents neither filed an answer nor appeared during the scheduled hearing.

The DTI-Consumer Arbitration Officer in Decisions dated 26 April 2013 and 23 April 2013, declared both companies in default and found to be liable for the charges against them. They were ordered to permanently cease and desist operation, submit a written voluntary assurance of compliance with said decision and pay administrative penalty of PhP70,000.00.

"After imposing the administrative sanctions, we are seeking DOJ's assistance to conduct appropriate preliminary investigation on these freight forwarders so they can be criminally charged for swindling or estafa." DTI-PSB Director-in-Charge Atty. Victorio Mario Dimagiba explains.

Atty. Dimagiba adds, "We also hope that the National Bureau of Investigation (NBI), as an attached agency of DOJ, could help in locating and compelling the perpetrators of this wrongdoing to face charges against them".

"DTI will continue to guard the interest of our overseas Filipino workers (OFWs) who are victimized by these unscrupulous fly-by-night freight forwarders. More than the monetary value of these balikbayan boxes, the hard work, perseverance and love of family attached to these balikbayan boxes are immeasurable," Atty. Dimagiba stresses.

Meanwhile, the earlier complaints endorsed by DTI to the DOJ against Al Rodah Marine Services (UAE); Rodah Cargo Services-Phil.; and D' Winner Logistics Philippines, Inc., for swindling/ estafa have been forwarded to the City Prosecutor of Parañaque City last 18 April 2013. The DOJ directed the Office of the City Prosecutor to conduct preliminary investigation and prosecution in court, if the evidence warrants.

DTI-Consumer Welfare and Business Regulation Group Undersecretary Zenaida C. Maglaya urges, "The Department reminds the public particularly the OFWs and other Filipinos living overseas to use only the services of reputable and reliable freight forwarders abroad and whose Philippine counterparts/agents are accredited with DTI-PSB in sending their balikbayan boxes to the Philippines".

She prompts them to avoid transacting with delinquent freight forwarders, which are listed in the PSB Advisory/ Alert. "There are weekly advisories and alerts on delinquent freight forwarders as well as list of DTI-PSB accredited freight forwarders in the DTI website, which can greatly assist our kababayans in choosing which freight forwarding companies to transact with in sending their balikbayan boxes to the Philippines," Undersecretary Maglaya emphasizes.

Send complaints on pilferage or lost item and non-delivery of balikbayan boxes to DTI-PSB at dti_psb@yahoo.com.ph or call DTI Direct (02) 751.3330. For more information, visit www.dti.gov.ph. (end)