

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila
SEVENTEENTH CONGRESS
First Regular Session

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REGISTRATION UNIT BILLS AND INDEX SERVICE	

House Bill No. 296

Introduced by Representatives
Horacio P. Suansing, Jr. and Estrellita B. Suansing

EXPLANATORY NOTE


Public transportation is the preferred mode of transportation for most Filipinos. It is cheap, fast and more practical, compared against the cost of maintaining a private vehicle and paying for fuel. Among the public transportations available, the taxi cab is a fast and convenient way of travelling, albeit the most expensive one. Taxis are mostly in demand during holiday season, rainy season, and during late nights wherein other modes of public transportation are not available and passenger safety is a primary concern.

This measure aims to establish transportation service standards for taxi passengers to ensure their safe travel through the following key provisions: (a) providing for the rights of taxi passengers, (b) requiring the plate number of the taxi and emergency numbers by the Philippine National Police and other concerned agencies to be prominently displayed inside the taxi, (c) requiring the taxi to have a duly calibrated and sealed fare meter placed where the passenger could easily see it, (d) requiring the display of the current Motor Vehicle Inspection Report and posting of a sticker marked "LPG" or "CNG" in clearly visible locations of taxis powered by liquefied petroleum gas or compressed natural gas; (e) requiring taxis to be equipped with a functioning automatic door lock system which the passenger can open at any time without

interference from the driver; (f) mandating the prominent display inside the taxi of the rights, remedies and procedures available to passengers; (g) requiring the LTFRB to conduct and resolve passenger complaints not later than seven (7) working days after mediation or adjudication; (h) providing for separate and joint penalties for violations committed by operators and taxi drivers and requires that in all cases, the erring operator or driver, shall undergo education seminars; (i) establishing a special fund for education seminars and public information campaigns from the fines collected from the offending parties, and (j) requiring the LTFRB and other concerned government agencies, local government units, and private agencies and organizations concerned to conduct a nationwide information, education and communication campaign.

This measure was filed in the 16th Congress as House Bill No. 6474 and, as recorded under Committee Report No. 1043, has been submitted and recommended for approval by the Committee on Transportation. Thus, in view of the foregoing, immediate approval of this bill is earnestly sought.




HON. HORACIO P. SUANSING, JR.
2nd District, Sultan Kudarat


HON. ESTRELLITA B. SUANSING
1st District, Nueva Ecija

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AN ACT
ESTABLISHING THE TAXI PASSENGERS' RIGHTS

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
2 of Taxi Passengers”

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

7 **Sec. 3. Definition of Terms.** – For purposes of this Act, the term:

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

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

15 c) *Seminar* refers to an activity prescribed by the LTFRB or Land
16 Transportation Office (LTO) for erring drivers and operators as a requirement
17 for 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
3 be operated as taxicabs shall be clean, safe, smoke-free, and in good
4 condition.

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

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

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

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

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

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

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

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

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

32 i) be given the exact amount of change;

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

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

6 l) refuse multiple hiring;

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

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

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

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

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

31 **Sec. 8. Taxi Passengers’ Rights Notification.** – The taxi passengers’
32 rights as enumerated in Section 5 of this Act, as well as the remedies and

1 procedures available to the passenger as promulgated by the LTFRB shall be
2 prominently displayed inside the taxi.

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

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

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

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

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

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

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

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

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

27 c) for violation of the other provisions of this Act, a fine ranging from
28 One thousand pesos (P1,000.00) to Five thousand pesos (P5,000.00) shall
29 be imposed for every violation at the discretion of the LTFRB.

30 In all cases, the erring driver or operator shall undergo an education
31 seminar provided under this Act. The attendance by the concerned drivers
32 and operators in such seminars shall be mandatory, failure of which shall

1 be a ground for non-reinstatement of the driver's license of the driver or
2 suspension of the franchise of the operator, as the case may be.

3 **Sec. 11. *Special Fund for Education Seminars and Public Information***
4 ***Campaign.*** – The fines paid by and collected from the offending parties for
5 violations of this Act shall accrue to a special fund to be held by the LTFRB
6 for the benefit of taxi drivers and operators and shall be disbursed
7 exclusively for the seminars of erring drivers and operators as defined under
8 Section 3 of this Act.

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

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

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

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

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

31 Approved,