

SIXTEENTH CONGRESS OF THE REPUBLIC)
OF THE PHILIPPINES)
First Regular Session)



'14 APR 24 P3:28

SENATE
P.S.R No. 601

RECEIVED BY: *JW*

Introduced by Senator Miriam Defensor Santiago

RESOLUTION

DIRECTING THE PROPER SENATE COMMITTEE TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE REPORTED NEED TO ADDRESS THE INCREASING NUMBER OF COMPLAINTS AGAINST AIR CARRIERS, ESPECIALLY FOR CANCELLED FLIGHTS AND DELAYED REFUNDS

WHEREAS, the Constitution, Article 2, Section 20 provides: "The State recognizes the indispensable role of the private sector, encourages private enterprise, and provides incentives to needed investments";

WHEREAS, in a report by the philippineflightnetwork.com dated 21 April 2014, the Civil Aeronautics Board (CAB) claimed that a total of 199 complaints were filed against local airlines in the first quarter of 2014;

WHEREAS, according to data from the CAB, 87 complaints were filed against AirAsia Zest, followed by 29 complaints against Cebu Pacific, 24 against Philippine Airlines, 18 against PAL Express, and 15 against Tigerair Philippines;

WHEREAS, cancelled flights and delayed refunds were the most frequent complaints; other types of complaints received against air carriers included cancelled flights due to network re-alignments, delayed refunds, delayed flights, lost baggage, poor customer service, damaged baggage, and re-bookings;

WHEREAS, the report claimed that the Civil Aeronautics Board is currently working on amending guidelines in the Air Passenger Bill of Rights to address loopholes that have been encountered in the bill's implementation;

WHEREAS, according to Wyrlo Samodio, Head of CAB's Legal Division, the provisions that reportedly require amendment have already been identified;

WHEREAS, Samodio also reportedly said that the CAB will coordinate with other government agencies, such as the Department of Trade and Industry and the Department of Transportation and Communications;

WHEREAS, it was reported that according to Samodio, the major areas for amendment would include delays and cancellation of flights where airlines created "excuses";

WHEREAS, although the Air Passenger Bill of Rights was created in 2012 to protect the interests and welfare for passengers, it is imperative that stricter measures are implemented to prevent airline delays and other mishaps;

WHEREAS, the State should also penalize against airlines that continuously provide delayed or unsatisfactory services to its consumers;

WHEREFORE, BE IT RESOLVED BY THE PHILIPPINE SENATE to direct the proper Senate committee to conduct an inquiry in aid of legislation on the reported need to address the

increasing number of complaints against air carriers, especially for cancelled flights and delayed refunds.

Adopted,

or
Miriam Defensor Santiago
MIRIAM DEFENSOR SANTIAGO

/mant