



Republic of the Philippines
House of Representatives
Batasan Hills, Quezon City



Eighteenth Congress
First Regular Session

HOUSE BILL NO. 5195

Introduced by Representative Florencio Gabriel "Bem" G. Noel

EXPLANATORY NOTE

Taxi is a popular mode of transportation in the Philippines, which is classified as a common carrier, it is duty bound to ensure the safety of its passengers. Further, a common carrier is bound to carry the passengers safely as far as human care and diligence of very cautious persons, with a due regard for all the circumstances.¹

We recognize the need to protect the rights of passengers who heavily rely on public transportation as their preferred means of transportation in view of the escalating price of gasoline. More importantly, this bill is devised to regulate the operation of taxi drivers who abuse their freedom in negotiating taxi fares and arbitrarily refusing passengers.

This measure seeks to establish safety measures which shall safeguard the rights of both local and foreign passengers. Likewise, this will regulate and provide proficiency standards taxi drivers, operators and owners.

In view of the foregoing, the timely passage of the bill is earnestly sought.

FLORENCIO GABRIEL "BEM" G. NOEL
An Waray Partylist Representative

¹ Article 1755, New Civil Code.



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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:

Section 1. Short Title. — This Act shall be known as the "Bill of Rights of Taxi Passengers".

Section 2. Declaration of Policy. — It shall be the policy of the State to create 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.

Section 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.

Section 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.

Section 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 National 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.

Section 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.

Section 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 Section 10 of this Act.

Section 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.

Section 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 or violation of any law, rule, or regulation resulting from the same act or omission, whenever applicable.

Section 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) Any 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) Any 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.

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

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.

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

Section 12. *Nationwide Public Information Campaign.* — The LTFRB, in coordination with the Philippine Information Agency (PIA), the Department of Transportation and Communications (DOTC), and 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 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.

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

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

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

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

Approved,