

**United States
Information
Agency**

Washington, D.C. 20547

Office of the Director



November 21, 1983

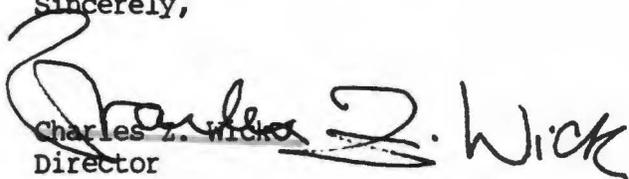
~~Dear Mrs. Knauer:~~

I want to thank you personally for your outstanding performance as an American Participant in Spain, France and Belgium. All the reports from our Embassies indicate that meaningful dialogue occurred on many levels allowing for a productive exchange of ideas. That is what the American Participant Program is all about.

This program has an important domestic dimension as well, providing American Participants such as yourself with an additional insight into foreign societies which can be shared with other Americans.

In closing, let me thank you again for your contribution to USIA's work of overseas communication with some of our most important audiences.

Sincerely,


Charles Z. Wick
Director

The Honorable
Virginia H. Knauer
Special Adviser to the President
for Consumer Affairs
The White House
Washington, D.C. 20500

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TELEGRAM

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INFO ACO-01 DSO-02 DIS-01 PGMD-02 EU-03 /012 A4 1

P. 181116Z NOV 83
FM AMEMBASSY MADRID
TO RUEHIA/USTA WASHDC PRIORITY 3021
INFO RUEHBS/AMEMBASSY BRUSSELS 8236
RUEKOPQ/AMEMBASSY THE HAGUE 4494

BT
UNCLASMADRID 11850

USIA

E. O. 12356: N/A

SUBJECT: P/DP AMPART VIRGINIA KNAUER (SP 06-01)

REF: USIA 47129

1. MS. VIRGINIA KNAUER, SPECIAL ADVISER TO THE PRESIDENT FOR CONSUMER AFFAIRS, COMPLETED A SUBSTANTIVE AND TIGHTLY SCHEDULED MADRID PROGRAM TO OUR FULLEST SATISFACTION, AS WELL AS THAT OF HER SPANISH SPONSOR, THE NATIONAL INSTITUTE OF CONSUMER AFFAIRS.

2. MS. KNAUER'S PROGRAM BEGAN MONDAY MORNING, OCTOBER 17, WITH A WORKING SESSION AT THE INSTITUTE OF CONSUMER AFFAIRS, PRESIDED OVER BY THE SECRETARY GENERAL FOR CONSUMER AFFAIRS, MIGUEL MARANON, AND ATTENDED BY THE PRESIDENT OF THE INSTITUTE, JOSE MENDEZ; DIRECTOR GENERAL OF PHARMACY AND PHARMACEUTICAL PRODUCTS, FELIX LOBO; DIRECTOR GENERAL FOR INSPECTION, JUAN MIGUEL PONZ; SUB-DIRECTOR GENERAL FOR CONSUMER AFFAIRS, ENRIQUE BLANCO; SUBDIRECTOR GENERAL OF FOOD SANITATION, ROBERTO CONTI; AND AMBASSADOR ANTONIO OYARZABAL, REPRESENTING THE MINISTRY OF FOREIGN AFFAIRS. MS. KNAUER'S PRESENTATION GENERATED AN ACTIVE DISCUSSION THAT RESULTED IN SEVERAL EXCELLENT SUGGESTIONS FOR FURTHER COOPERATION IN CONSUMER AFFAIRS BETWEEN SPAIN AND THE U.S.

3. LATER THAT MORNING, ANOTHER WORKING SESSION WAS HELD WITH THE DIRECTOR GENERAL OF EXPORT OF THE MINISTRY OF COMMERCE, APOLONIO RUIZ; SUBDIRECTOR GENERAL OF INSPECTION AND NORMALIZATION OF EXPORTS, FRANCISCO MELIA; AND SUBDIRECTOR GENERAL OF AGRICULTURAL EXPORTS, ANGEL RODRIGUEZ MATA, TO DISCUSS THE INTERNATIONAL COMMERCE ASPECTS OF CONSUMER QUALITY CONTROL.

4. FOLLOWING A WORKING LUNCH HOSTED BY THE SECRETARY GENERAL FOR CONSUMER AFFAIRS, MS. KNAUER DELIVERED A TALK AT 6:00 P.M. ON "CONSUMERISM COMES OF AGE", FOLLOWED BY AN ACTIVE Q&A. THE LECTURE WAS ATTENDED BY ABOUT 150 MEMBERS OF CONSUMER ASSOCIATIONS AND HOUSEWIVES ASSOCIATIONS, SOME OF WHOM HAD COME FROM OUTLYING REGIONS OF SPAIN TO ATTEND.

5. ON OCTOBER 18 MS. KNAUER VISITED THE TESTING LABORATORIES OF THE MINISTRY OF HEALTH AND CONSUMER AFFAIRS AT BARAJAS WHERE SHE EXCHANGED VIEWS WITH LABORATORY DIRECTOR DR. JUAN J. PICAZO AND HIS STAFF, AND TOURED THE INSTALLATION.

6. LATER THAT DAY, A WORKING LUNCH HOSTED BY CAO PERRIN OFFERED AN OPPORTUNITY FOR CONTINUED DISCUSSION WITH A HANDFUL OF THE TOP GQS EXPERTS IN ALL ASPECTS OF CONSUMER PROTECTION. THAT EVENING MS. KNAUER WAS INVITED BY THE SPANISH CONFEDERATION OF BUSINESS ORGANIZATIONS (ICEOE) TO ADDRESS A MEETING OF TOP SPANISH BUSINESS MANAGERS ON THE PRESENT STATE OF CONSUMER PROTECTION IN THE U.S., FOLLOWED BY A Q&A PERIOD. THAT SAME NIGHT, MS. KNAUER ATTENDED A DINNER HOSTED BY DCM ROBERT E. BARBOUR, WHERE SHE MET WITH MEMBERS OF THE SPANISH CONGRESS, THE SPANISH LEGAL PROFESSION AND EXECUTIVES OF OTHER IMPORTANT

CONSUMER AFFAIRS ORGANIZATIONS.

7. WEDNESDAY'S PROGRAM STARTED WITH A WORKING SESSION WITH REPRESENTATIVES OF CONSUMER AFFAIRS ORGANIZATIONS AND HOUSEWIVES ASSOCIATIONS FROM DIFFERENT PARTS OF SPAIN, FOLLOWED BY [REDACTED] MAGAZINES AND NEWS AGENCIES.

8. FROM THE PRESS CONFERENCE, MS. KNAUER WENT STRAIGHT TO A WORKING SESSION OF THE SPANISH SENATE COMMISSION THAT IS CURRENTLY DRAFTING THE NEW LAW OF CONSUMER AFFAIRS, WHERE SHE ANSWERED NUMEROUS QUESTIONS RELATING U.S. EXPERIENCE TO SPANISH CONCERNS IN CONSUMER PROTECTION. FOLLOWING A BRIEF LUNCH, SHE TAPED AN INTERVIEW IN THE CAO'S OFFICE FOR THE SPANISH TV PROGRAM "CONSUMO" (CONSUMER AFFAIRS), WHICH WE ARE TOLD HAS THE SECOND LARGEST TV AUDIENCE IN SPAIN. THE HEAVILY SCHEDULED DAY WAS CAPPED WITH A DINNER HOSTED BY CFAO RUSSELL.

9. MS. KNAUER KEPT HER STAMINA, HER COOL, AND HER GOOD SPIRITS THROUGHOUT A TIRING THREE-DAY PROGRAM THAT TURNED OUT TO BE MUCH MORE HEAVILY PROGRAMMED THAN WE AT FIRST REALIZED. DURING HER STAY, SHE MET ALMOST EVERY IMPORTANT SPANISH FIGURE IN CONSUMER AFFAIRS IN BOTH THE PUBLIC AND PRIVATE SECTORS. SHE INVARIABLY IMPRESSED HER AUDIENCE WITH HER GRASP OF THE SUBJECT AND HER ABILITY TO COMMUNICATE HER EXPERIENCE IN DIRECT, NO-NONSENSE TERMS. IN ADDITION TO HER PROFESSIONAL EXPERTISE, HER UNFLAGGING CORDIALITY ASSISTED GREATLY IN SETTING UP A NUMBER OF EXCELLENT OPPORTUNITIES FOR FUTURE COOPERATION IN THIS FIELD, WHICH WE ARE ALREADY TAKING STEPS TO FOLLOW UP. RUSSELL

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REGULATORY ACTIVITIES ARE ACTUALLY ATTEMPTS TO
ELIMINATE REDUNDANCIES AND CONTRADICTIONS, AND WILL
INCREASE CONSUMER PROTECTION BY STREAMLINING THE
SYSTEM. CATHERMAN

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RUEHBS/AMEMBASSY BRUSSELS 6371
RUDKGPQ/AMEMBASSY THE HAGUE 7694
RUFJJCX/AMCONSUL STRASBOURG 2011
BT
UNCLAS PARIS 41652

USIA

FOR P/DP PINAULT; STRASBOURG FOR USIS/HADEY

E.O. 12356: N/A
SUBJECT: AMPART VIRGINIA KNAUER

REF: USIA 47129/01

1. AMPART VIRGINIA KNAUER, SPECIAL ADVISOR TO THE PRESIDENT FOR CONSUMER AFFAIRS, VISITED FRANCE FROM OCTOBER 20 THROUGH 26. IN STRASBOURG AND PARIS, SHE MET WITH LEADING GOVERNMENT AND MEDIA SPECIALISTS IN CONSUMER AFFAIRS, AND PROVED TO BE AN ARTICULATE AND EFFECTIVE SPEAKER ON BEHALF OF COUNTRY PLAN TOPICS "POLITICAL DEMOCRACY AND FREE ENTERPRISE", AND ESPECIALLY "THE IMPORTANCE OF PRIVATE INITIATIVES IN SUPPORTING SOCIAL WELL-BEING".
2. ON OCTOBER 20 AND 21, MRS. KNAUER WAS IN STRASBOURG WHERE HER PROGRAM INCLUDED BREAKFAST WITH MRS. DANIELE BRISON, JOURNALIST WITH "THE DERNIERES NOUVELLES D'ALSACE" (A COPY OF THE ARTICLE WILL BE POUCHED WHEN RECEIVED); A PRESENTATION ON CONSUMERISM AT THE COUNCIL OF EUROPE (CE), ATTENDED BY SOME 20 SELECTED OFFICIALS, FOLLOWED BY A BRIEF PRESENTATION HIGHLIGHTING CE ACTIVITIES IN CONSUMER AFFAIRS. MRS. KNAUER THEN MET WITH CE SECRETARY GENERAL FRANZ KARASEK, AND WAS GUEST OF HONOR AT A LUNCH HOSTED BY STEN RENBORG, DIRECTOR OF THE CE ECONOMIC AND SOCIAL AFFAIRS DIRECTORATE.
3. MRS. KNAUER'S PARIS PROGRAM BEGAN ON MONDAY, OCTOBER 24 WITH A VISIT TO THE NATIONAL INSTITUTE FOR CONSUMER AFFAIRS, WHERE SHE MET WITH DIRECTOR LAURENT DENIS AND SEVERAL KEY STAFFERS. MRS. KNAUER WAS PARTICULARLY IMPRESSED BY THE TELEVISION SPOTS PRODUCED BY THE INSTITUTE, AND AGREED TO BE INTERVIEWED BY CONSUMER AFFAIRS EDITOR LAURENE ALLINEC FOR ONE SUCH SPOT WHEN SHE RETURNS TO PARIS IN FEBRUARY. ON OCTOBER 25, MRS. KNAUER ATTENDED A LUNCHEON HOSTED BY AMBASSADOR [REDACTED] WHERE SHE MET WITH MRS. CATHERINE LALUHERE, SECRETARY OF STATE FOR CONSUMER AFFAIRS, AS WELL AS REPRESENTATIVES OF LEADING FRENCH CONSUMER ORGANIZATIONS AND PUBLICATIONS, INCLUDING MRS. ROSEMONDE PUJOL, CONSUMER AFFAIRS COLUMNIST WITH THE DAILY "FIGARO".
4. IN ALL OF HER MEETINGS AND PRESENTATIONS, MRS. KNAUER EMPHASIZED THE BENEFITS TO CONSUMERS OF THE ECONOMIC RECOVERY, AND THE BENEFITS TO PRIVATE COMPANIES OF TAKING SERIOUSLY THEIR RESPONSIBILITIES TOWARD CONSUMERS AND OF IMPROVING CONSUMER RELATIONS ON THEIR OWN INITIATIVE. TO FRENCH SUGGESTIONS THAT THE NEWARK ADMINISTRATION HAD REJECTED CONSUMER AFFAIRS, MRS. KNAUER RESPONDED THAT MANY SEEING CUTS IN

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USIA FOR P/DP NOEL PINAULT
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E. O. 12356: N/A
SUBJECT: EVALUATION OF PROGRAM FOR P/DP AMPART VIRGINIA
KNAUER

REF: BRUSSELS 14083

1. POST WAS HIGHLY PLEASED WITH AMPART'S SKILLFUL PERFORMANCE DURING DEMANDING TWO-DAY PROGRAM IN BRUSSELS. MRS. KNAUER IMPRESSED HER COLLEAGUES IN THE BELGIAN GOVERNMENT AND AT THE [REDACTED] WITH HER IN-DEPTH KNOWLEDGE OF CURRENT CONCERNS IN THE AMERICAN AND EUROPEAN CONSUMER MOVEMENTS AS WELL AS HER ABILITY TO EXPLAIN CLEARLY AND CONVINCINGLY THE REAGAN ADMINISTRATION'S INITIATIVES IN THE CONSUMER AFFAIR FIELD.

2. AMPART SAID SHE THOUGHT PROGRAM WAS WELL-BALANCED AND WELL-PACED, ACHIEVING A GOOD RATIO BETWEEN SESSIONS WITH GOVERNMENTAL (BELGIAN AND E. C.) AND INDEPENDENT GROUPS CONCERNED WITH CONSUMER ISSUES. PROGRAM HIGHLIGHTS INCLUDED A LIVELY GIVE-AND-TAKE DISCUSSION WITH THE EDITOR AND A REPORTER OF THE NEWSLETTER OF THE BUREAU EUROPEEN DES UNIONS DE CONSOMMATION (B. E. U. C.), AN UMBRELLA ORGANIZATION COMPOSED OF THE NATIONAL CONSUMER UNIONS OF THE MEMBER STATES OF THE E. C., WHICH MONITORS AND ADVOCATES CONSUMER LEGISLATION AT THE E. C.; A ROUND-TABLE DISCUSSION WITH THE CONSUMER AFFAIRS COUNCIL OF BELGIAN MINISTRY OF ECONOMICS, AN ORGANIZATION WHICH INCLUDES REPRESENTATIVES OF THE MANUFACTURING, DISTRIBUTING, AND RETAILING INDUSTRIES AS WELL AS MEMBERS OF CONSUMER GROUPS; AN "EXCELLENT" (AMPART'S OWN WORDS) MEETING WITH MR. HEINRICH VON MOLTKE, CHEF DU CABINET TO COMMISSIONER NARJES OF THE E. C.; AND A GOOD SESSION WITH MR. ATHANASE ANDREOPOULOS E. C. DIRECTOR GENERAL FOR ENVIRONMENT, CONSUMER PROTECTION AND NUCLEAR SAFETY.

3. MRS. KNAUER'S PROGRAM REVEALED THAT IN SPITE OF WELL PUBLICIZED U. S. - E. C. DIFFERENCES OVER SOME TRADE ISSUES, SUCH AS QUALITY CONTROLS WHICH INVOLVE CONSUMER CONCERNS, IN REALITY, AMERICANS AND EUROPEANS, PRIVATE CITIZENS AS WELL AS GOVERNMENT OFFICIALS, AGREE FAR MORE THAN THEY DISAGREE ON CONSUMER ISSUES. THE CONCLUSION ONE DRAWS, THEREFORE, IS THAT THE CONSUMER MOVEMENTS ON BOTH SIDES OF THE ATLANTIC WILL BE FURTHERED BY CONTINUING THE INTERNATIONAL DIALOGUE. THE POST HOPES THAT THE NEW CONTACTS MRS. KNAUER MADE IN BRUSSELS AND THE OLD ONES SHE RENEWED, WILL HELP TO ADVANCE THIS PROCESS. POST WOULD BE PLEASED TO PROGRAM MRS. KNAUER AGAIN.

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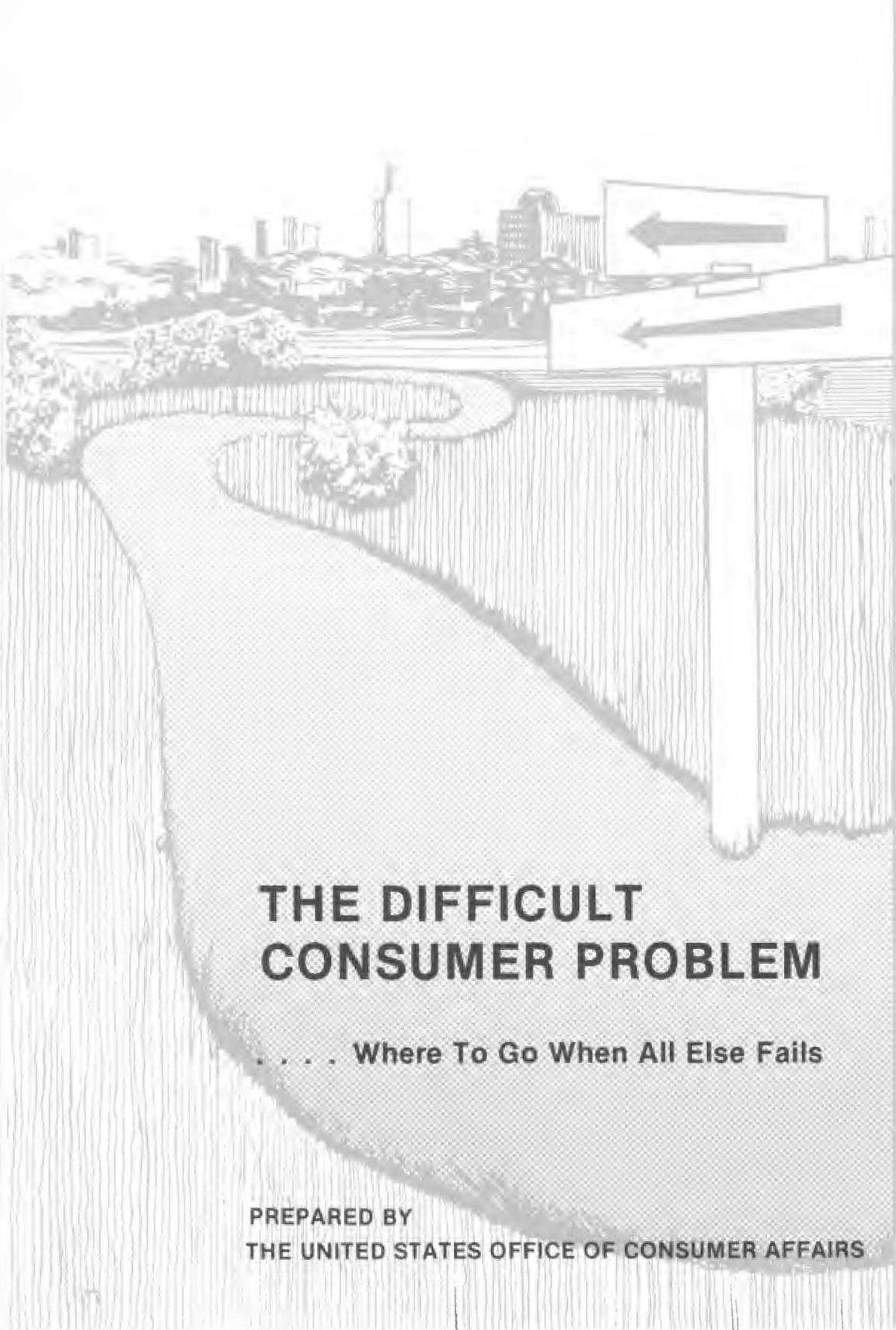
UNITED STATES
OFFICE OF CONSUMER AFFAIRS
Washington, D.C. 20201

December 20, 1983

MEMORANDUM FOR JAMES W. CICCONI
FROM: VIRGINIA H. KNAUER *Virginia Knauer*
SUBJECT: Agenda for December 20, 1983, Meeting

- I. USIA Tour - U.N. Conference with Ambassador Kirkpatrick
- II. Publication of Consumer Resource Handbook
 - A. List of departments and agencies with special messages.
- III. Announcement of National Consumers Week '84
(Proclamation sent to Michael Horowitz, OMB)
- IV. Cooperative activities with private sector:
 - A. (USOCA & AT&T) - Booklet "800" Numbers in Government
 - B. NCW '84 - Announcement (American Council Life Insurance)
 - C. "How to Buy a Telephone" (with Electronic Industries Association)
 - D. "The Difficult Consumer Problem" (industry-wide supported effort)
- V. Samples of Publicity.
 - A. Parade Magazine
 - B. The Daily News, Hershey, Pa.
 - C. Syracuse Post-Standard, Syracuse, NY
 - D. Consumer News, USOCA
- VI. Need to discuss strategy for 1984 at a meeting in January.
 - A. Signing Ceremony for NCW '84 Proclamation
 - B. Possible "Message to Congress" re: Reagan consumer initiatives.
 - C. A photo opportunity, or event, showing the President's commitment to consumers.
 - D. (Budget Message memo October 31, 1983)





THE DIFFICULT CONSUMER PROBLEM

. . . . Where To Go When All Else Fails

**PREPARED BY
THE UNITED STATES OFFICE OF CONSUMER AFFAIRS**

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THE DIFFICULT CONSUMER PROBLEM

. . . . Where to Go When All Else Fails

United States Office of Consumer Affairs
Washington, D.C. 20201



Additional single copies of this publication can be obtained by writing to Consumer Information Center, Department 607L, Pueblo, Colorado 81009.

THE WHITE HOUSE

WASHINGTON

Dear Consumer:

Resolving a consumer dispute can sometimes be very frustrating. But that does not mean you should give up! If after having contacted the retailer or manufacturer and you still have a problem, you may be able to get help by contacting a third-party complaint resolution program. Such a program (which should be used only when traditional efforts to settle the problem at the retailer or manufacturer level have failed) involves the services of an independent person or persons who can assist you in reconciling certain types of consumer/business disputes. They can provide impartial, inexpensive, and a quick method of settling consumer complaints which, when left unresolved, could result in costly court action. These programs vary greatly in size and scope--ranging from formal mediation by a single mediator or a panel of consumer and business representatives to binding arbitration.

I think you will find this publication very useful in your efforts to resolve consumer disputes that defy traditional methods of resolution.



Sincerely,

Virginia Knauer

Virginia H. Knauer
Special Adviser to the President
for Consumer Affairs

and

Director

United States Office of Consumer Affairs



Everyone is a consumer. . .the greatest fairness for consumers can be achieved through the active cooperation of business, government, and consumers themselves working to insure equity, increased competition, and safety in our free market economy.

An excerpt from President Reagan's Proclamation of National Consumers Week 1983.

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NOTE: While every effort has been made to ensure that the information contained in this publication is accurate and complete, changes may have occurred after going to press. We regret any inconvenience this may cause.

SECTION I THIRD-PARTY DISPUTE RESOLUTION PROGRAMS

ADVERTISING

National Advertising Division (NAD)
of the Council of Better Business Bureaus

845 Third Avenue
New York, New York 10022
(212) 754-1320

Types of Complaints Investigated:
Truth and accuracy of national advertising.

Geographical Area Served:
National program.

Third-Party Dispute Resolution Process:

When NAD receives a consumer complaint, it contacts the advertiser and asks for a substantiation of claims or statements in question. If NAD finds the advertising to be false or misleading, it asks the advertiser to discontinue or change the ad. If negotiations with the advertiser are unsuccessful, NAD will refer the matter to the Chairman of the National Advertising Review Board (NARB) for action. Each month NAD releases a public report of cases resolved.

Cost to Consumers:
None.

Sponsors:
American Advertising Federation
American Association of Advertising Agencies
Association of National Advertisers
Council of Better Business Bureaus

AUTOMOBILES

Automotive Consumer Action Program (AUTOCAP)

Types of Complaints Investigated:
Problems involving new car dealerships.

Geographical Area Served:
Local and regional AUTOCAPs. To find out if there is an AUTOCAP in your area, check with the National Automobile Dealers Association (NADA), or state or local dealers association.

Third-Party Dispute Resolution Process:

When AUTOCAP receives a complaint from a consumer, the staff first tries to resolve the matter by contacting the dealership involved. If the dispute is not settled within ten days, it is referred to AUTOCAP for review. The Panel, which is made up of no fewer than 50% consumer representatives, recommends a solution. The Panel's decision is binding only on the dealer; the consumer is free to seek other remedies if not satisfied with the decision.

Cost to Consumers:

None.

As of July 1, 1983, AutoCAP standards have been revised and panel decisions are no longer binding on dealers.

Sponsor:

National Automobile Dealers Association
8400 Westpark Drive
McLean, Virginia 22102
(703) 821-7000

AAA Approved Auto Repair Program

Types of Complaints Investigated:

Mechanical repair disputes involving auto repair facilities approved by the American Automobile Association (AAA). (Program open to AAA members only.)

Geographical Area Served:

Local programs. To find out if there is a program in your area, check with the American Automobile Association or your local AAA office.

Third-Party Dispute Resolution Process:

Before entering the AAA Approved Auto Repair Program, auto repair facilities must be inspected and approved by AAA. The repair shop owners must agree to all conditions of the program, which include guaranteed workmanship (90 days/4,000 miles) and AAA's assistance with disputes. They must also agree to abide by AAA's recommendation for settlement of any dispute between the repair shop and an AAA member who is free to pursue other remedies if not satisfied with AAA's decision. While the program is only for AAA members, other consumers will know that the repair facility has met AAA standards by the Approved Auto Repair sign displayed on its premises.

Cost to Consumers:

None.

Sponsor:

American Automobile Association
8111 Gatehouse Road
Falls Church, Virginia 22047
(703) 222-6000

AUTOLINE

General Motors Corporation
(Chevrolet, Oldsmobile, Buick, Pontiac, Cadillac, GMC Truck)
Volkswagen of America
(Volkswagen, Porsche, Audi)
Nissan Motor Corporation in U.S.A.
(Datsun, Nissan)

Types of Complaints Investigated:

Any complaint involving automobile sales, service or alleged defects up to 5 years (GM); or 36,000 miles/36 months (VW and Nissan).

Geographical Area Served:

United States and Canada (GM); selected areas (VW, Nissan). Check with your local Better Business Bureau to determine what programs are in your area.

Third-Party Dispute Resolution Process:

If problems involving any of the cars or trucks listed above cannot be resolved at the dealer or zone level, consumers can ask the nearest Better Business Bureau to mediate their complaint. Should the complaint remain disputed, BBB AUTOLINE will offer arbitration (binding on all parties for some disputes, binding only on manufacturer for others). If the consumer agrees, an arbitrator, acceptable to both parties, is selected from a pool of trained community volunteers. A hearing is held at a convenient location where both parties or their representatives present their case in person. BBB supplies neutral experts when necessary; the car in question will be inspected and driven when necessary.

Cost to Consumers:

None.

Sponsors:

General Motors Corporation
Nissan Motor Corporation in U.S.A.
Volkswagen of America
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, Virginia 22209
(703) 276-0100

Chrysler Customer Satisfaction Arbitration Board

P.O. Box 1718
Detroit, Michigan 48288
(313) 956-5970

Types of Complaints Investigated:

Service-related disputes involving Chrysler's Limited Warranty. Does not handle problems involving the actual sale of a new or used car.

Geographical Area Served:

National program, with Boards serving every state. Your local Chrysler dealer can provide you with the address of the Board serving your state.

Third-Party Dispute Resolution Process:

While Chrysler encourages customers to first contact the dealer and/or zone manager in an effort to resolve complaints, it is not a prerequisite to qualify for a review by the Arbitration Board. The Board, made up of two non-voting industry

representatives and three voting consumer and technical representatives, requests complaint documentation from both the dealer and the customer. From this information the Board makes a decision that is binding only on the dealer. The customer, if dissatisfied with the decision, is free to seek other remedies for resolution. A brochure describing the program is provided in the glove-box of all new cars and trucks commencing with the 1982 Model Year.

Cost to Consumers:
None.

Sponsor:
Chrysler Corporation

Ford Consumer Appeals Board

P.O. Box 1805
Dearborn, Michigan 48126
(313) 337-6950

Types of Complaints Investigated:

All service complaints concerning Ford Motor Company products except those involving a non-Ford dealership, a vehicle sales transaction, requests for reimbursement of consequential expenses, alleged personal injury or property damage, or complaints in litigation.

Geographical Area Served:

National program. Check with your local Ford or Lincoln-Mercury dealership for the address of the Board serving your area.

Third-Party Dispute Resolution Process:

If complaints are not resolved at the dealership or district office level, Ford owners can submit their disputes to the Ford Consumer Appeals Board. This five-member Board is composed of three consumer representatives and two dealers. The Board reviews written statements concerning the complaint and reaches a decision by a simple majority vote. The decision is binding on the dealer and Ford Motor Company, but not on the consumer, who can seek other remedies if dissatisfied with the decision.

Cost to Consumers:
None.

Sponsor:
Ford Motor Company

General Motors Third-Party Arbitration Program
See AUTOLINE

Nissan Third-Party Arbitration Program
See AUTOLINE

Volkswagen Third-Party Arbitration Program
See AUTOLINE

FUNERALS

Funeral Service Consumer Action Program (ThanaCAP)

135 West Wells Street
Milwaukee, Wisconsin 53203
(414) 276-2500

Types of Complaints Investigated:
Problems involving funeral homes.

Geographical Area Served:
National program.

Third-Party Dispute Resolution Process:

When ThanaCAP receives a complaint, a staff member tries to resolve the problem through informal mediation. If the complaint is not settled, and if both parties agree, the complaint is presented to the ThanaCAP Hearing Panel for binding (on both parties) arbitration.

Cost to Consumers:
None.

Sponsor:
National Funeral Directors Association

HOUSEHOLD

Furniture Industry Consumer Advisory Panel (FICAP)

Box 951
High Point, North Carolina 27261
(919) 889-1905

Types of Complaints Investigated:
Furniture problems involving manufacturing defects, quality, and service.

Geographical Area Served:
National program.

Third-Party Dispute Resolution Process:

When FICAP receives a consumer complaint, the staff tries to resolve the problem by first contacting the manufacturer or retailer directly. If the complaint is not settled, it is brought before FICAP. This Panel, which is made up of six members—three industry representatives and three consumer representatives—reviews the complaint and recommends a solution. Neither the consumer, the manufacturer, nor the retailer is bound by FICAP's decision.

Cost to Consumers:
None.

Sponsors:
Southern Furniture Manufacturers Association
Southwestern Furniture Manufacturers Association

Home Owners Warranty Program (HOW)

2000 L Street, N.W.
Washington, D.C. 20036
(202) 463-4600

The HOW Program is a warranty-insurance package offered by many HOW-approved new home builders.

The coverage includes: First two years—The builder warrants the home to be free from defects.

Third through tenth years—The home is directly insured against major structural defects by HOW's national insurance carrier.

Third-Party Dispute Resolution Process:

If unable to resolve a dispute with the builder, the homeowner contacts the HOW Council listed in the warranty. The Council arranges for a conciliation meeting. If the problem is not settled at this stage, the homeowner can request arbitration, which is administered by the American Arbitration Association. Only the builder is obligated to comply with the arbitrator's ruling; the homeowner is free to seek other remedies.

Cost to Consumers:
None.

Sponsor:
A mutual company endorsed by the National Association of Home Builders.

Major Appliance Consumer Action Panel (MACAP)

20 North Wacker Drive
Chicago, Illinois 60606
(312) 984-5858
(800) 621-0477 (Pre-recorded message line)

Types of Complaints Investigated:

Major appliances—refrigerators, kitchen ranges, home laundry equipment, dehumidifiers, dishwashers, garbage disposals, room air conditioners, trash compactors, water heaters, gas incinerators, freezers, ovens, and microwave ovens.

Geographical Area Served:
National program.

Third-Party Dispute Resolution Process:

When MACAP receives a consumer complaint, the staff attempts to resolve the problem by first contacting the manufacturer involved. If a settlement is not reached, the complaint is brought before MACAP, which is made up of independent consumer experts. The Panel makes specific recommendations to the manufacturer for settlement. Neither the consumer nor the manufacturer is bound by MACAP's decision.

Cost to Consumers:
None.

Sponsors:

Association of Home Appliance Manufacturers
Gas Appliance Manufacturers Association
National Retail Merchants Association

MOVING

Household Goods Dispute Settlement Program

400 Army-Navy Drive
Arlington, Virginia 22202
(703) 521-1111

Types of Complaints Investigated:

Claims involving household goods shipped interstate that were either damaged or lost during a move.

Geographical Area Served:
National program.

Subscribers to Program:
Major van lines.

Third-Party Dispute Resolution Process:

If the carrier and consumer (the shipper) are unable to resolve a disputed claim involving lost or damaged household goods, and if both parties voluntarily agree to legally binding arbitration, the American Arbitration Association will conduct a "desk arbitration" based on the written documents submitted by both parties. An optional oral hearing of the evidence can also be arranged at an additional cost. Both parties must agree on the date, time, and location of the oral hearing. Individual moving companies are required to give consumers information about the program before the move.

Cost to Consumers:
None for standard procedures.

Sponsor:
American Movers Conference

BBB National Consumer Arbitration Program

Types of Complaints Arbitrated:
Any disagreement between a business and its customer relating to marketplace transactions, excluding criminal violations.

Geographical Area Served:
Local and regional programs. Check with your local BBB to determine if your area has a program.

Third-Party Dispute Resolution Process:
Consumer arbitration is a procedure set up by the Better Business Bureaus to settle consumer/business disputes that have failed resolution by mediation. The BBBs make this legally binding process available to a business and its customer when both voluntarily agree to arbitrate the dispute. They both are asked to sign a contract permitting an arbitrator, acceptable to both parties, to conduct a fact-finding hearing and make a final binding decision in the matter.

Cost to Consumers:
None.

Sponsor:
Local Better Business Bureaus
Council of Better Business Bureaus
1515 Wilson Boulevard
Arlington, Virginia 22209
(703) 276-0100

**SECTION II TRADE AND PROFESSIONAL ASSOCIATIONS
OFFERING FORMAL COMPLAINT-HANDLING PROCEDURES.**

AMERICAN COLLECTORS ASSOCIATION
4040 West 70th Street
P.O. Box 35106
Minneapolis, Minnesota 55435
(612) 926-6547

Handles complaints concerning its member firms, professional bill collectors.

AMERICAN HOTEL AND MOTEL ASSOCIATION
888 Seventh Avenue
New York, New York 10019
(212) 265-4506

Assists consumers in resolving complaints about hotels and motels.

AMERICAN SOCIETY OF TRAVEL AGENTS, INC.
4400 MacArthur Boulevard, N.W.
Washington, D.C. 20007
(202) 965-7520

Informally mediates complaints, claims, and disputes concerning travel related problems. Can provide limited information about travel firms worldwide.

BETTER HEARING INSTITUTE
1430 K Street, N.W.
Washington, D.C. 20005
(202) 638-7577
(800) 424-8576 toll-free outside of the District of Columbia.

Informally mediates complaints about hearing aids and other hearing-help problems.

BLUE CROSS AND BLUE SHIELD ASSOCIATION
1709 New York Avenue, N.W.
Washington, D.C. 20006
(202) 783-6222

Handles complaints about medical expenses not resolved by state and local BC/BS plans.

DIRECT MARKETING ASSOCIATION
6 East 43rd Street
New York, New York 10017
(212) 689-4977

Sponsors the Mail Order Action Line, which informally mediates complaints about mail order firms.

DIRECT SELLING ASSOCIATION
1730 M Street, N.W.
Suite 610
Washington, D.C. 20036
(202) 293-5760

Assists consumers in resolving complaints about door-to-door sales and party plans. Also enforces Direct Selling Association's Code of Ethics. The Code is described in the publication *We Deliver Extra Protection* and is free to consumers.

ELECTRONIC INDUSTRIES ASSOCIATION
2001 Eye Street, N.W., Second Floor
Washington, D.C. 20006
(202) 457-4900

Handles complaints about televisions, radios, stereo equipment, video systems, home computers, and other home entertainment electronic equipment.

NATIONAL ASSOCIATION OF PERSONNEL CONSULTANTS

1432 Duke Street
Alexandria, Virginia 22314
(703) 684-0180

Assists consumers in resolving complaints about member employment agencies and recruiting services. Also, through state associations, arranges for arbitration.

PHOTO MARKETING ASSOCIATION

3000 Picture Place
Jackson, Michigan 49201

Informally mediates complaints about retail camera stores and photo finishing companies. Complaints must be submitted in writing.

PUBLISHERS CLEARING HOUSE

382 Channel Drive
Port Washington, New York 11050
(516) 883-5432
(800) 645-9242 toll-free outside of New York State

Sponsors the Magazine Action Line (MAL), which informally mediates complaints about magazine subscriptions. If dispute involves a nonmember company, MAL will send the consumer a list of magazines from which to choose a substitute subscription.

NATIONAL HOME STUDY COUNCIL

1601 18th Street, N.W.
Washington, D.C. 20009

Investigates complaints against correspondence schools that it has granted accreditation. The Council will only accept written complaints.

SECTION III OTHER SOURCES OF HELP

STATE AND LOCAL CONSUMER PROTECTION OFFICES

Nearly all state and local consumer protection offices provide mediation and conciliation services and some offer arbitration. Often these services are free to consumers. Look in your local phone directory or in your CONSUMER'S RESOURCE HANDBOOK (see below) for offices serving your area.

COMMUNITY AND COURT SPONSORED PROGRAMS

Many community and court sponsored programs offer dispute resolution services. For more information, contact the American Bar Association's Special Committee on Alternative Dispute Resolution, 1800 M Street, N.W., Washington, D.C. 20036, phone (202) 331-2258.

FEDERAL CONSUMER PUBLICATIONS ON COMPLAINT HANDLING

Consumer's Resource Handbook (Item 579L, free)

A comprehensive guide on how to complain and get results; includes descriptive listings of Federal, state and local government agencies and private organizations that can help resolve consumer complaints.

Buying Lots from Developers (Item 170L \$2.50)

Explains what you should ask before signing a contract to buy undeveloped property; describes information the developer is required by law to give you; tells you what to do if you have a complaint.

Consumer Credit Handbook (Item 570L, free)

Explains how consumer credit laws can help you shop and apply for credit; tells you what creditors look for when reviewing credit applications, and what to do if you are denied credit.

Energy Consumer Guide (Item 592L, free)

Gives tips on saving energy, and how to avoid being taken on fraudulent energy-saving devices; tells you where to go in the government and private sectors to file an energy-related complaint.

Hearing Aids (Item 549L, free)

Gives information on how to tell if you have a hearing problem, and where to go for help; gives tips on shopping for a hearing aid; explains regulations sellers must follow; tells you what to do if you have a complaint.

Mail Order Rights (Item 584L, free)

Explains your legal rights when you order by mail or phone; tells you how to handle complaints.

ADDITIONAL CONSUMER PUBLICATION

Consumer Information Catalog

Lists more than 200 free and moderately priced Federal publications on nutrition, health, housing, and a variety of other subjects. The Catalog is published quarterly by the Consumer Information Center of the U.S. General Services Administration.

Single copies of the above publications may be obtained by writing to Consumer Information Center, Pueblo, Colorado 81009. When ordering, please mention the item number for the publication.

*Cons-App
memo*

THE WHITE HOUSE

WASHINGTON

November 2, 1983

MEMORANDUM FOR: JAMES W. CICCONI

FROM:

VIRGINIA H. KNAUER

Virginia Knauer

SUBJECT:

White House Stationery

I have been informed through the Office of Administration that White House stationery and envelopes may be made available to me only on individual requests suitably justified. This indicates that requests will be evaluated from a political and policy viewpoint, and someone else will either approve or disapprove my use of the stationery.

Frankly, in all my years of White House service under three Presidents, even when I was one of many fewer women with Presidential appointments on the White House staff, I have never had such oversight. I have always used care and proper judgment to insure that the imprimatur of the White House was not abused or involved in any scandal because of my actions. I have never received any complaints about improper use of the stationery!

For me to fulfill the obligations of my office, I must have access to the stationery without any unnecessary incumbrances.

For instance, in my capacity as Vice Chairman of the Organization for Economic Cooperation and Development's Committee on Consumer Policy, I have been in the forefront opposing rules and regulations that could have a harmful economic effect on our nation's economy. I am working with Ambassador Kirkpatrick to sponsor a meeting of CEO's from around the country at the U.S. Mission to the UN in New York. The main purpose of this meeting is to build constituent support against UN Consumer Protection Guidelines, that, if passed, could result in considerable economic harm to our nation's exporters and subsequent damage to labor and consumers.

My assignment is to do the invitations among our constituencies in the business world to show the level of involvement from the Washington side and to insure that the invitations get to the people who need to get our message. The meeting is set for December 7 in New York, and we want to have the invitations in the mail by this Friday to insure an excellent turnout. For obvious reasons, I don't want to use USOCA envelopes!

*Per John Rogers:
Told K. that she can no longer
use WH stationery since her office
is not part of WH and she is not
a WH or EOP employee. JWC 11/4*

Thus, I need the stationery as quickly as possible. I ought to be able to have my messenger pick it up just as if I were housed in EOB. (In the past, my secretary handled these chores for me, but all the EOB passes that I had for my secretary, deputy, and messenger were revoked over my protest about six weeks ago.)

In addition to the UN functions, there are many other occasions where I need to use White House stationery to help accomplish administration objectives. Any case-by-case approval process by an office not involved in the issues creates the potential for inexcusable delays, missed deadlines, and inexcusable bureaucratic paperwork.

I was told that the difficulty was caused by a change in the accounting practices in the White House. I do have a separate appropriation under the HUD and Related Agencies Appropriation Act for each fiscal year and we always maintained a GSA deposit account in the EOB to handle administrative charges incurred by my office, even when I was personally on the White House payroll. We can certainly arrange suitable transfers to cover the cost of postage, stationery, and envelopes.

I want to keep doing the job I understood was envisioned for me in this Administration and I just cannot hope to be as successful if my title and function as the Special Adviser to the President for Consumer Affairs is to be an honorary accolade that is not to be used except on ceremonial occasions. I am not even listed in the latest edition of the White House staff and phone directory and this has not gone unnoticed outside.

If you prefer to discuss this matter further, or prefer that I direct these concerns to Mr. Baker, please advise.

THE WHITE HOUSE

WASHINGTON

August 17, 1983

MEMORANDUM FOR JAMES W. CICCONI
FROM: VIRGINIA H. KNAUER *Virginia Knauer*
SUBJECT: Criticism of the Administration Program
for the Disabled

Some of my staff were present at the National Rehabilitation Association meeting in Boston this week when Senator Weicker delivered an address very strongly and persistently critical of the Reagan Administration and its policies toward the disabled. He stated that his "burden is not the handicapped of the country, but the White House," criticized the education block grant proposals as a ploy to "eliminate" the costs of these programs for the handicapped, the efforts of the Administration to get the Federal government out of education programs as a thinly disguised effort to eliminate the Federal advocacy for "free and appropriate education" for the handicapped, and quoted cynically the Administration letter opposing a half-dozen sections of the reauthorization bill for vocational rehabilitation.

The message was clearly a call in a very receptive audience to join with the Senator in opposing anti-handicapped Administration policies. The perception of my staff was that his remarks went far beyond a discussion of a difference of opinion on the issues and in both delivery and content seemed contemptuous and pejorative. Since Senator Weicker chairs the two Senate Subcommittees most directly affecting the handicapped on the Appropriations and Labor and Human Resources Committees, his views are especially significant.

From AH

*Told her can't do due to short notice involved. Sugg'd she draft a signing statement and send to Darman.
 JWC 10/13*

THE WHITE HOUSE
WASHINGTON
October 11, 1983

MEMORANDUM FOR JAMES W. CICCONI
FROM: VIRGINIA H. KNAUER *Virginia Knauer*
SUBJECT: Signing Ceremony for S. 216, the "Federal Anti-Tampering Act"

The attached enrolled bill, S. 216, was sent to the President for signature on October 4. Because of its importance to food and drug manufacturers and retailers and, especially, consumers, as well as its timeliness with Halloween coming up shortly, we have proposed a signing ceremony (proposal also attached).

Anti-tampering language was included in a crime bill passed by the 97th Congress and vetoed by the President because of objections by Justice and other agencies to provisions unrelated to the anti-tampering title. The veto naturally was disappointing to consumer and industry supporters of anti-tampering legislation. The current version, S. 216, represents a great deal of thought and negotiation. Its Congressional sponsors, Senator Strom Thurmond and Representative William J. Hughes (D, N.J.), and its industry and consumer proponents are quite proud of what they feel is an eminently needed, workable and effective deterrent to further incidents like the Tylenol tragedy. OMB, after receiving comments from concerned agencies on the enrolled bill, recommended signature.

The signing ceremony we have proposed would show the President's concern about the victims of such tragedies as the Tylenol incident, allow mention of the Administration's considerable administrative achievement in quickly developing -- in cooperation with industry -- a regulatory program for tamper-evident packaging, and provide an opportunity for the President to emphasize the need for caution at Halloween to assure that children are not harmed by tainted "treats," a pernicious and continuing problem.

The invitees we have proposed include the Congressional sponsors of the bill, the members of an industry coalition formed to push for the passage of anti-tampering legislation, and two consumer supporters of such legislation.

Two of the businessmen are included for different reasons. James E. Burke, Chairman and CEO of Johnson & Johnson was listed because his company's reaction to the Tylenol disaster was eminently responsible and, in fact, has become a textbook model for corporate behavior in such situations. Richard A. Zimmerman, Executive Vice President and Chief Operating Officer of Hershey Foods Corporation was included because he and his company are leaders in the battle to avoid injury to children at Halloween as a result of poisoned or otherwise tainted candy.

THE WHITE HOUSE

WASHINGTON

SCHEDULE PROPOSAL

OCTOBER 11, 1983

TO: FREDERICK J. RYAN, DIRECTOR
PRESIDENTIAL APPOINTMENTS AND SCHEDULING

FROM: VIRGINIA H. KNAUER

REQUEST: Signing ceremony for S. 216, the "Federal Anti-Tampering Act."

PURPOSE: To focus attention on the bipartisan Federal response to the consumer product tampering problem.

BACKGROUND: Following the Tylenol tragedy of 1982, bills were introduced to make such tampering a Federal felony. An industry coalition of food and drug manufacturers and retailers was especially active in this initiative. Anti-tampering language attached to an omnibus crime bill was vetoed in 1982 for reasons unrelated to the tampering section. With a signing of this new bill in October, the President's emphasis on the importance of this law will remind the public of the need for vigilance at Halloween, as well as demonstrate his concern for victims of product tampering.

PREVIOUS PARTICIPATION: None, except veto as explained above

DATE AND TIME: By October 14, 1983 DURATION: 20 minutes

LOCATION: Rose Garden or Roosevelt Room

PARTICIPANTS: Two to four Congressmen and twenty business and consumer leaders.

OUTLINE OF EVENTS: The President would make brief remarks on the importance of this bill in deterring tragedies of the Tylenol type and sign the bill in the presence of its Congressional sponsors and business and consumer supporters.

REMARKS REQUIRED: Brief speech.

MEDIA COVERAGE: Press pool coverage

RECOMMENDED BY: Virginia H. Knauer

OPPOSED BY:

PROJECT OFFICER: Virginia H. Knauer

Ninety-eighth Congress of the United States of America

AT THE FIRST SESSION

*Begun and held at the City of Washington on Monday, the third day of January,
one thousand nine hundred and eighty-three*

An Act

To amend title 18 of the United States Code to prohibit certain tampering with consumer products, and for other purposes.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled, That this Act may be cited as the "Federal Anti-Tampering Act".

SEC. 2. Chapter 65 of title 18 of the United States Code is amended by adding at the end thereof the following new section:

"§ 1365. Tampering with consumer products

"(a) Whoever, with reckless disregard for the risk that another person will be placed in danger of death or bodily injury and under circumstances manifesting extreme indifference to such risk, tampers with any consumer product that affects interstate or foreign commerce, or the labeling of, or container for, any such product, or attempts to do so, shall—

"(1) in the case of an attempt, be fined not more than \$25,000 or imprisoned not more than ten years, or both;

"(2) if death of an individual results, be fined not more than \$100,000 or imprisoned for any term of years or for life, or both;

"(3) if serious bodily injury to any individual results, be fined not more than \$100,000 or imprisoned not more than twenty years, or both; and

"(4) in any other case, be fined not more than \$50,000 or imprisoned not more than ten years, or both.

"(b) Whoever, with intent to cause serious injury to the business of any person, taints any consumer product or renders materially false or misleading the labeling of, or container for, a consumer product, if such consumer product affects interstate or foreign commerce, shall be fined not more than \$10,000 or imprisoned not more than three years, or both.

"(c)(1) Whoever knowingly communicates false information that a consumer product has been tainted, if such product or the results of such communication affect interstate or foreign commerce, and if such tainting, had it occurred, would create a risk of death or bodily injury to another person, shall be fined not more than \$25,000 or imprisoned not more than five years, or both.

"(2) As used in paragraph (1) of this subsection, the term 'communicates false information' means communicates information that is false and that the communicator knows is false, under circumstances in which the information may reasonably be expected to be believed.

"(d) Whoever knowingly threatens, under circumstances in which the threat may reasonably be expected to be believed, that conduct that, if it occurred, would violate subsection (a) of this section will occur, shall be fined not more than \$25,000 or imprisoned not more than five years, or both.

“(e) Whoever is a party to a conspiracy of two or more persons to commit an offense under subsection (a) of this section, if any of the parties intentionally engages in any conduct in furtherance of such offense, shall be fined not more than \$25,000 or imprisoned not more than ten years, or both.

“(f) In addition to any other agency which has authority to investigate violations of this section, the Food and Drug Administration and the Department of Agriculture, respectively, have authority to investigate violations of this section involving a consumer product that is regulated by a provision of law such Administration or Department, as the case may be, administers.

“(g) As used in this section—

“(1) the term ‘consumer product’ means—

“(A) any ‘food’, ‘drug’, ‘device’, or ‘cosmetic’, as those terms are respectively defined in section 201 of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. 321); or

“(B) any article, product, or commodity which is customarily produced or distributed for consumption by individuals, or use by individuals for purposes of personal care or in the performance of services ordinarily rendered within the household, and which is designed to be consumed or expended in the course of such consumption or use;

“(2) the term ‘labeling’ has the meaning given such term in section 201(m) of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. 321(m));

“(3) the term ‘serious bodily injury’ means bodily injury which involves—

“(A) a substantial risk of death;

“(B) extreme physical pain;

“(C) protracted and obvious disfigurement; or

“(D) protracted loss or impairment of the function of a bodily member, organ, or mental faculty; and

“(4) the term ‘bodily injury’ means—

“(A) a cut, abrasion, bruise, burn, or disfigurement;

“(B) physical pain;

“(C) illness;

“(D) impairment of the function of a bodily member, organ, or mental faculty; or

“(E) any other injury to the body, no matter how temporary.”

SEC. 3. The table of sections at the beginning of chapter 65 of title 18 of the United States Code is amended by adding at the end thereof the following new item:

“1365. Tampering with consumer products.”

SEC. 4. (a) Title 35 of the United States Code is amended by inserting after section 155 the following new section:

“§ 155A. Patent term restoration

“(a) Notwithstanding section 154 of this title, the term of each of the following patents shall be extended in accordance with this section:

“(1) Any patent which encompasses within its scope a composition of matter which is a new drug product, if during the regulatory review of the product by the Federal Food and Drug Administration—

“(A) the Federal Food and Drug Administration notified the patentee, by letter dated February 20, 1976, that such product’s new drug application was not approvable under section 505(b)(1) of the Federal Food, Drug and Cosmetic Act;

“(B) in 1977 the patentee submitted to the Federal Food and Drug Administration the results of a health effects test to evaluate the carcinogenic potential of such product;

“(C) the Federal Food and Drug Administration approved, by letter dated December 18, 1979, the new drug application for such product; and

“(D) the Federal Food and Drug Administration approved, by letter dated May 26, 1981, a supplementary application covering the facility for the production of such product.

“(2) Any patent which encompasses within its scope a process for using the composition of matter described in paragraph (1).

“(b) The term of any patent described in subsection (a) shall be extended for a period equal to the period beginning February 20, 1976, and ending May 26, 1981, and such patent shall have the effect as if originally issued with such extended term.

“(c) The patentee of any patent described in subsection (a) of this section shall, within ninety days after the date of enactment of this section, notify the Commissioner of Patents and Trademarks of the number of any patent so extended. On receipt of such notice, the Commissioner shall confirm such extension by placing a notice thereof in the official file of such patent and publishing an appropriate notice of such extension in the Official Gazette of the Patent and Trademark Office.”.

(b) The table of sections at the beginning of chapter 14 of such title 35 is amended by adding at the end thereof the following:

“155A. Patent term restoration.”.

Speaker of the House of Representatives.

*Vice President of the United States and
President of the Senate.*

*f Consumer
Aff. memos*

THE WHITE HOUSE

WASHINGTON

October 12, 1983

MEMORANDUM FOR JAMES CICCONI

FROM: VIRGINIA H. KNAUER *Virginia H. Knauer*

SUBJECT: Travel at the Request of the U.S.
Information Agency

In response to numerous requests received from individual countries, the U.S. Information Agency (USIA) has asked me to meet with government, business and consumer policy making officials in Spain, France, at the European Economic Communities, and the Council of Europe. I firmly believe that my office should do all that it can to assist USIA and related official agencies influence the development of consumer policy favorable to our own interests in other countries. Since I will be out of the country from October 15-29 on the USIA assignment I thought you should have the following background information.

As you know, I serve as the head of the U.S. delegation to the Committee on Consumer Policy of the Organization for Economic Cooperation and Development (OECD). Discussion in this twenty-four member nation forum has centered on the development of consumer policy, consumer product safety, the impact of international trade upon consumers, and numerous technical issues.

I single out OECD consumer activities and interests because they are typical of a surge of interest in international fora in consumer affairs. The United Nations has under consideration a proposed set of guidelines for consumer protection, the European Economic Communities has a major Directorate given over to consumer and environmental policy development, the Council of Europe is undertaking expanded programs in consumer education and information, and individual governments such as Spain, Italy, and far eastern nations are seriously reviewing consumer oriented proposals. In all cases they have looked first to the United States for models of regulatory and voluntary approaches to solving these matters.

If it would be useful, I would be happy upon my return to discuss with you the results and impressions gained on this trip.

George Saunders

Cons Aff

THE WHITE HOUSE

WASHINGTON

July 18, 1983

MEMORANDUM

TO: JOHN ROGERS
FROM: VIRGINIA KNAUER
SUBJECT: White House Complex Access

We have now compiled a list of the White House Complex passholders that are currently associated with my staff and, as requested, have given the attached record to George Saunders. I would appreciate it if you would review the need for accessibility for certain of the staff consistent with my continued role as the Special Adviser to the President for Consumer Affairs and as the Chairperson of the Consumer Affairs Council and the value of maintaining a close association with the White House in these capacities.

In my meeting with Jim Baker, the thrust of his comments and explanation was that while I would be physically located with the staff of the United States Office of Consumer Affairs, my access to the White House Complex and the use of the then existing privileges would remain with no changes in either staffing or budget. There was no specific discussion of passes or staff access, but in context none seemed necessary at the time to me. My clear impression was that the change was limited to the transfer of my position to the HHS payroll, changing the reporting structure from OPL to the Office of the Chief of Staff, and the elimination of the USOCA space we leased in the OEOB. I request that this access be continued if at all possible. (I would add, that all directly billable charges incurred in the White House on my behalf continue to be paid as billed from the separate USOCA appropriation under a long-standing arrangement.)

FYI,
Staffing and
budget were
not mentioned

Frankly, many of the passes for my staff related to my own physical location within the complex, for the secretarial staff that personally worked for me there, and for ready access of some of the senior USOCA staff to me. These people no longer need the accessibility that the passes provided and these can be relinquished without any effect on my mission or functioning.

MEMORANDUM
PAGE TWO

When we had these passholders, we did use them for escorting our meeting participants into and out of the building to the various conference rooms and were thus able to assure that non-passholders were not either lost or wandering en route either before or after the events scheduled. I understand that it would be possible to provide clearance for three or four other junior members of the staff to perform this function on an ad hoc basis through your office and that arrangement is certainly adequate.

There are, however, three positions that I ask that you consider separately -- one is a special case that you are probably aware of and two relate to my ability to perform the task that I understood has now become my assignment. The first is my Deputy, the second is the USOCA messenger, and the third is Mary Elizabeth Quint.

Robert F. Steeves, my Deputy Director, is the one additional individual for whom access is a critical factor to the smooth and effective functioning of the new arrangement and to my ability to present the reality of continued close association with the White House as I understood it was intended. The Deputy Directors since my first under Executive Order 11583, Elizabeth Dole, have been Presidential Appointees (see attached copy). And I have relied heavily upon my Deputies throughout my tenure to handle the important and valuable assignments that make our operation successful with the outside world, the amenities of the support for our projects on behalf of the Administration, like tours (VIP of the White House, or after hours tours of the West Wing), or arrival ceremonies, and other similar events. In addition, I make it a practice to include my Deputies in all White House functions and meetings wherever it is appropriate to do so, so that they can function effectively in my place instead whenever I am not available.

One of my major responsibilities is my speaking and interviewing schedule to promote and explain the accomplishments, programs, and goals of President Reagan and his Administration. I carry a heavy schedule outside of the office with events, speeches, conferences in and out of Washington (recently I participated in Secretary Block's day and a half Agriculture Summit, for example) which means that many of the administrative and operational details that I commit to personally that would require White House Complex access have to be delegated. Furthermore, I believe that my personal time and energy is best spent by minimizing the number of times I have to traverse the two-and-a-half blocks to the White House (particularly in the snow and rains of the winter months and the scorching heat of the summer).

MEMORANDUM
PAGE THREE

Also, without appropriate clearance to the White House Complex, our nearest official information resource would be the HHS building across town. We located the USOCA offices at 17th and Eye Street, N.W., at the White House request to avoid the separation and delays of that trip.

In addition, we have hand-out materials for the various meetings we convene within the complex, portable sound systems (which I purchased when I found that more senior White House events usually commandeering the sound technicians). The processing of these materials for security purposes is not required for passholders.

When I worked for Elizabeth Dole as part of the OPL complex, we could count on the assistance and support of that staff to assist us at critical times, and because my Deputy and all others on my staff held OEOP clearance only, I could persuade secretaries and junior people to accompany my Deputy on some of the White House functions. Obviously, that resource is no longer available. And it points up the need to have the Deputy clearance raised from OEOP to White House.

Let me also add that we utilized the wire services to follow and prepare reactions or briefings on fast-breaking issues, often some comment on a early morning talk show re-run on the video equipment by the communications unit set the agenda for significant staff work. On fast breaking issues of that importance, my Deputy should be able to function on my behalf as before the recent physical move to the USOCA offices.

In short, I believe that tasks that have been delegated to or required of my Deputy present a very real need for continued access equal to my own.

Fred Johnson is a GS-5 career staff at USOCA who serves as the routine physical communications link with those in the OEOP and the NEOB, and other White House secured facilities like the Council on Environmental Quality on Jackson Place. He also makes a early daily trip to OEOP to pick up the White House mail for me and other official communications like staffing requests, correspondence, briefing papers, and similar materials. He also makes a daily run to the OEOP and the NEOB to deliver time-sensitive materials and mail. It is extremely important that we maintain this twice daily (and additional trips on demand) link with the White House complex and continuation of this access also permits him to avoid the delays of security checks of the materials he carries.

MEMORANDUM
PAGE FOUR

Mary Elizabeth Quint is a Deputy Special Assistant to the President, though for the majority of the time she has been on the USOCA payroll. At various times, she has worked on the Fifty States Project, Women's Issues, the Family Conference, and other special assignments for the White House. She has Executive Mess privileges, and has traveled for the White House Speaker's bureau (often at USOCA expense) to meet some of the grassroots requests for a high level spokesperson. She is a past president of the 600,000 member General Federation of Women's Club and thus has proven public and media experience and is in demand for various functions. We expect that when a new position within the Administration is located for her talents and abilities that she will be placed elsewhere. She currently holds one of the OEOB passes that is included in the USOCA listing but granting of the pass was founded on her other duties, privileges and functions, so I would prefer that your decision be based upon these unique circumstances rather than solely on my recommendation.

Attachments

FRED JOHNSON, GS-5 (Career)
Messenger

ROBERT F. STEEVES
Deputy Director
(Director and Deputy Director are classified as
Presidential Appointees under Executive Order 11583.
All other USOCA non-career staff (Schedule C) are
HHS secretarial appointments. Deputy post is an
SES-1.

JOSEPH DAWSON, GS-15 (C)
Director of Public Affairs

CHARLOTTE NYHEIM MEHURON, GS-14 (Career)
Assistant Director of Public Affairs

MARY ELIZABETH QUINT
Special Assistant to the Director, GS-14 (C)

MARILYNNE GISIN, GS-11 (C)
Secretary to Mrs. Knauer

MILDRED P. GERSTNER, GS-10 (Career)
Secretary to Mrs. Knauer

February 24, 1971

Office of the White House Press Secretary

THE WHITE HOUSE

EXECUTIVE ORDER

#11583
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OFFICE OF CONSUMER AFFAIRS

Consumer protection fosters a market place in which our competitive economic system flourishes best. It is good for businessmen because it gives the consumer greater confidence in the goods and services provided by business. It is good for consumers because it reinforces the concept of buyers' rights:

- the right to make an intelligent choice among products and services;
- the right to accurate information on which to make a free choice;
- the right to expect that the health and safety of the buyer is taken into account by those who seek his patronage;
- the right to register dissatisfaction, and have a complaint heard and weighed, when a buyer's interests are badly served.

The Special Assistant to the President for Consumer Affairs is performing an important role in representing consumer interests in the Federal Government. It is important that the role of the office of the Special Assistant be reinforced by increasing its responsibilities and reemphasizing its importance.

There is need for a consumer office within the Executive Office of the President, which not only advises and represents the President on matters of consumer interest, but also analyzes and coordinates the implementation of all Federal activities in the field of consumer protection, helping to establish priorities and resolve conflicts, and recommending ways in which governmental consumer programs can be made more effective.

NOW, THEREFORE, by virtue of the authority vested in me as President of the United States, it is ordered as follows:

Section 1. Office of Consumer Affairs. The Office of Consumer Affairs (hereinafter referred to as the "Office") is hereby established in the Executive Office of the President. The Office shall be headed by a Director who shall be appointed by the President, and there shall be in the Office a Deputy Director who shall also be appointed by the President. The Deputy Director shall perform such duties as the Director may designate, and in case of a vacancy in the office of Director or during the absence or incapacity of the Director, the Deputy Director shall act as Director. The Director and Deputy Director shall receive compensation at such rates as the President, consonant with law, may hereafter determine.

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Sec. 2. Powers and duties of the Director. (a) The Director shall be responsible for the exercise of the powers and the discharge of the duties of the Office, and shall have the authority to direct and supervise all personnel and activities thereof. The Director shall take all actions as may be necessary to organize the Office so as to carry out the functions and to achieve the purposes set forth in this order.

(b) In addition to any other authority conferred upon him by this order, the Director is authorized, in carrying out his functions hereunder, to --

(1) appoint one or more advisory committees composed of such private citizens and officials of the Federal, State, and local governments as he deems desirable to advise him with respect to his functions. Members of such committees (including the Consumer Advisory Council established in section 5 of this order) other than those regularly employed by the Federal Government, while attending meetings of such committees or otherwise serving at the request of the Director, shall be entitled to receive compensation and travel expenses as authorized by law for persons serving intermittently;

(2) promulgate such rules, regulations, and procedures as may be necessary to carry out the functions vested in him or in the Office, and delegate authority for the performance of any function to any officer or employee under his direction and supervision;

(3) utilize, with their consent, the services, personnel, and facilities of other Federal, State, local and private agencies and instrumentalities with or without reimbursement thereof except as reimbursement may be required by law; and

(c) The Director shall report periodically to the President on significant developments affecting the interests of consumers together with such recommendations including legislative recommendations as he deems appropriate.

Sec. 3. Functions. (a) The Office shall advise the President as to all matters affecting the interest of consumers.

(b) The Office shall --

(1) with respect to consumer interests in Federal policies and programs, encourage and assist in development and implementation of consumer programs; coordinate and review policies and programs; seek resolution of conflicts; advise and make recommendations to Federal agencies with respect to policy matters, the effectiveness of their programs and operations, and the elimination of duplications;

(2) assure that the interests of consumers are presented and considered in a timely manner by the appropriate levels of the Federal Government in the formulation of policies and in the operation of programs that affect the consumer interest;

(3) conduct investigations, conferences, and surveys concerning the needs, interests and problems of consumers, except that it shall, where feasible, avoid duplicating activities conducted by other Federal agencies;

(4) submit recommendations to the President on how Federal programs and activities affecting consumers can be improved;

(5) take action with respect to consumer complaints to the extent authorized by section 4 of this order;

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(6) perform the functions assigned to the President's Committee on Consumer Interests in Executive Order No. 11566 of October 26, 1970;

(7) encourage and coordinate the development of information of interest to consumers by Federal agencies and the publication and distribution of materials which will inform consumers of matters of interest to them in language which is readily understandable by the layman;

(8) encourage and coordinate research conducted by Federal agencies leading to improved consumer products, services, and consumer information;

(9) encourage, initiate, coordinate, evaluate, and participate in consumer education programs and consumer counseling programs;

(10) encourage, cooperate with, and assist State and local governments in the promotion and protection of consumer interests; and

(11) cooperate with and encourage private enterprise in the promotion and protection of consumer interests.

Sec. 4. Consumer complaints. (a) Whenever the Office receives from any source complaints or other information disclosing a possible violation of (1) any law of the United States or (2) any rule or order of any Federal agency concerning consumer interests, the Office shall promptly transmit such complaint or other information to the Federal agency charged with the duty of enforcing such law, rule, or order, for appropriate action.

(b) Whenever the Office receives complaints or other information disclosing any commercial or trade practice which it deems detrimental to the general interests of consumers within the United States, and which is not included within the category specified in subsection (a) of this section, the Office may transmit such complaint or other information promptly to the Federal, State, or local agency whose regulatory or other authority provides the most effective means to act upon them; the Office may in its discretion also refer such complaint or other information to the private persons or industry against whom the complaint is made.

Sec. 5. Consumer Advisory Council. (a) There is hereby established in the Office a Consumer Advisory Council to be composed of not more than 12 members appointed by the President. Members shall be appointed on the basis of their knowledge and experience in areas of interest to consumers and their demonstrated ability to exercise independent, informed, and critical judgment.

(b) (1) Members shall be appointed for two-year terms. Members of the Consumer Advisory Council, established pursuant to Executive Order No. 11136 of January 3, 1964, as amended, shall continue in office in accordance with the terms of their original appointments.

(2) Any member chosen to fill a vacancy shall be appointed for the unexpired term of the member he succeeds.

(3) A vacancy in the Council shall not affect its authority to act, and a majority of the members thereof shall constitute a quorum.

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(c) The President shall designate the Chairman from among the members composing the Council. The Council shall meet at the call of the Director. The Director shall be an ex-officio member of the Council and its Executive Secretary.

(d) The Council shall advise the Director with respect to --

(1) policy matters relating to consumer interests; and

(2) the effectiveness of Federal programs and operations, which affect the interests of consumers; and

(3) problems of primary importance to consumers, and ways in which unmet consumer needs can appropriately be met through Federal Government action.

Sec. 6. Consideration of the consumer interest in Federal agency determinations. Every Federal agency in taking any action of a nature which can reasonably be construed as substantially affecting the interests of consumers of products and services, including, but not limited to, (1) the promulgation of rules, regulations, or guidelines, (2) the formulation of written policy decisions, or (3) the issuance of orders, decrees, or standards, shall, in taking such action, give due consideration to the valid interests of consumers.

Sec. 7 Abolition of Committee and Council. Except as otherwise provided herein, the President's Committee on Consumer Interests and the Consumer Advisory Council established under Executive Order No. 11136 of January 3, 1964, as amended by Executive Order No. 11349 of May 1, 1967, are abolished.

Sec. 8. Construction. Nothing in this order shall be construed as subjecting any function vested by law in, or assigned pursuant to law to, any Federal agency or the head thereof to the authority of any other agency or officer or as abrogating or restricting any such function in any manner.

Sec. 9. Orders superseded. Executive Order No. 11136 of January 3, 1964, and Executive Order No. 11349 of May 1, 1967, are hereby superseded.

RICHARD NIXON

THE WHITE HOUSE,

February 24, 1971.

THE WHITE HOUSE

EXECUTIVE ORDER

NO. 11702 .

RELATIVE TO THE EXECUTIVE OFFICE
OF THE PRESIDENT

Under and by virtue of the authority vested in me by section 301 of title 3 of the United States Code and as President of the United States of America, it is hereby ordered as follows:

Section 1. The Office of Consumer Affairs, established by Executive Order No. 11583 of February 24, 1971, as amended by Executive Order No. 11595 of May 26, 1971, together with its functions, is hereby transferred from the Executive Office of the President to the Department of Health, Education, and Welfare. The Director of the Office of Consumer Affairs shall continue as the Special Assistant to the President for Consumer Affairs.

Section 2. [Not applicable; refers to Cabinet Committee on Economic Policy.]

RICHARD NIXON

THE WHITE HOUSE,

January 25, 1973

THE WHITE HOUSE

WASHINGTON

July 13, 1983

MEMORANDUM FOR EDWIN L. HARPER
FROM: VIRGINIA H. KNAUER
SUBJECT: Consumer Input on Policy and Planning

When you and your associates who staff out projects, proposals, and issues in the White House determine a consumer perspective is useful or appropriate, it would be helpful if you pass the requests directly to me. Now that the President has designated me Special Adviser to the President for Consumer Affairs, I report through the Office of the Chief of Staff, which takes me and my staff out of the review and communications channels as part of the Office of Public Liaison. Though the non-consumer issues in my former OPL portfolio have been reassigned there, I continue as Director of the United States Office of Consumer Affairs and as the Chairperson of the Consumer Affairs Council. This new role enables me to focus all of my efforts on consumer matters and provide an internal "consumer point of view" to reflect potential consumer impact and probable consumer reaction, for your policy planning and decisionmaking.

Often the programs and policies which are proposed within the Administration carry a real or implied potential of vociferous media-enhanced criticism by consumer activists. Sometimes this potential can be minimized or avoided if it can be identified and considered early. Please remind your staff to add my name to the appropriate routing slips and I will continue to respond to requests for a consumer perspective on issues under consideration.

Identical Memo sent to:

Kenneth M. Duberstein
Craig L. Fuller
Fred Fielding
Aram Bakshian, Jr.
Dodie Livingston
Fred Ryan
Chris DeMuth
Mike Baroody

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THE WHITE HOUSE

WASHINGTON

June 24, 1983

MEMORANDUM FOR JAMES CICCONE
Special Assistant to the President
and Special Assistant to the Chief
of Staff

FROM: VIRGINIA H. KNAUER *Virginia H. Knauer*
Special Adviser to the President
for Consumer Affairs

SUBJECT: OECD Committee on Consumer Policy

One of my important consumer assignments is to serve as the head of the official delegation, at the direction of the State Department, to the Organization for Economic Cooperation and Development's (OECD) Committee on Consumer Policy. The group meets semiannually and the next meeting is at the OECD Headquarters in Paris on June 29-30. OECD is a twenty-four member nation forum of industrialized western countries for the coordination of economic policy. It is strongly supported by the United States.

It has been my pleasure to head this delegation during the Nixon and Ford years, 1969-1977, and again from 1981 to the present, and I currently serve as Committee Vice-Chairman. This activity has always been funded as part of the international program of the State Department. Since the assignment requires me to be out of the country briefly, I thought you ought to have this background information.

Attachments



DEPARTMENT OF STATE

Washington, D.C. 20520

June 23, 1983

The Honorable Virginia H. Knauer
Special Adviser to the President
for Consumer Affairs
The White House
Washington, D.C. 20500

Dear Virginia:

The Committee on Consumer Policy of the Organization for Economic Cooperation and Development will be holding its 27th meeting in Paris June 29 and 30. As in the past, the State Department Office of International Conferences (OIC) has designated you as the United States Representative. I will attend as your advisor. OIC will provide travel and per diem expenses.

I have enclosed a copy of the Committee's agenda for your reference, as well as a copy of the telegram accrediting you as the US Representative. I will also be providing you with complete briefing materials before your departure.

I look forward to seeing you in Paris and hope this trip will be as successful as your previous ones.

With best regards,

Sincerely,

A handwritten signature in cursive script that reads "J. Scott Monier".

J. Scott Monier
Special Assistant for Legislative,
Consumer and Public Affairs

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Department of State

OUTGOING
TELEGRAM
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TAGS: AORC, OECD
SUBJECT: OECD, COMMITTEE ON CONSUMER POLICY, PARIS, JUNE
29-30, 1983

I. OIC REQUESTS ACCREDITATION FOLLOWING U. S. DELEGATION:

REPRESENTATIVE

THE HONORABLE
VIRGINIA M. KNAUER
SPECIAL ASSISTANT TO THE
PRESIDENT FOR CONSUMER AFFAIRS
THE WHITE HOUSE

ALTERNATE REPRESENTATIVE

SCOTT MONIER
SPECIAL ASSISTANT FOR LEGISLATIVE,
CONSUMER AND PUBLIC AFFAIRS
BUREAU OF ECONOMIC AND BUSINESS AFFAIRS
DEPARTMENT OF STATE

2. RECOMMENDATIONS OR COMMITMENTS WHICH CREATE OR
IMPLY NEW U. S. FINANCIAL OBLIGATIONS, ESTABLISHMENT

OF NEW ORGANIZATIONS, PARTICIPATION IN ADDITIONAL
MEETINGS, AND OFFERS TO HOST MEETINGS IN THE U. S.
REQUIRE EXPRESS AUTHORIZATION. INSTRUCTIONS TO U. S.
DELEGATIONS ON ACTION TO RESTRAIN GROWTH OF
INTERNATIONAL ORGANIZATION ASSESSED BUDGETS IS
CONTAINED IN PARA 3 OF STATE 097998 OF APRIL 10, 1983.

3. HEAD OF DELEGATION IS RESPONSIBLE FOR ENSURING
PROPER COORDINATION OF ALL U. S. DELEGATION ACTIVITIES
AND FOR SUBMITTING TELEGRAPHIC SUMMARY OF CONFERENCE
RESULTS PRIOR TO DEPARTURE. SHULTZ

Handwritten initials: IB/C

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