

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City
SEVENTEENTH CONGRESS
First Regular Session
HOUSE BILL NO. 106

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Introduced by: Hon. Angelina "Helen" D.L. Tan, M.D.

AN ACT ESTABLISHING THE TAXI PASSENGERS' RIGHTS

EXPLANATORY NOTE

An efficient, safe and world-class public transportation is an essential element in the country's development. It remains the preferred mode of most Filipinos especially in the face of the increasing price of fuel made private transportation less practical. Public transportation is also important in boosting our tourism industry as it allows tourists to travel around the country.

Taxi is considered as one of the primary means of public transportation in reaching a destination promptly and safely. Regrettably, many of the taxi drivers and operators abuse the reliance of the riding public, especially the tourists. Many taxi drivers and operators devise schemes and some of them resort to criminal activities to increase their earnings.

This measure seeks to acknowledge the rights of taxi passengers and penalizes both the taxi driver and the operator who violates these rights. Such initiative is essential to protect our commuting public and tourists from the predatory practices of some drivers and operators of taxi cabs and raise the standards of public transportation service.

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

Alphan
ANGELINA "HELEN" D.L. TAN, M.D.
4th District, Quezon

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

SECTION 1. *Short Title.* – This Act shall be known as the “Bill of Rights of Taxi Passengers”.

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

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

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

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

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

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

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

a) be served by a taxi driver who is properly dressed. Taxi companies should ensure that their taxi drivers wear the prescribed uniform and company identification card (ID) at all times while on duty. In addition, the LTFRB shall issue an official ID to all taxi drivers containing the driver’s name and picture and the taxi

operator's information and contact numbers. The prescribed ID cards must be prominently displayed inside the taxi within the view of the passenger;

b) be served by a courteous driver who shall provide assistance, if requested;

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

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

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

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

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

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

i) be given the exact amount of change;

j) be issued a printed official receipt in accordance with the requirement of the Internal Revenue Code and applicable regulations issued by the Bureau of Internal Revenue;

k) travel with an animal assistant or portable mobility aid, if the passenger is with disability;

l) refuse multiple hiring;

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

n) decide on the orientation of air conditioning and lighting systems inside the taxi; and

o) a substitute taxi or to be assisted to procure one in case of mechanical or engine trouble or other similar instances that hinder the continuation of carriage.

In such case, the passenger shall only pay the amount appearing in the meter less the flag-down fee.

SEC. 6. Taxi Equipped with a Liquefied Petroleum Gas (LPG) or Compressed Natural Gas (CNG) Fuel System. – A taxi equipped with a liquefied petroleum gas or

compressed natural gas fuel system must display a current Motor Vehicle Inspection Report (MVIR) issued by the LTO. Operators of taxis running on CNG or LPG must maintain the safe condition of every unit of taxi through regular maintenance. A sticker marked "LPG" or "CNG" issued by the LTFRB must be posted to every taxi equipped with an LPG or CNG fuel system, positioned in a clearly visible location as close as practicable to the front and rear registration plates.

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

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

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

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

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

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

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

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

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

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

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

