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**TWENTIETH CONGRESS OF THE
REPUBLIC OF THE PHILIPPINES**
First Regular Session

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RECEIVED BY: 

SENATE

S.B. No. 1110

Introduced by SEN. WIN GATCHALIAN

**AN ACT
ESTABLISHING THE RIGHTS OF PASSENGERS OF TAXIS, TOURIST CAR
TRANSPORT SERVICES AND OTHER SIMILAR VEHICLES FOR HIRE**

EXPLANATORY NOTE

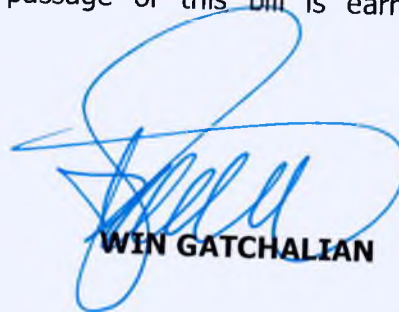
For an ordinary Filipino worker, it is more practical to avail of the transport services of taxis or other similar vehicles for hire, such as Grab, Angkas, JoyRide, and inDrive, among others, in going to work or elsewhere. Aside from convenience and safety, as compared to other modes of public transportation, these transport services are also more affordable than buying and maintaining a private vehicle, especially at a time of rising fuel prices. These transport services are most helpful and are in demand during rush hour, holiday season, rainy season, and even during late nights when passenger safety and availability of other modes of public transportation are primary concerns.

However, we have seen countless videos and heard sordid stories of passengers who were preyed on or became victims of abusive or negligent drivers of taxis or other similar vehicles for hire. Instead of convenience or cost savings, many passengers have experienced being refused carriage depending on the destination, forced to pay an extra amount on top of the metered fare, or were tricked into going on longer routes in order

to drive up the rates. There have also been numerous reports from tourists who come to our country and have fallen victim to these enterprising drivers. Sadly, these instances have been tolerated and ignored due to the lack of laws sufficiently protecting our commuting public.

While Article 1755 of the New Civil Code lays down the required diligence in transporting passengers of common carriers, we still do not have a law establishing passengers' rights to improve the standards of transport services. Thus, to address this problem and prevent any more untoward incidents of this nature, a passenger bill of rights is hereby proposed to protect the commuting public from abusive and discourteous drivers of taxis and similar vehicles for hire, provide sanctions for offenses committed against the riding public, and elevate the standards in rendering transport services.

In view of the foregoing, the immediate passage of this bill is earnestly sought.



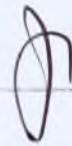
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TRANSPORT SERVICES AND OTHER SIMILAR VEHICLES FOR HIRE**

*Be it enacted by the Senate and the House of Representatives of the Philippines
in Congress assembled:*

1 SECTION 1. *Short Title.* – This Act shall be known as the “Bill of Rights of Passengers
2 of Taxis, Tourist Car Transport Services and Other Similar Vehicles for Hire”.
3

4 SEC. 2. *Declaration of Policy.* – It shall be the policy of the State to make available
5 a world-class transportation system that primarily takes into consideration the safety and
6 reliability of transportation service and integrates and use customer feedback in improving
7 the quality of service.

8 To this end, the State shall establish transportation service standards that shall
9 promote the development and maintenance of safe, efficient and reliable public and
10 private transportation service by establishing the basic rights of passengers of taxis,
11 tourist car transport services and other similar vehicles for hire.

1 SEC. 3. *Definition of Terms.* – As used in this Act:

- 2 a) *Taxi* refers to a public utility vehicle as defined and duly franchised by the Land
3 Transportation Franchising and Regulatory Board (LTFRB), offering
4 transportation services to the public for a fee on an exclusive basis;
5 b) *Tourist Car Transport Services (TCTS)* refers to metered taxi, coupon taxi or
6 rent-a-car transport service duly franchised by the LTFRB that provides
7 transport services to tourists;
8 c) *Covered Vehicle* refers to any taxi, TCTS or vehicle for hire (VFH) as defined
9 under this Act;
10 d) *Multiple Hiring* refers to the act of a driver in accepting more than one client in
11 a single journey, whether or not the clients come from the same point of origin;
12 e) *Seminar* refers to an activity prescribed by the LTFRB or Land Transportation
13 Office (LTO) for erring drivers and operators as a requirement for reinstatement
14 of license or continued operation of franchise;
15 f) *Vehicle for Hire* refers to vehicles offering transportation services to the public
16 for a fee, regardless of fare-setting mechanism, mode of payment or manner
17 of engagement.

18
19 SEC. 4. *Standards of Service.* – Only a duly licensed professional driver can be
20 authorized to drive a covered vehicle. All covered vehicles shall be duly registered with
21 the LTFRB, are being operated using the proper license required under the law, and shall
22 be clean, safe, smoke-free, and in good condition.

23
24 SEC. 5. *Rights of Passengers of Covered Vehicles.* – Passengers of covered vehicles
25 shall have the right to:

- 26 a) Be served by a driver who is properly dressed and groomed. Operators of
27 covered vehicles should ensure that their drivers wear the prescribed uniform
28 and company identification card (ID) at all times while on duty. In addition,
29 the LTFRB shall issue an official ID to all drivers containing the driver's name
30 and picture, and the operator's information and contact numbers. The

- 1 prescribed ID cards must be prominently displayed inside the covered vehicle
2 within the view of the passenger;
- 3 b) Be served by a courteous driver who shall provide assistance, if requested;
- 4 c) Be served by a driver who is not under the influence of alcohol or dangerous
5 drugs;
- 6 d) Be informed of the plate number of the covered vehicle and emergency
7 numbers for assistance by the Philippine National Police (PNP) and other
8 concerned agencies by the prominent display of these information on the side
9 door or in any other conspicuous place within the covered vehicle;
- 10 e) Be picked up and transported to their stated destination, regardless of the
11 length of the journey or traffic condition, by any available on duty driver,
12 subject to applicable traffic regulations;
- 13 f) Direct the route, or expect the most economical route, except where such
14 route will endanger the lives of the occupants or will cause damage to the
15 covered vehicle;
- 16 g) Where applicable, view the fare meter that shall be duly calibrated and sealed
17 by the proper authorities;
- 18 h) Pay the rate exactly as posted in the meter or in the booking application,
19 subject to other government sanctioned fees, such as toll fees, among others,
20 and as may be applicable, not be compelled to pay a fixed rate, which is
21 higher than the regular metered rate, due to heavy traffic and inclement
22 weather;
- 23 i) Be given the exact amount of change;
- 24 j) Be issued a printed official receipt in accordance with the requirement of the
25 National Internal Revenue Code and applicable regulations issued by the
26 Bureau of Internal Revenue (BIR);
- 27 k) Travel with an animal assistant or portable mobility aid, if passenger is with
28 disability;
- 29 l) Refuse multiple hiring, unless passengers are informed of such arrangement
30 and consented thereto prior to the trip;

- 1 m) A quiet or silent atmosphere throughout the trip upon request;
- 2 n) Decide on the orientation of air conditioning and lighting systems inside the
- 3 covered vehicle; and
- 4 o) Be provided a substitute vehicle or to be assisted to procure one in case of
- 5 mechanical or engine trouble or other similar instances that hinder the
- 6 continuation of carriage. Where substitution of another vehicle by the same
- 7 operator is available, no additional fare shall be charged against the
- 8 passenger. However, if substitution is not possible or practical, the passenger
- 9 shall only pay the amount appearing in the meter less the flag-down fee for
- 10 meter-oriented fare vehicles. In the case of other covered vehicles, the fare
- 11 due to the driver of the vehicle being substituted or replaced shall be in
- 12 proportion to the distance travelled, minus the booking fee, if applicable.
- 13

14 SEC. 6. *Vehicle Equipped with a Liquefied Petroleum (LPG) or Compressed Natural*

15 *Gas (CNG) Fuel System.* – A covered vehicle equipped with a liquefied petroleum gas or

16 compressed natural gas fuel system must display a current Motor Vehicle Inspection

17 Report (MVIR) issued by the LTO. Operators of covered vehicle running on CNG or LPG

18 must maintain the safe condition of every unit through regular maintenance. A sticker

19 marked "LPG" or "CNG" issued by the LTFRB must be posted to every covered vehicle

20 equipped with an LPG or CNG fuel system, positioned in a clearly visible location as close

21 as practicable to the front and rear registration plates.

22

23 SEC. 7. *Door Locks.* – Every operator shall ensure that each covered vehicle it

24 operates is equipped with a functioning automatic door lock system. The central lock

25 system of every covered vehicle must be disabled to allow the passenger to open the

26 doors at any time without interference from the driver, with the exception of the rear left

27 door of the covered vehicle which the driver may set on child-lock orientation. The

28 operation of a covered vehicle without the required lock system as prescribed in this

29 Section shall constitute a violation and shall be punishable in accordance with Section 10

30 of this Act.

1 SEC. 8. *Notification of Passengers' Rights.* – The passengers' rights as enumerated
2 in Section 5 of this Act, as well as the remedies and procedures available to the passenger
3 as promulgated by the LTFRB, shall be prominently displayed inside the covered vehicle.
4

5 SEC. 9. *Filing of Complaint for Violation of Rights.* – A passenger of a covered vehicle
6 whose rights have been violated may file a complaint against the driver or operator of
7 the covered vehicle with the LTFRB which shall conduct the investigation and resolve the
8 complaint not later than seven (7) working days after mediation, or seven (7) working
9 days after adjudication, under such rules and regulations as it may provide. The complaint
10 instituted under the provisions of this Act shall not bar the filing of a civil or criminal
11 complaint for violation of any law, rule, or regulation resulting from the same act or
12 omission, whenever applicable.
13

14 SEC. 10. *Penalties and Fines.* – In addition to the penalties imposed by any
15 applicable law, rule or regulation, the violation of any of the provisions of this Act, shall
16 be punishable as follows:

17 a) Any driver of a covered vehicle who violates the provisions of this Act shall
18 be liable and penalized as follows:

- 19 1. First Offense – A fine of One Thousand Pesos (Php 1,000.00) and
20 suspension of driver's license for a period of seven (7) calendar days;
- 21 2. Second Offense – A fine of Three Thousand Pesos (Php 3,000.00) and
22 suspension of driver's license for a period of six (6) months; and
- 23 3. Third and Succeeding Offense – A fine of Five Thousand Pesos (Php
24 5,000.00) and suspension of driver's license for a period of one (1)
25 year.

26 b) Any operator who violates the applicable provisions of this Act shall pay the
27 same amount of fines as prescribed in the foregoing paragraph: *Provided,*
28 That the liability of the operator with respect to the fine herein imposed in
29 the case of an insolvent driver shall be subsidiary.

1 c) Any person who violates the other provisions of this Act shall be punished
2 with a fine ranging from One Thousand Pesos (Php 1,000.00) to Five
3 Thousand Pesos (Php 5,000.00) for every violation at the discretion of the
4 LTFRB.

5 In all cases, the erring driver or operator shall undergo an education seminar
6 provided under this Act. The attendance by the concerned drivers and operators in such
7 seminars shall be mandatory, failure of which shall be a ground for non-reinstatement of
8 the driver's license of the driver or suspension of the franchise of the operator, as the
9 case may be.

10
11 SEC. 11. *Special Fund for Education Seminars and Public Information Campaign.* –
12 The fines paid by and collected from the offending parties for violations of this Act shall
13 accrue to a special fund to be held by the LTFRB and shall be disbursed exclusively for
14 seminars of erring drivers and operators as defined under Section 3 and other activities
15 for the implementation of this Act.

16
17 SEC. 12. *Nationwide Public Information Campaign.* – The LTFRB, in coordination
18 with the Philippine Information Agency (PIA), the Department of Transportation (DOTr),
19 and private agencies and organizations concerned, shall undertake a nationwide
20 information, education, and communication campaign for the attainment of the objectives
21 of this Act. It shall likewise coordinate with the local government units for the purpose of
22 seeking the assistance of citizens groups and community organizations for the promotion
23 of public safety awareness in observance of this Act.

24
25 SEC. 13. *Implementing Rules and Regulations.* – Within sixty (60) days from the
26 effectivity of this Act, the LTFRB, in consultation with the LTO, shall promulgate the
27 necessary implementing rules and regulations to effectively carry out the provisions of
28 this Act.

1 SEC. 14. *Separability Clause.* – If any provision or part hereof is held
2 unconstitutional, the other provisions not otherwise affected shall remain valid and
3 subsisting.

4
5 SEC. 15. *Repealing Clause.* – All laws, decrees, issuances, executive orders, letters
6 of instruction, administrative orders, rules and regulations, or any part thereof, contrary
7 to or inconsistent with the provisions of this Act is hereby repealed, amended, or modified
8 accordingly.

9
10 SEC. 16. *Effectivity Clause.* – This Act shall take effect fifteen (15) days after its
11 publication in the Official Gazette or in a newspaper of general circulation.

Approved,