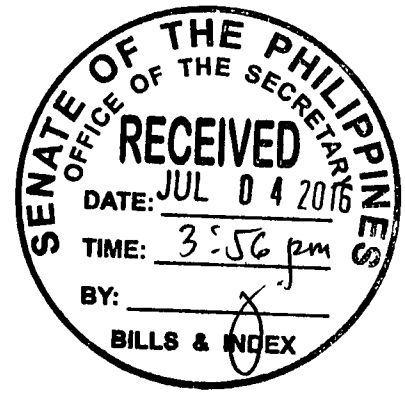


SEVENTEENTH CONGRESS OF THE ]  
REPUBLIC OF THE PHILIPPINES ]  
*First Regular Session* ]



SENATE

S.B. No. 375

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Introduced by SEN. WIN GATCHALIAN

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AN ACT  
ESTABLISHING THE BILL OF RIGHTS OF TAXI PASSENGERS

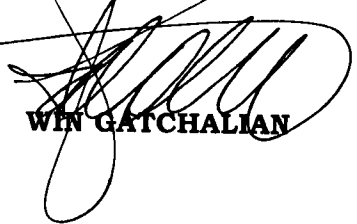
EXPLANATORY NOTE

“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).

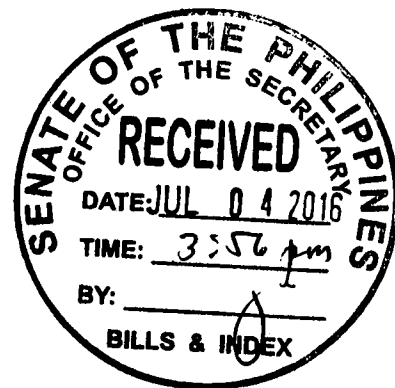
We have seen countless videos and heard sordid stories of cab drivers who are abusive, negligent and prey on unsuspecting passengers. They pick passengers on their terms, refuse carriage for some destinations, force you to pay an extra amount on top of the meter bill, are discourteous and tricks most 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.

  
WIN 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 Taxi  
2 Passengers”.

3       **Sec. 2. Declaration of Policy.** – It shall be the policy of the State to create a  
4 world-class public transportation system. To this end, the State shall establish trans-  
5 portation service standards that shall address the basic rights of public transport  
6 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 trans-  
10 portation 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 Trans-  
15 portation Office (LTO) for erring drivers and operators as a requirement for reinstatement  
16 of license or continued operation of franchise.

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

1           **Sec. 5. Rights of Taxi Passengers.** – Taxi passengers shall have the right

2 to:

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

9           b) Be served by a courteous driver who shall provide assistance, if re-  
10 requested;

11           c) Be served by a driver who is not under the influence of alcohol or dan-  
12 gerous drugs;

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

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

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

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

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

26           i) Be given the exact amount of change;

27           j) Be issued a printed official receipt in accordance with the requirement  
28 of the National Internal Revenue Code and applicable regulations issued by the Bu-  
29 reau of Internal Revenue;

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

32           l) Refuse multiple hiring;

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

34           n) Decide on the orientation of air conditioning and lighting systems inside  
35 the taxi; and

1           o) A substitute taxi or to be assisted to procure one in case of mechani-  
2 cal or engine trouble or other similar instances that hinder the continuation of car-  
3 riage. In such case, the passenger shall only pay the amount appearing in the me-  
4 ter less the flag-down fee.

5           **Sec. 6. Taxi Equipped with a Liquefied Petroleum Gas (LPG) or Com-**  
6 **pressed Natural Gas (CNG) Fuel System.** – A taxi equipped with a liquefied petro-  
7 leum gas or compressed natural gas fuel system must display a current Motor Ve-  
8 hicle Inspection Report (MVIR) issued by the LTO. Operators of taxis running on  
9 CNG or LPG must maintain the safe condition of every unit of taxi through regular  
10 maintenance. A sticker marked “LPG” or “CNG” issued by the LTFRB must be  
11 posted to every taxi equipped with an LPG or CNG fuel system, positioned in a  
12 clearly visible location as close as practicable to the front and rear registration  
13 plates.

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

21           **Sec. 8. Taxi Passengers' Rights Notification.** – The taxi passengers' rights  
22 as enumerated in Section 5 of this Act, as well as the remedies and procedures  
23 available to the passenger as promulgated by the LTFRB, shall be prominently dis-  
24 played inside the taxi.

25           **Sec. 9. Filing of Complaint for Violation of Rights.** – A taxi passenger  
26 whose rights have been violated may file a complaint against the driver or operator  
27 of the taxi with the LTFRB which shall conduct the investigation and resolve the  
28 complaint not later than seven (7) working days after mediation, or seven (7) work-  
29 ing days after adjudication, under such rules and regulations as it may provide.

30           The complaint instituted under the provisions of this Act shall not bar the  
31 filing of a civil or criminal complaint for violation of any law, rule, or regulation re-  
32 sulting from the same act or omission, whenever applicable.

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

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

3 1. First Offense – A fine of One Thousand Pesos (P1,000.00) and suspen-  
4 sion of driver's license for a period of seven (7) calendar days;

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

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

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

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

13 c) Any person who violates the other provisions of this Act shall be pun-  
14 ished with a fine ranging from One Thousand Pesos (P1,000.00) to Five Thousand  
15 Pesos (P5,000.00) for every violation at the discretion of the LTFRB.

16 In all cases, the erring driver or operator shall undergo an education semi-  
17 nar provided under this Act. The attendance by the concerned drivers and opera-  
18 tors in such seminars shall be mandatory, failure of which shall be a ground for  
19 non-reinstatement of the driver's license of the driver or suspension of the fran-  
20 chise of the operator, as the case may be.

21 **Sec. 11. Special Fund for Education Seminars and Public Information**  
22 **Campaign.** – The fines paid by and collected from the offending parties for viola-  
23 tions of this Act shall accrue to a special fund to be held by the LTFRB and shall be  
24 disbursed exclusively for seminars of erring drivers and operators as defined under  
25 Section 3 and other activities for the implementation of this Act.

26 **Sec. 12. Nationwide Public Information Campaign.** – The LTFRB, in co-  
27 ordination with the Philippine Information Agency (PIA), the Department of Trans-  
28 portation and Communications (DOTC), and private agencies and organizations  
29 concerned, shall undertake a nationwide information, education, and communica-  
30 tion campaign for the attainment of the objectives of this Act. It shall likewise co-  
31 ordinate with the local government units for the purpose of seeking the assistance  
32 of citizens groups and community organizations for the promotion of public safety  
33 awareness in observance of this Act.

34 **Sec. 13. Implementing Rules and Regulations.** – Within sixty (60) days  
35 from the effectivity of this Act, the LTFRB, in consultation with the LTO, shall

1 promulgate the necessary implementing rules and regulations to effectively carry  
2 out the provisions of this Act.

3 **Sec. 14. Separability Clause.** – If any provision or part hereof is held un-  
4 constitutional, the other provisions not otherwise affected shall remain valid and  
5 subsisting.

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

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

Approved,