

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

**NINETEENTH CONGRESS**  
***First Regular Session***

House Bill No. **3654**



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**Introduced by Representative PABLO JOHN F. GARCIA**

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**EXPLANATORY NOTE**

As passenger travel returned to almost normal levels after almost two years of various restrictions, the dreaded scenes of passengers affected by long queues, delayed or canceled flights and sea voyages, lost or delayed baggage and other inconveniences also reappeared almost immediately.

Despite administrative issuances ensuring the rights of passengers in such situations—namely, Joint DOTC-DTI Administrative Order No. 1 series of 2012 in the case of air travel, and Maritime Industry Authority Circular No. 2018-07 in the case of sea travel—passengers remain in the dark as to their existence and how to enforce them. Clearly, there is a need for massive information campaigns to educate passengers and remind common carriers of passengers' rights and how they may be enforced.

This bill seeks to bolster the protection of air and sea passengers by mandating the posting of a clear, usable, and easy-to-understand list of passenger rights in conspicuous places in our airports and seaports. This proposed measure also mandates the conduct of a nationwide public information campaign and the use of other information dissemination tools to achieve its purposes. This will vastly improve the quality of service and significantly upgrade passenger experience in our ports, and further boost the country's potential as a tourism destination.

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

  
**Rep. PABLO JOHN F. GARCIA**  
3rd District, Province of Cebu

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**AN ACT**  
**FURTHER PROTECTING THE TRAVELING PUBLIC BY REQUIRING**  
**THE POSTING OF PASSENGERS' BILL OF RIGHTS IN CONSPICUOUS PLACES**  
**IN AIRPORTS AND SEAPORTS, AND FOR OTHER PURPOSES**

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

**Section 1. *Short Title.*** - This Act shall be known as the “*Informed Passenger Act*”.

**Section 2. *Declaration of Policy.*** - It is hereby declared the policy of the State to secure and safeguard its citizenry, particularly the passengers of airplanes and sea vessels. Towards this end, the State shall pursue a more proactive approach in informing passengers of their rights through the mandatory posting of clear and intelligible passenger bill of rights in conspicuous areas in airports and seaports.

**Section 3. *Coverage.*** - This Act shall cover all persons or entities engaged in the business of operating airports and seaports, as well as common carriers and persons engaged in the business of transporting passengers by air or by sea within the territory of the Philippines.

**Section 4. *Mandatory Posting of Passenger Bill of Rights in Airports and Seaports.*** - The operators of all airports and seaports, whether public or private, shall post the applicable passenger bill of rights in conspicuous places within the premises of such ports, including, but not limited to check-in counters, departure waiting areas, boarding gates, arrival and baggage claim areas. Posters shall employ clear, concise, and easy-to-understand information consistent with international standards and practices

on the rights of passengers in cases of delayed and cancelled flights, denial of boarding, delayed and lost baggage, and the like.

It shall also be the duty of common carriers, and all persons or entities engaged in the business of transporting passengers by air or sea within the Philippines to post the notices required in the immediately preceding paragraph at ticketing offices, online platforms and such other spaces and in such form as may be required under the rules and regulations issued pursuant to this Act.

The required notices shall be regularly updated as soon as changes to passenger bill of rights take effect.

**Section 5. *Nationwide Public Information Campaign.*** - The Department of Transportation, in coordination with the Philippine Information Agency, the Department of Education, airline and maritime industry stakeholders, and air and sea passenger groups, shall undertake a regular nationwide information dissemination campaign through print, broadcast, online, mobile, digital and other media, on passenger bill of rights in order to attain the objective of this Act.

**Section 6. *Violation and Penalty.*** - A penalty of not less than One Hundred Thousand Pesos (P100,000.00) but not more than Five Hundred Thousand Pesos (P500,000.00) for every instance shall be imposed upon any person or entity found to be in violation of this Act.

In the case of publicly-operated airports and seaports, the general manager of the airport or seaport shall be principally liable.

If the offender is a juridical person, the chief executive officer, members of the board of directors and persons responsible the day-to-day operations and management of the airport, seaport, ticketing office, online platform or such other space in which the violation is committed shall be jointly and solidarily liable.

Should the offender be a public officer or employee, the offender shall likewise be subject to administrative liability.

**Section 7. *Interpretation.*** - Any doubt in the interpretation of any provision of this Act shall be liberally interpreted in favor of the rights and interests of the affected passenger.

**Section 8. *Appropriation.*** - The amount necessary for the initial implementation of this Act shall be sourced from the current appropriations of the Department of Transportation. Thereafter, such sums as may be necessary for the continued implementation of this Act shall be included in the annual General Appropriations Act.

**Section 9. *Implementing Rules and Regulations.*** - The Department of Transportation, in consultation with the Department of Trade and Industry, the Civil Aeronautics Board, the Maritime Industry Authority, airline and maritime industry stakeholders, and air and sea passenger groups, shall issue the necessary rules and regulations for the effective implementation of this Act within sixty (60) days from the effectivity of this Act.

**Section 10. *Repealing Clause.*** - All laws, executive orders, proclamations, rules, regulations and other issuances or parts thereof which are inconsistent with the provisions of this Act are hereby repealed, amended, or modified accordingly.

**Section 11. *Separability Clause.*** - If any part or provision of this Act is held unconstitutional or invalid, other parts or provisions thereof which are not affected shall continue to remain in full force and effect.

**Section 12. *Effectivity.*** - This Act shall take effect fifteen (15) days following completion of its publication in at least two (2) newspapers of general circulation.

***Approved,***