

**REPUBLIC OF THE PHILIPPINES
HOUSE OF REPRESENTATIVES
QUEZON CITY**

**SIXTEENTH CONGRESS
FIRST REGULAR SESSION**

HOUSE BILL NO. 4016



Introduced by Representative **ESTRELLITA "GING" B. SUANSING**

EXPLANATORY NOTE

Public transportation is the preferred mode of transportation of Filipinos. It is cheap, fast and more practical, compared against the cost of maintaining a private vehicle and paying for the excessive fuel costs nowadays. Among the public transportation 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.

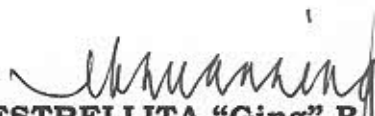
Who is not familiar with this scene: during rush hour in the metro, a commuter hails a cab, gets inside only to come out looking perplexed, disappointed, or most of the time, angry? Or during a downpour, the commuter hails a cab, opens the door, only to slam it a few seconds after? Many have experienced these abuses by the "choosy" driver.

What about this: finally getting a taxi driver agree to transport the commuter to the stated destination only to be told in a cajoling tone of voice: "*Boss/Ma'am, dagdagan n'yo na lang ho ng singkwenta... trapik kasi/malayo kasi/delikado po kasi doon.*" How about being told outright of his "contract" to make him the commuter to the conveyed destination? At one time or another, we or someone we know have been victimized by these practices of taxi drivers.

The abovementioned scenarios are rampant practices and should be stopped. It is worrisome and even scary to think that our fellow Filipinos are subject to the whims and unprofessionalism of our taxi drivers. Not only that but these abuses and practices tarnish the reputation of Filipinos to foreigners who have also been victims of said misconducts.

This proposed measure enumerates the rights of the taxi passenger and provides penalties for the taxi driver who will violate its provisions. This bill aims to protect our commuting public, foreign or national, tourist or local, from the unprofessional and discourteous conduct of some taxi drivers. It also hopes to lift up the image of the taxi industry by establishing standards addressing the basic rights of the passenger.

In view of the foregoing, early approval of this bill is solemnly requested.


ESTRELLITA "Ging" B. SUANSING
1st District, Nueva Ecija

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**AN ACT
ESTABLISHING THE RIGHTS OF TAXI PASSENGERS**

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

1 **SECTION 1.** *Short Title.* - This Act shall be known as the "Taxi Passenger Bill of
2 Rights Act."

3
4 **SEC. 2.** *Declaration of Policy.* - It shall be the policy of the State to establish a world
5 class public transportation system. To this end, the State shall establish
6 transportation service standards that shall address the basic rights of the
7 passengers as may be provided by law.

8
9 **SEC. 3.** *Rights of Taxi Passengers.* - Taxi passengers shall have the right to:

- 10 A. A licensed driver;
11 B. A properly dressed and courteous driver, who provides assistance, if
12 requested;
13 C. A driver who is not under the influence of alcohol and/or dangerous
14 drugs;
15 D. See the driver's identification card, which shall state clearly the
16 driver's name and the taxi operator's name, the place of business,
17 contact numbers, and shall contain a picture of the driver. Copies of
18 such identification card shall be displayed prominently inside the taxi;
19 E. See the plate number of the taxi and emergency numbers for
20 assistance by the Philippine National Police (PNP) prominently

1 displayed on the side doors and other conspicuous places within the
2 taxi;

3 F. Be picked up and transported to their stated destination, regardless of
4 trip length, by any available on duty taxi driver, subject to applicable
5 traffic regulations;

6 G. Direct the route, or expect the most economical route;

7 H. A fare meter duly calibrated and sealed by the proper authorities;

8 I. See the fare meter;

9 J. Pay the rate exactly as posted in the meter, subject to other
10 government sanctioned fees;

11 K. Be given the exact amount of change;

12 L. A printed detailed receipt;

13 M. A taxi that is clean, smoke-free, and in good repair;

14 N. Travel with an assistance animal or portable mobility aid;

15 O. Refuse multiple hiring;

16 P. A quiet/silent trip, upon request;

17 Q. Have the air conditioning on or off; and

18 R. A substitute taxi, or be assisted to procure one, in case of
19 mechanical/engine trouble or other similar instances that hinders the
20 continuation of carriage, and by this reason, cause the waiver for
21 payment of the flag-down taxi rate.

22
23 **SEC. 4. Taxi Passengers' Rights Notification.** – The taxi passengers' rights as
24 enumerated in Section 3 of this Act shall be prominently displayed inside the taxi
25 cab. Such notification shall also contain a brief description of the procedure on how
26 to file a complaint for violation of any of the rights enumerated, as well as, the
27 necessary contact information provided by the Land Transportation and
28 Franchising Regulatory Board (LTFRB) to handle such complaints.

29
30 **SEC. 5. Period of Implementation.** – The LTFRB shall be the agency primarily
31 responsible in the enforcement and implementation of this Act. Within sixty (60)
32 days from the effectivity of this Act, the LTFRB shall formulate and issue the
33 necessary implementing rules and regulations and shall mobilize available
34 resources to assure the effective implementation of this Act.

1 **SEC. 6. Penalties and Fines.** – In the enforcement of this Act, the LTFRB shall
2 impose fines against drivers and operators, solidarily, for violation of this Act.

3 The following shall be the basis in defining the fine and penalty provisions of
4 the implementing rules and regulations to be promulgated pursuant to Section 11
5 hereof, provided that six (6) months grace period shall be allowed to lapse to
6 conduct a nationwide information campaign.

7 A. For failure to observe any of the rights enumerated in Section 3, the
8 following shall be imposed:

9 a. A minimum fine of Five hundred pesos (Php500) but not to exceed
10 Two thousand pesos (Php2,000) for the first violation;

11 b. A minimum fine of One thousand pesos (Php1,000) but not to
12 exceed Five thousand pesos (Php5,000) for the second violation;
13 and

14 c. A minimum fine of Three thousand pesos (Php3,000) but not to
15 exceed Ten thousand pesos (Php10,000) and suspension of driver's
16 license and/or the Certificate of Public Convenience for a period of
17 one (1) week for the third and succeeding violations;

18 B. For non-compliance on the requirement under Section 4, a minimum fine
19 of One thousand pesos (Php1,000) but not to exceed Five thousand pesos
20 (Php5,000) for every violation.
21

22 **SEC. 7. Nationwide Public Information Campaign.** —

23 A. The LTFRB, in coordination with the Philippine Information Agency (PIA),
24 the Department of Education, and private agencies and organizations,
25 shall undertake a nationwide information, education and communication
26 (IEC) campaign for the attainment of the objectives of this Act.

27 B. The LTFRB, in coordination with the local government units, shall
28 likewise utilize the services of citizen groups and community
29 organizations for the promotion of public safety awareness in observance
30 of this Act.

31 C. The fines that will be collected for the enforcement of this Act shall be
32 used exclusively for the implementation of the provisions of this Act,
33 including the necessary information campaigns.
34

1 **SEC. 8. Appropriations.** The amount necessary for the initial implementation of this
2 Act shall be charged against the appropriations of the LTFRB under the current
3 General Appropriations Act. Thereafter, such sum as may be necessary for its full
4 implementation shall be included in the annual General Appropriations Act as a
5 distinct and separate item.

6
7 **SEC. 9. Separability Clause.** If any provision or part hereof is held invalid or
8 unconstitutional, the remainder of the law or the provision not otherwise affected
9 shall remain valid and subsisting.

10
11 **SEC. 10. Repealing Clause.** Any law, presidential decree or issuance, executive
12 order, letter of instruction, administrative order, rule or regulation contrary to or
13 inconsistent with the provisions of this Act is hereby repealed, amended or modified
14 accordingly.

15
16 **SEC. 11. Effectivity Clause.** This Act shall take effect fifteen (15) days after its
17 publication in at least two (2) national newspapers of general circulation.

18
19 Approved,