


SENATE

'19 JUL 24 A11 :38

S.B. No. 730



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Introduced by SEN. WIN GATCHALIAN

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AN ACT  
ESTABLISHING THE BILL OF RIGHTS OF TAXI PASSENGERS

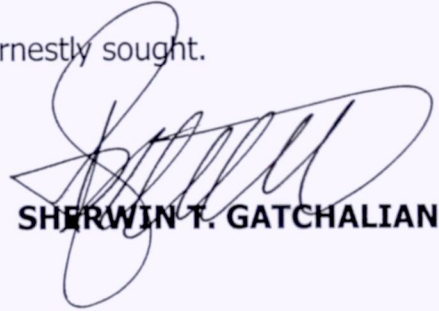
EXPLANATORY NOTE

"A common carrier is bound to carry the passengers safely as far as human care and foresight can provide, using the utmost diligence of very cautious persons, with a due regard for all the circumstances." (Article 1755 of the Civil Code).

We have seen countless videos and heard sordid stories of cab drivers who are abusive, negligent and prey on unsuspecting passengers. They pick passengers on their terms, refuse carriage for some destinations, force you to pay an extra amount on top of the meter bill, are discourteous and tricks most passengers on circuitous routes to earn extra money. Most of the tourists who come to our country have fallen victims to these enterprising cab drivers. This sad state to our transportation system has been tolerated and ignored for lack of laws that singly protect our commuting public. Most people are likewise dismayed over the inadequacy of law enforcers who are responsive and sympathetic to such concerns.

In order to address this problem and prevent any more untoward incidents of this nature to occur in the future, a passenger bill of rights is hereby proposed to protect the commuting public from abusive, itinerant, and discourteous drivers and provide sanctions for the offenses they commit against the riding public.

The immediate passage of this bill is earnestly sought.



**SHERWIN T. GATCHALIAN**



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AN ACT

ESTABLISHING THE BILL OF RIGHTS OF TAXI PASSENGERS

*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*  
2 *Taxi Passengers*".

3       **Sec. 2. Declaration of Policy.** – It shall be the policy of the State to create  
4 a world-class public transportation system. To this end, the State shall establish  
5 transportation service standards that shall address the basic rights of public  
6 transport passengers including taxi passengers.

7       **Sec. 3. Definition of Terms.** – As used in this Act:

8           a) *Taxi* refers to a public utility vehicle as defined and duly franchised by  
9 the Land Transportation Franchising and Regulatory Board (LTFRB), offering  
10 transportation services to the public for a fee on an exclusive basis;

11           b) *Multiple hiring* refers to the act of a driver in accepting more than one  
12 client in a single journey, whether or not the clients come from the same point of  
13 origin;

14           c) *Seminar* refers to an activity prescribed by the LTFRB or Land  
15 Transportation Office (LTO) for erring drivers and operators as a requirement for  
16 reinstatement of license or continued operation of franchise.

1           **Sec. 4. Standards of Service.** – Only a duly licensed professional driver  
2 can be authorized to drive a taxicab. All vehicles licensed and authorized to be  
3 operated as taxicabs shall be clean, safe, smoke-free, and in good condition.

4           **Sec. 5. Rights of Taxi Passengers.** – Taxi passengers shall have the right  
5 to:

6           a) Be served by a taxi driver who is properly dressed. Taxi companies  
7 should ensure that their taxi drivers wear the prescribed uniform and company  
8 identification card (ID) at all times while on duty. In addition, the LTFRB shall issue  
9 an official ID to all taxi drivers containing the driver's name and picture and the taxi  
10 operator's information and contact numbers. The prescribed ID cards must be  
11 prominently displayed inside the taxi within the view of the passenger;

12           b) Be served by a courteous driver who shall provide assistance, if  
13 requested;

14           c) Be served by a driver who is not under the influence of alcohol or  
15 dangerous drugs;

16           d) Be informed of the plate number of the taxi and emergency numbers  
17 for assistance by the Philippine National Police and other concerned agencies by the  
18 prominent display of these information on the side door or in any other conspicuous  
19 place within the taxi;

20           e) Be picked up and transported to their stated destination, regardless of  
21 the length of the journey or traffic condition, by any available on duty taxi driver,  
22 subject to applicable traffic regulations;

23           f) Direct the route, or expect the most economical route, except where  
24 such route will endanger the lives of the occupants or will cause damage to the taxi;

25           g) View the taxi fare meter that shall be duly calibrated and sealed by the  
26 proper authorities;

27           h) Pay the rate exactly as posted in the meter, subject to other  
28 government sanctioned fees;

29           i) Be given the exact amount of change;

30           j) Be issued a printed official receipt in accordance with the requirement  
31 of the National Internal Revenue Code and applicable regulations issued by the  
32 Bureau of Internal Revenue;

1 k) Travel with an animal assistant or portable mobility aid, if the passen-  
2 ger is with disability;

3 l) Refuse multiple hiring;

4 m) A quiet or silent atmosphere throughout the trip upon request;

5 n) Decide on the orientation of air conditioning and lighting systems  
6 inside the taxi; and

7 o) A substitute taxi or to be assisted to procure one in case of mechanical  
8 or engine trouble or other similar instances that hinder the continuation of carriage.  
9 In such case, the passenger shall only pay the amount appearing in the meter less  
10 the flag-down fee.

11 **Sec. 6. Taxi Equipped with a Liquefied Petroleum Gas (LPG) or**  
12 **Compressed Natural Gas (CNG) Fuel System.** – A taxi equipped with a liquefied  
13 petroleum gas or compressed natural gas fuel system must display a current Motor  
14 Vehicle Inspection Report (MVIR) issued by the LTO. Operators of taxis running on  
15 CNG or LPG must maintain the safe condition of every unit of taxi through regular  
16 maintenance. A sticker marked “LPG” or “CNG” issued by the LTFRB must be posted  
17 to every taxi equipped with an LPG or CNG fuel system, positioned in a clearly visible  
18 location as close as practicable to the front and rear registration plates.

19 **Sec. 7. Door Locks.** – Every taxi operator shall ensure that each taxi unit it  
20 operates is equipped with a functioning automatic door lock system. The central  
21 lock system of every taxi must be disabled to allow the passenger to open the doors  
22 at any time without interference from the driver, with the exception of the rear left  
23 door of the taxi which the driver may set on child- lock orientation. The operation of  
24 a taxi without the required lock system as prescribed in this Section shall constitute  
25 a violation and shall be punishable in accordance with Section 10 of this Act.

26 **Sec. 8. Taxi Passengers’ Rights Notification.** – The taxi passengers’  
27 rights as enumerated in Section 5 of this Act, as well as the remedies and  
28 procedures available to the passenger as promulgated by the LTFRB, shall be  
29 prominently displayed inside the taxi.

30 **Sec. 9. Filing of Complaint for Violation of Rights.** – A taxi passenger  
31 whose rights have been violated may file a complaint against the driver or operator  
32 of the taxi with the LTFRB which shall conduct the investigation and resolve the

1 complaint not later than seven (7) working days after mediation, or seven (7) work-  
2 working days after adjudication, under such rules and regulations as it may provide.

3 The complaint instituted under the provisions of this Act shall not bar the  
4 filing of a civil or criminal complaint for violation of any law, rule, or regulation  
5 resulting from the same act or omission, whenever applicable.

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

9 a) Any taxi driver who violates the provisions of this Act shall be liable and  
10 penalized as follows:

11 1. First Offense – A fine of One Thousand Pesos (P1,000.00) and  
12 suspension of driver's license for a period of seven (7) calendar days;

13 2. Second Offense – A fine of Three Thousand Pesos (P3,000.00) and  
14 suspension of driver's license for a period of six (6) months; and

15 3. Third and Succeeding Offense – A fine of Five Thousand Pesos  
16 (P5,000.00) and suspension of driver's license for a period of one (1) year.

17 b) Any operator who violates the applicable provisions of this Act shall pay  
18 the same amount of fines as prescribed in the foregoing paragraph.

19 The liability of the operator with respect to the fine herein imposed in the  
20 case of an insolvent taxi driver shall be subsidiary.

21 c) Any person who violates the other provisions of this Act shall be punished  
22 with a fine ranging from One Thousand Pesos (P1,000.00) to Five Thousand Pesos  
23 (P5,000.00) for every violation at the discretion of the LTFRB.

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

29 **Sec. 11. Special Fund for Education Seminars and Public Information**  
30 **Campaign.** – The fines paid by and collected from the offending parties for  
31 violations of this Act shall accrue to a special fund to be held by the LTFRB and shall

1 be disbursed exclusively for seminars of erring drivers and operators as defined un-  
2 der Section 3 and other activities for the implementation of this Act.

3 **Sec. 12. *Nationwide Public Information Campaign.*** – The LTFRB, in  
4 coordination with the Philippine Information Agency (PIA), the Department of  
5 Transportation and Communications (DOTC), and private agencies and organizations  
6 concerned, shall undertake a nationwide information, education, and communication  
7 campaign for the attainment of the objectives of this Act. It shall likewise coordinate  
8 with the local government units for the purpose of seeking the assistance of citizens  
9 groups and community organizations for the promotion of public safety awareness in  
10 observance of this Act.

11 **Sec. 13. *Implementing Rules and Regulations.*** – Within sixty (60) days  
12 from the effectivity of this Act, the LTFRB, in consultation with the LTO, shall  
13 promulgate the necessary implementing rules and regulations to effectively carry out  
14 the provisions of this Act.

15 **Sec. 14. *Separability Clause.*** – If any provision or part hereof is held  
16 unconstitutional, the other provisions not otherwise affected shall remain valid and  
17 subsisting.

18 **Sec. 15. *Repealing Clause.*** – All laws, decrees, issuances, executive orders  
19 letters of instruction, administrative orders, rules and regulations, or any part  
20 thereof, contrary to or inconsistent with the provisions of this Act is hereby repealed,  
21 amended, or modified accordingly.

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

Approved,