

KSA and UAE top list of countries with undelivered Balikbayan boxes

The Department of Trade and Industry through its Philippine Shippers' Bureau (DTI-PSB) has recorded that Kingdom of Saudi Arabia (KSA) and United Arab Emirates (UAE) have the most number of complaints on undelivered Balikbayan box shipments through sea in 2013.

Out of the 149 total complaints received by DTI-PSB pertaining to Balikbayan boxes which were not delivered to rightful owners or consignees, 37 or 25% of these complaints came from KSA while 31 or 21% were shipped from the UAE. United States of America (USA), Kuwait, United Kingdom (UK) and Singapore follow with 22, 19, 11 and 7 complaints that are equivalent to 15%, 13%, 5% and 7%, respectively.

DTI-Consumer Protection Group (CPG) Officer-in-Charge Atty. Victorio Mario A. Dimagiba reiterates to the public, specially the OFWs in the countries mentioned, to send only their hard-earned balikbayan boxes to foreign consolidators which have agents or freight forwarders in the Philippines that are DTI-accredited to be certain that their cargoes will be received by their loved ones.

"The non-delivery of Balikbayan box usually occurs when incoming shipments of balikbayan boxes are abandoned at the Philippine ports for failure of unscrupulous foreign consolidators to remit necessary funds to their Philippine agents for the delivery of cargoes to consignees", Dimagiba explains.

Consolidating the complaints on Balikbayan box shipments, the DTI-PSB issues its weekly advisory on foreign consolidators/ principals and freight forwarders with cases elevated to the Department of Justice (DOJ), operating without the DTI accreditation, issued with formal charges, and with pending complaints.

In its advisory last 10 January 2014, 11 KSA-based foreign consolidators/ principals are included in the list for not remitting the necessary funds to their Philippine agents to effect the release of containers where usually, Balikbayan boxes are part of the cargoes. They are: Caravan Cargo Agency; Cargo Net Worldwide Services formerly FAL-World Express Cargo; Global Cargo; Jonar Cargo; Kabalen Forwarders, North and South Express Cargo; PC Worldwide Cargo; Sir Cargo Forwarders, WRJ Freight Forwarders (A Division of Al-Zagel Cargo), Mohsen Cargo Services, and, Fil-Arab International Cargo.

The Philippine agents of these foreign consolidators - Megatop Express Cargo Forwarder; Manila Broker; J.J. Transglobal Brokerage; Jonar Cargo; RGC Green Logistics; Kabalen Forwarders; R&M Cargo Services; and Sir2Go Forwarders are not accredited with the DTI and should not engage in the freight forwarding business. Meanwhile, some accredited companies namely, DXL International Freight Forwarder, Inc., and, ECFS International Forwarding, Inc. that are implicated in the complaints are now facing revocation of their accreditation with DTI.

On the other hand, six (6) UAE-based companies are also in the advisory due to non-remittance of funds for Philippine agents. They are: Al Rodah Marine Cargo, Cityline Cargo, Dagupan Cargo Packaging Services, Express Link Cargo Services, Smooth Express, and, Grace Express Cargo. Also, some Philippine agents have been identified in the complaints, namely, Rodah Cargo Manila and VCG Customs Brokerage that are not accredited with DTI. Yet, also in the list are Aeroworld Logistics Phil., Inc. and D' Winner Logistics Phils., Inc. that are DTI-accredited but are being petitioned to have its accreditation revoked for being accused in the complaints.

The consistently high number of complaints on balikbayan box shipments coming from these countries since 2008 has prompted the DTI to conduct the Roadshow on Balikbayan Box Shipments in Dubai, UAE last 12-13 November 2014 and in Riyadh, KSA last 15 November 2013. The same roadshow was also held in Hongkong and Singapore last 19-21 October 2013 and 25-27 October 2013, respectively.

The Roadshow consisted of awareness sessions, dialogues and consultations with overseas Filipinos as individuals, associations or organizations, embassy and consular officials, foreign service officers, overseas welfare officers, and, legitimate freight forwarders on the problem on hand, fraudulent activities, actual and resolved cases, assistance programs, and, promotional materials.

The complete list of the DTI Advisory is updated weekly and can be downloaded at <http://www.dti.gov.ph/dti/index.php?p=779>. Also in the same website is the list of 615 DTI-accredited sea freight forwarders of 31 December 2013.

OIC Dimagiba reiterates, "DTI urges consumers to avoid becoming victims of unscrupulous cargo forwarders and check the list of DTI-accredited sea freight forwarders and monitor regular advisories and alerts at www.dti.gov.ph.

Complaints on pilferage or lost item and non-delivery of balikbayan boxes may be filed at the Philippine Shippers' Bureau at 2nd Floor, DTI Bldg., 361 Gil Puyat Avenue, Makati City; or sent through facsimile number (632) 751.3305 or email address - dti_psb@yahoo.com.ph. Call DTI Direct (632) 751.3330 for assistance. (end)

Unaccredited and unlicensed freight forwarders

Freight forwarders under Watchlist

Accredited and licensed freight forwarders with complaints of undelivered cargoes

Accredited and licensed freight forwarders

I. DTI-Accredited and Licensed Freight Forwarders

As of 31 December 2013, DTI accredited 615 sea freight forwarding companies, which can be accessed using the link <http://www.dti.gov.ph/dti/index.php?p=409> at the DTI website www.dti.gov.ph.

II. Philippine Agents/Freight Forwarders Without DTI Accreditation Issued Formal Charges

Country of Origin	Foreign Consolidators/Principals	Philippine Counterparts/Agents	Status
Australia	1. Dausan International Forwarder	Dausan International Forwarder	
Bahrain	1. Dreamsworld Travel Tourism & Cargo Co. W.L.L.		
China	1. Philippine Eastern Transit Express, Inc.	Philippine Eastern Transit Express, Inc.	
Cyprus	1. Freight Link Global Logistics	Haushold Moving and Storage, Inc.	
Hong Kong	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	Megatop Express Cargo Forwarder	
	2. Cargo Net Worldwide Services formerly FAL-World Express Cargo	Manila Broker	
	3. Global Cargo	J.J. Transglobal Brokerage	
	4. Jonar Cargo	Jonar Cargo RGC Green Logistics	
	5. Kabalen Forwarders	Kabalen Forwarders	
	6. North and South Express Cargo	R&M Cargo Services	
	7. PC Worldwide Cargo	Megatop Express Cargo Forwarder	
	8. Sir Cargo Forwarders	Sir2Go Forwarders	
	9. WRJ Freight Forwarders (A Division of Al-Zagel Cargo)		
Kuwait	1. NC Manila Cargo	New Cliffe Gen. Trad. & Cont. Co. – NC Manila Cargo	
	2. Pacific Logistics International Cargo	Pacific Logistics International Cargo	
	3. Philippine Cargo International	Philippine Cargo Forwarder	
	4. Sri Sara Cargo	Sri Sara Cargo	
	5. The Filipino Cargo International	The Filipino Cargo International	
Malaysia	1. Bayanihan Express	VCG Customs Brokerage	
Oman	1. Golden Coast Trading	Boxline Delivery Services	
		Golden Coast Trading	
Singapore	1. ASPAC Cargo		
	2. Hagibis Express Pte. Ltd.		
	3. Maru Cargo Logistics LLP	Maru Cargo Logistics Philippines	
Spain	1. E.B. Barbosa Enterprise	Barbosa Enterprise	
		Masterlink Cargo System (MACSI), Inc.	
United Arab Emirates (UAE)	1. Al Rodah Marine Cargo	Rodah Cargo Manila	
	2. Cityline Cargo	VCG Customs Brokerage	
	3. Dagupan Cargo Packaging Services		
	4. Express Link Cargo Services		
	5. Smooth Express		

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Country of Origin	Foreign Consolidators/Principals	Philippine Counterparts/Agents	Status
UK	1. Philand Ynterlink Ltd.	Joseph Glenn L. Gato	
Unites States of America (USA)	1. AAA Cargo Express Inc.	Mail Plus Cargo Carriers	
	2. ABS-CBN Star Kargo	VGB Villamayor Logistics, Inc.	
	3. Aerosend	Aerosend	
	4. Associated Consolidation Express (ACE)	Associated Consolidation Express (ACE)	
	5. Manila Forwarder Phil., Inc.	Manila Forwarder Phil., Inc.	
	6. Pentagon Cargo, Inc.	Penifast	
	7. Philippine Cargo Forwarder	Philippine Cargo Forwarder	
	8. REN International	REN International Services	
	9. Shipping Express		
	10. South Atlantic Cargo	South Atlantic Cargo, Inc. ASPAC Cargo Forwarders, Inc. CashSense Philippines	
	11. Super Mama Cargo		
Philippines	NA	ABS-CBN Global Cargo Corporation	
	NA	Diaz Cargo Services	
	NA	Forex Cargo Philippines, Inc.	
	NA	Harrier Box Line, Inc.	
	NA	International Cargo Forwarder	
	NA	JAR Cargo Forwarders	
	NA	MME Cargo Forwarder	
	NA	Nets & Knicks Logistics Corp.	
	NA	RDN Marketing & Cargo Forwarder	
NA	Yasasa International Cargo Services Philippines		

III. Freight Forwarders Whose Complaints Have Been Endorsed To Department of Justice (DOJ); Office of the City / Provincial Prosecutor for Criminal Investigation

	Country of Origin	Foreign Consolidator/Principals	Phil. Counterpart/Agent	Complaints Endorsed To	Status
1	KSA	Cargo Net World Express formerly FAL	Manila Broker	Parafaque City Prosecutor's Office (PO)	
2	KSA	Kabalen Forwarders	Kabalen Forwarders	DOJ	
3	Kuwait	EZ Cargo	EZ Cargo	DOJ	
4	Kuwait	Pacific Logistics International Cargo	Pacific Logistics International Cargo	Rizal Provincial PO	
5	Kuwait	The Filipino Cargo International	The Filipino Cargo International	Rizal Provincial PO	
6	Kuwait	Natasha Express Cargo Services	Natasha Express Cargo Services	DOJ	
7	UAE	Al Rodah Marine Services	Rodah Cargo Services D' Winner Logistics Philippines, Inc.	Parafaque City PO	

IV. DTI-Accredited Freight Forwarders Issued Show Cause Orders

	Philippine Counterpart/Agent	Country of Origin	Foreign Consolidator/Principals	Status
1	Aeroworld Logistics Phils., Inc.*	UAE	Grace Express Cargo	
2	D'Winner Logistics Phils., Inc.*	UAE	Al Rodah Marine Cargo	
3	DXL International Freight Forwarder, Inc.*	KSA	Mohsen Cargo Services	
4	ECFS International Forwarding, Inc.*	KSA	Fil-Arab International Cargo	
5	Isidro F. Faderguya Freight Forwarders & Customs Brokerage	KSA	-	
6	Monark Customs Brokerage Corporation*	Kuwait	Natasha Express Cargo Services	
7	N.E.S. Cargo Express Int'l. Corp.	Qatar	-	
8	Springer International, Inc.	UK	Philbox Direct Ltd.	
9	Wide Wide World Express Corp.	USA	Attila Cargo	

NOTES: (1) Company name in bold and italicized letters was added 10 January 2014.

(2) * - With Petition for Revocation of Accreditation

Consumers/consignees with complaints on undelivered, pilfered, damaged or lost balikbayan boxes may report or submit an affidavit of complaint to DTI through either email at dti_psb@yahoo.com.ph or fax at (02)751-3305 or call DTI Direct (02)751-3330/0917-8343330.

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