

**Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City**

**EIGHTEENTH CONGRESS
First Regular Session**

HOUSE BILL NO. 2401



**Introduced by Representatives
ESTRELLITA B. SUANSING and HORACIO P. SUANSING, JR.**

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

EXPLANATORY NOTE

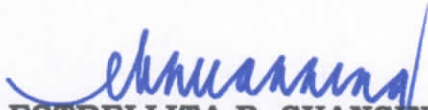
The public transportation system in the Philippines is deemed unsafe, unreliable and uncomfortable yet most Filipinos utilize public transportation because it is more practical compared to maintaining a private vehicle and paying for fuel. Among the public transportations available, the taxi cab and other vehicle for hire provide safer, faster and more convenient way of travelling. These 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.

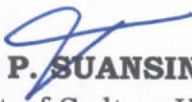
This measure aims to establish the rights of the passengers of taxi, tourist car transport services, and other similar vehicles for hire by providing transportation service standards to ensure their safe travel including, among others: (a) being served by a properly dressed and courteous driver, (b) requiring the plate number of the covered vehicle and emergency numbers by the Philippine National Police and other concerned agencies to be prominently displayed inside the vehicle, (c) requiring the covered vehicle 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 the covered vehicle powered by liquefied petroleum gas or compressed natural gas; (e) requiring covered vehicles 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 covered vehicle 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 drivers of covered vehicles, including the education seminar of the erring operator or driver; and (i) 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.

With this proposed measure, it is hoped that the rights of passengers shall be protected while also improving the public service standard in the transport sector.

In view of the foregoing, the immediate approval of this bill is earnestly sought.¹


ESTRELLITA B. SUANSING
1st District of Nueva Ecija


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2nd District of Sultan Kudarat

¹ This bill was originally filed in the 16th Congress. It was refiled during the 17th Congress, First Regular Session and was approved on Third Reading on October 8, 2018.

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ESTRELLITA B. SUANSING and HORACIO P. SUANSING, JR.

AN ACT

**ESTABLISHING THE RIGHTS OF PASSENGERS OF TAXIS, TOURIST CAR
TRANSPORT SERVICES (TCTS), AND OTHER SIMILAR VEHICLES FOR
HIRE (VFH)**

*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, Tourist Car Transport Service and Vehicle for Hire 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 taxi, Tourist Car Transport Service (TCTS) and Vehicle for Hire (VFH)
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) *Tourist Car Transport Services (TCTS)* refers to metered taxi, coupon
taxi or rent-a-car transport service (four-door sedan or utility
vehicle), duly franchised by the LTFRB, that provides transport
services for tourists;
- c) *Covered vehicle* refers to any taxi, TCTS or VFH as defined under this
Act;
- d) *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 or bound for similar or different destination,
unless the clients are informed of such arrangement and they

consented thereto prior to the trip, as may be authorized by the LTFRB;

- e) *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; and
- f) *Vehicle for Hire (VFH)* refer to a public utility vehicle similar to a taxi, including Transport Network Vehicle Service (TNVS), whether a sedan, Asian Utility Vehicle, Sports Utility Vehicle or van, which is granted authority or franchise by the LTFRB to offer transportation services to the public for a fee, regardless of fare-setting mechanism, mode of payment or manner of engagement, whether online or street-hailing.
- g) *Transport Network Vehicle Service (TNVS)* refers to a Public Utility Vehicle accredited with a Transport Network Corporation (TNC), which is granted authority or franchise by the LTFRB to run a public transport service.
- h) *Transport Network Corporation (TNC)* refers to an organization whether a corporation, partnership, or sole proprietor that provides pre-arranged transportation services for compensation using an internet-based technology application or digital platform technology to connect passengers with drives using their personal vehicles.

SEC. 4. Standards of Service. – Only a duly licensed professional driver and duly certified by the Driver’s Academy of the LTFRB can be authorized to drive a covered vehicle. All covered vehicles shall be clean, safe, smoke and foul odor-free, air conditioned and roadworthy.

SEC. 5. Rights of Passengers. – Whenever applicable depending on the type of covered vehicle, passengers shall have the right to:

- a) Be served by a driver who is properly dressed. Taxi and TCTS operators should ensure that their 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 each taxi, TCTS and VFH driver showing therein the driver’s name and picture and the operator’s information and contact numbers. The prescribed ID cards must be prominently displayed inside the vehicle within the view of the passenger, unless digitally provided as may be authorized by the LTFRB;
- 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 covered vehicle and emergency numbers for assistance by the Philippine National Police (PNP) and other concerned agencies as prominently displayed on the side door or in any other conspicuous place within the vehicle;
- 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 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 vehicle;
- g) Where applicable, view the fare meter that shall be duly calibrated and sealed by the proper authorities;
- h) Pay the rate or fare exactly as posted in the meter or booking application, subject to other government sanctioned fees;
- i) Be given the exact amount of change;
- j) Be issued a printed, electronic or digital official receipt in accordance with the requirement of the National Internal Revenue Code and applicable regulations issued by the Bureau of Internal Revenue;
- k) Travel with animal assistant or portable mobility aid, if the passenger is with disability;
- l) Refuse multiple hiring especially for taxis, unless passengers are informed of such arrangement and they consented thereto prior to the trip, as may be authorized by the LTFRB;
- m) A quiet or silent atmosphere throughout the trip upon request;
- n) Decide on the orientation of air conditioning and lighting systems inside the covered vehicle; and
- o) Be provided a substitute vehicle or be assisted to secure one in case of mechanical or engine trouble or other similar instances that hinder the continuation of carriage. Where substitution of another vehicle by the same operator is available, no additional fare shall be charged against the passenger. However, if the above option is not possible or practical, the passenger shall only pay the amount appearing in the meter less the flag-down or booking fee for meter-oriented fare vehicles. In the case of other covered vehicles, the fare due to the driver of the vehicle being substituted or replaced shall

1 be in proportion to the distance travelled, minus the booking free, if
2 applicable;
3

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

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

23 **SEC. 8. Passengers’ Rights Notification.** – The passengers’ rights
24 enumerated in Section 5 of this Act, as well as the remedies and procedures
25 available to the passenger as promulgated by the LTFRB, shall be prominently
26 displayed inside the covered vehicle or shall be digitally provided or
27 transmitted, as may be authorized by the LTFRB.
28

29 **SEC. 9. Filing of Complaint for Violation of Rights.** – A passenger whose
30 rights have been violated may file a complaint against the driver or operator
31 of the covered vehicle with the LTFRB, which shall conduct the investigation
32 and resolve the complaint not later than seven (7) working days after
33 mediation, or seven (7) working days after adjudication, under such rules and
34 regulations as it may provide.
35

36 The complaint instituted under the provisions of this Act shall not bar the
37 filing of a civil or criminal complaint for violation of any law, rule or regulation
38 resulting from the same act or omission, whenever applicable.
39

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

43 a) A driver who violates any applicable provision of this Act shall be
44 liable and penalized as follows:

45 1. First Offense – A fine of One Thousand Pesos (P1,000.00) and
46 suspension of driver’s license for a period of seven (7)
47 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; and

b) The operator who violates any applicable provision of this Act shall pay a fine of Five Thousand Pesos (P5,000.00), Ten Thousand Pesos (P10,000.00), and Fifteen Thousand Pesos (P15,000.00) for the first, second and third offense, respectively, without prejudice to the revocation of franchise or permit.

The liability of the operator with respect to the fines imposed upon an insolvent driver shall be subsidiary.

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

SEC. 11. Review of Penalties. – The fines herein imposed may be increased by the LTFRB once every five (5) years following the effectivity of this Act, which amount shall not be more than ten percent (10%) of the amount it seeks to increase.

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

SEC. 13. Implementing Rules and Regulations. – Within sixty (60) days from the effectivity of this Act, the DOTr, in coordination with the LTFRB, LTO, PNP and Metropolitan Manila Development Authority, shall promulgate the necessary implementing rules and regulations to effectively carry out the provisions of this Act.

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

SEC. 15. Repealing Clause. – All laws, decrees, issuances, executive orders, letters of instruction, administrative orders, rules and regulations, or parts thereof, contrary to or inconsistent with the provisions of this Act are hereby repealed, amended, or modified accordingly.

1
2 **SEC. 16. *Effectivity Clause.*** – This Act shall take effect fifteen (15) days after
3 its publication in the *Official Gazette* or in any newspaper of general
4 circulation.

Approved,