

# Health

## Quarter 1 – Module 4: Consumer Welfare and Protection



**Health - Grade 10**  
**Alternative Delivery Mode**  
**Quarter 1 - Module 4: Consumer Welfare and Protection**  
**First Edition, 2020**

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Published by the Department of Education

Secretary: Leonor Magtolis Briones  
Undersecretary: Diosdado M. San Antonio

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Printed in the Philippines by

**Department of Education - Region 1**

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# **Health**

## **Quarter 1 – Module 4: Consumer Welfare and Protection**

## **Introductory Message**

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-test is provided to check what you already know about the lesson. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. Please read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



## ***What I Need to Know***

Consumers have basic rights. They have the right to be protected from the selling of dangerous and unsafe products. They also have the right to be protected from misleading information or advertisement. Consumers can ask for the complete information they need to make good choices in buying a product. Their rights to speak out when not satisfied with the products or services should be exercised.

Consumers must know where to go for any complaint. The Department of Health (DOH), Department of Agriculture (DA), and Department of Trade and Industry (DTI) are some of the government agencies that protect the consumer's rights.

Let us check what you know about consumer welfare and protection.  
Are you ready? Good luck!



*Illustrated by: Christian Rey Ricarze*

### **In this module, you are expected to:**

1. identify national and international government agencies and private organizations that implement programs for consumer protection **(H10CH-Ie-f-27)**; and
2. participate in programs for consumer welfare and protection **(H10CH-Ig-h-28)**.



## What I Know

### Pretest

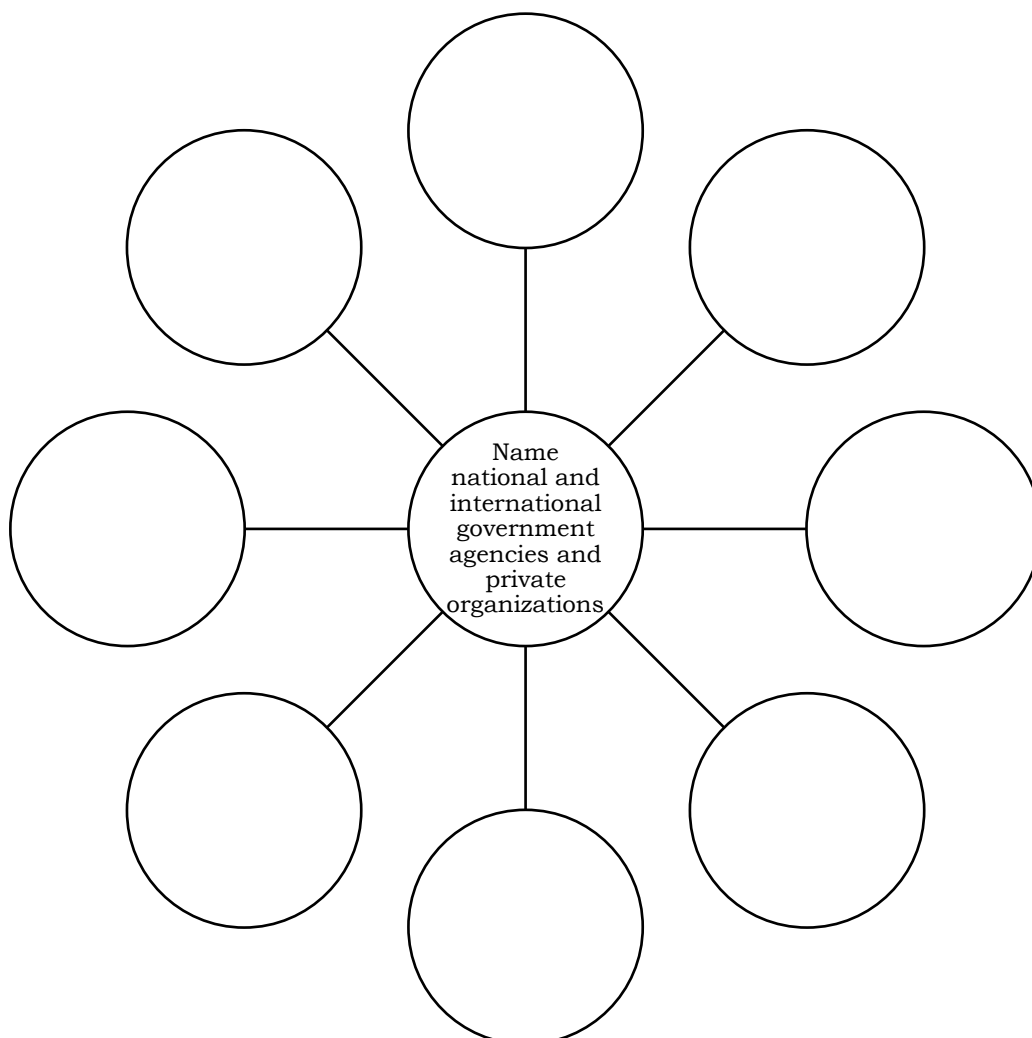
Try answering the items without worrying at all. Why? The result of this activity will not be graded. I just want to check what you already know about the lesson. Is that fine? Let's begin!



*Illustrated by: Christian Rey Ricarze*

### I. NAME THEM

**Directions:** Fill in the bubble map with the national and international government agencies and private organizations that implement programs for consumer protection.



## II. DISCLOSE IT!

**Directions:** Identify the functions of the international and national government agencies relative to consumer protection described in each statement. Choose your answer from the word box below.

### A. National Agencies

Bureau of Food and Drugs (BFAD)  
Department of Health (DOH)  
Department of Trade and Industry (DTI)

1. enforces laws and regulations relating to food
2. adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer foods
3. ensures the quality and safety of products
4. inspects establishments that dispense food
5. monitors advertisements and retail ways to prevent any deception of consumers

### B. International Agencies

World Health Organization (WHO)  
International Food Protection Institute (IFPI)  
Food and Drug Administration (FDA)

6. ensures food protection through policies and practices for a safer global food supply
7. protects and promotes public health through control and supervision of food safety
8. directs international health within the United Nation's System and to lead partners and global health responses

# Consumer Welfare and Protection



## What's In



*Illustrated by:  
Christian Rey Ricarze*

In the previous module, you have learned about the complementary and alternative healthcare modalities.

The government also plays an important role in consumer protection. A consumer has rights mandated by law. These are privileges that an individual is guaranteed of health products and services. The Republic Act No. 7394, also known as the Consumer Act of the Philippines, is a law that protects the interest of the consumer, promotes the general welfare, and establishes standards of conduct for business and industry. There are eight basic rights of a consumer according to the Act (Banzon, et al., 2005).



## What's New

### Activity 1: THE RIGHTFUL ONE

**Directions:** Read the following situations carefully and identify what particular consumer's right is violated. Write your answers in the activity notebook.

Right to safety	Right to redress
Right to basic needs	Right to representation
Right to choose	Right to consumer education
Right to information	Right to a healthy environment



1. Mario is a 15-year-old out-of-school youth. He planned to enroll in the Alternative Learning System (ALS), but he was not accepted because he was caught smoking many times. \_\_\_\_\_
2. Kevin is fond of promos offered in big groceries. When Kevin went to his favorite grocery, he bought one box of canned goods for a very low price. He later discovered that the canned goods already expired. \_\_\_\_\_
3. Mrs. Sandoval works in a big company. Marie, an Insurance Agent, is a close friend of hers. One day, Marie asked Mrs. Sandoval to visit her at home to introduce the insurance products. While she was introducing her products, she started to give negative comments about other insurances. \_\_\_\_\_
4. During Christmas, XYZ Merchandise offers clearance sales. After knowing about the big sale, the students went to the store to buy goods. While they were looking for some items, a saleslady told them that they were not allowed to choose items on the second floor. \_\_\_\_\_
5. Government formulates policies without consultation from consumers group. \_\_\_\_\_
6. Angelo longs to own an external drive. After three months of saving enough money to buy it, he finally owned one. He bought it from a department store. Before leaving, he made sure that it has a warranty certificate. \_\_\_\_\_
7. Toti was suffering from severe cough for one week. He went to a clinic for his check-up. He was given bottled medicine without label. \_\_\_\_\_
8. Bagani Marikit is a far-flung barangay. It serves the people by giving them free water. One day, the people in the barangay got sick after drinking water. It was found out that the water was contaminated with a certain chemical from the discharge of the factory nearby. \_\_\_\_\_



## ***What Is It***

The Consumer Act of the Philippines is a law that protects the interest of the consumer, promotes the general welfare, and establishes standards of conduct for business and industry.

**Below are their functions relative to consumer protection.**

### **A. Bureau of Food and Drugs (BFAD)**

1. serves as DOH key regulatory agency and implementer of the country's food control system
2. ensures safe and good quality processed food, drug, and cosmetics
3. regulates production, sale, and traffic of food, drug, and cosmetics
4. protects the health of the consumers and handles consumer complaints

**B. Department of Health (DOH)**

1. provides national policy direction and develops national plans, technical standards, and guidelines in health
2. regulates all health services and products
3. inspects establishments that dispense food
4. adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods

**C. Department of Trade and Industry (DTI)**

1. serves as the primary coordinative, promotive, facilitative, and regulatory arm of the government for the country's trade, industry, and investment activities
2. ensures the quality and safety of products
3. checks the warranty and price tags of products
4. monitors advertisements and retail ways to prevent any deception of the consumer
5. guarantees consumer welfare and protection

**Below are some international organizations relevant to consumer protection**

- A. International Food Protection Institute (IFPI)** ensures food protection through policies and practices for a safer global food supply.
- B. Food and Drug Administration (FDA)** protects and promotes public health through control and supervision of food safety.
- C. World Health Organization (WHO)** directs international health within the United Nation's System and leads partners and global health responses.



**In FACT:**

*According to the latest Pulse ASIA survey (Ulat ng Bayan), 80% of the Filipino consumers are aware that there are laws protecting basic consumer rights.  
(/archives/news-archives/dti-gains-80-consumer-awareness/)*

*Date Acquired: Thursday, May 14, 2020*

*Illustrated by: Christian Rey Ricarze*



## What's More

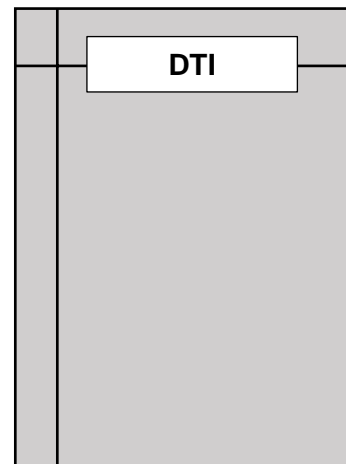
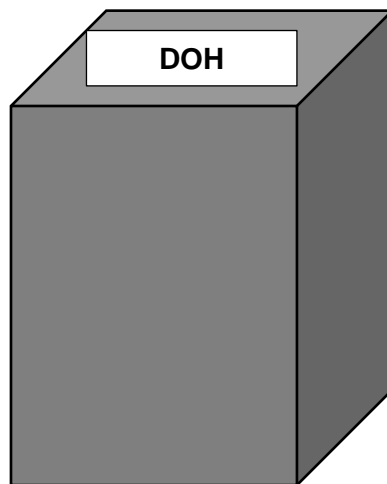
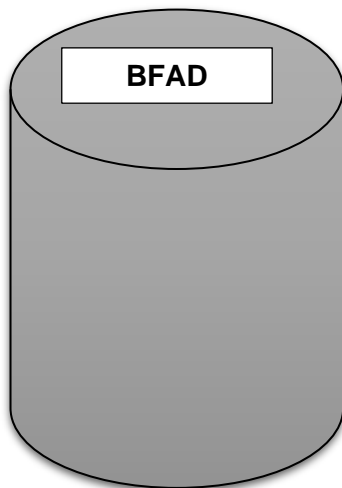
Good job! Now that you have understood the different consumer's rights and have become familiar with the government agencies that help protect the consumers, let's check how far you've gone. Let's move on.



*Illustrated by: Christian Rey Ricarze*

### Activity 1: RESPONSIBILITY CHECK

**Directions:** Write the responsibilities of the following agencies relative to consumer protection found below. Write your answers in the activity notebook.



- ✓ checks the warranty and price tags of products
- ✓ monitors advertisements and retail ways to prevent any deception of the consumer
- ✓ enforces laws and regulations relating to food
- ✓ acts on how foods are advertised and labeled
- ✓ adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods
- ✓ watches for illegal price-fixing

## Assessment 1

**TRUE OR FALSE:** Write **TRUE** if the sentence is correct and **FALSE** if it is incorrect. Write your answers in the activity notebook.

1. Consumers have the right to basic needs such as adequate food, clothing, shelter, health care, education, and sanitation.
2. Consumers have the right to choose products from a wide array of goods.
3. The right to redress is the consumer's right to acquire knowledge and skills to become an informed consumer.
4. The right to information is the consumer's right to be protected from dishonest or misleading advertising or labeling.
5. Consumers have the right to live and work in a hazard-free environment that allows them to live with dignity and their well-being assured.



## *What I Have Learned*

- What are the international and national agencies that implement programs that promote consumer welfare and protection?
- As a consumer, how can you participate in programs that promote your rights and welfare as a consumer?



## What I Can Do

### WATCH AND LEARN!

**Directions:** Using your activity notebook, choose any of the following tasks related to consumer welfare and protection agencies.

ROLE	TASKS
News Writer	Present the different international and national agencies that protect consumer welfare and protection. Convince your readers of the importance of each agency.
Artist	Present in a poster slogan your idea on the significance and role of international and national agencies in consumer welfare and protection.
Student Leader	Present plans on how to convince the entire student population in participating in programs that promote consumer welfare and protection.



## Assessment

### Posttest

#### I. LIST ME NOW!

**Directions:** Below is a table that needs to be completed. The first column should have the names of the agency. The second column needs data on the role of the agency in consumer welfare and protection. The third column necessitates further information that you can share about the agency. The third column can either be your personal experience if you have participated in their programs, experience of a friend/relative, or articles found in the internet or other references. Write your answers in your activity notebook.

International/ National Agency	Roles of the Agency	Other Information of the Agency as regards Consumer Welfare and Protection

## II. THINK AND RESPOND

**Directions:** Read and analyze the situation below. Then answer the questions that follow. Write your answers in your activity notebook.

**SITUATION:** You bought a bottle of medicine from an online seller. When the order arrived, the bottle is not sealed and has no BFAD-approved seal.

1. Which agency should be concerned about your situation?
2. What should you do in this situation?



## ***Additional Activity***

Make a slogan (minimum of 5 words and maximum of 10 words) that expresses the rights of a consumer. Write your slogan on a bond paper.

*Examples:*

1. *You are stronger with your rights*
2. *Know your rights! Don't be fooled!*
3. *Consuming without knowledge: FAILURE*

**Congratulations! You're finished.**

**Module**

**4**

**Consumer Welfare  
and Protection**



**Answer Key**

**What I Know**

**PRETEST**

**TEST I**

1. Right to basic needs
2. Right to choose
3. Right to consumer education
4. Right to information
5. Right to representation
6. Right to redress
7. Right to safety
8. Right to a healthy environment

**TEST II**

1. Bureau of Food and Drugs
2. Department of Health
3. Department of Trade and Industry
4. Department of Health
5. Department of Trade and Industry
6. International Food Protection Institute (IFPI)
7. Food and Drug Administration (USFDA)
8. World Health Organization (WHO)

**What's New**

1. Right to basic needs
2. Right to safety
3. Right to information
4. Right to choose
5. Right to representation
6. Right to redress
7. Right to consumer education
8. Right to a healthy environment

**Additional Activity**

**ESSAY**

Answers may vary

**What's More**

**MY AGENCY PROTECTION**

**BUREAU OF FOOD and DRUGS (BFAD)**

- ✓ Enforces laws and regulations relating to food
- ✓ Acts on how food advertised and labeled
- ✓ Watches for illegal price fixing

**DEPARTMENT of HEALTH (DOH)**

- ✓ Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods

**DEPARTMENT of TRADE and INDUSTRY (DTI)**

- ✓ Checks the warranty and price tags of products
- ✓ Monitors advertisements and retail ways in retail ways in order to prevent any deception of consumer

**TRUE OR FALSE**

1. TRUE
2. TRUE
3. FALSE
4. FALSE
5. TRUE

**What I Can Do**

**Watch and Learn!**

Answers may vary

**POSTTEST**

**TEST I**

Other information of the agency as regards consumer welfare and protection.	Roles of the agency	International/ National Agency
Answers may vary	1. Serves as DOH key regulatory agency and implementer of the country's food control system 2. Ensures safe and good quality processed food, drug, and cosmetics 3. Regulates production, sale and traffic of food, drug, and cosmetics 4. Protects the health of the consumers and handles consumer complaints	<b>Bureau of Food and Drugs (BFAD)</b> 1. Serves as DOH key regulatory agency and implementer of the country's food control system 2. Ensures safe and good quality processed food, drug, and cosmetics 3. Regulates production, sale and traffic of food, drug, and cosmetics 4. Protects the health of the consumers and handles consumer complaints
	1. Provides national policy direction and develops national plans, technical standards and guidelines in health 2. Regulates all health services and products 3. Inspects establishments that dispense food 4. Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods	<b>Department of Health (DOH)</b> 1. Provides national policy direction and develops national plans, technical standards and guidelines in health 2. Regulates all health services and products 3. Inspects establishments that dispense food 4. Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods
	1. Serves as the primary coordinative, promotive, facilitative, and regulatory arm of the government for the country's trade, industry, and investment activities 2. Ensures the quality and safety of products 3. Checks the warranty and price tags of products 4. Monitors advertisements and retail ways in order to prevent any deception of consumer 5. Guarantees consumer welfare and protection	<b>B. Department of Trade and Industry (DTI)</b> 1. Serves as the primary coordinative, promotive, facilitative, and regulatory arm of the government for the country's trade, industry, and investment activities 2. Ensures the quality and safety of products 3. Checks the warranty and price tags of products 4. Monitors advertisements and retail ways in order to prevent any deception of consumer 5. Guarantees consumer welfare and protection
	- ensures food protection through policies and practices for a safer global food supply.	<b>International Food Protection Institute (IFPI)</b>
	- protects and promotes public health through control and supervision of food safety.	<b>Food and Drug Administration (USFDA)</b>
	- directs international health within the United Nation's System and to lead partners and global health responses.	<b>World Health Organization (WHO)</b>

**TEST II. Who does it?**

Answers may vary



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