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SENATE  
S. B. 2152

RECEIVED BY: *ju*

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Introduced by Senator Poe

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AN ACT  
ORDAINING THE BILL OF RIGHTS OF TAXI PASSENGERS

EXPLANATORY NOTE

Article 1755 of the Civil Code provides that "A common carrier is bound to carry the passengers' safety as far as human care and foresight can provide, using the utmost diligence of very cautious persons, which a due regard for all the circumstances."

Thousands of Filipinos commute every day. For the majority, taxi is one of the many preferred vehicles in terms of public transportation—the lifeblood of any metropolis—which carries them to their daily grind of having to go to work, to school or to their homes where they reunite with their family and loved ones. It is a vital element in our society that, at the very least, a Filipino will have to take some time in his or her life.

Thus, it is upsetting that reports of cab drivers subjecting passengers to unfair trade practices and abuse remain steadily on the rise and unaddressed. Cab drivers, whose earnings are tied down to making money above their daily rental "boundary" and fuel rate, will do anything to make the cut. These reports involve incidents of overcharging, refusal of passengers, reckless driving, circuitous driving, meter tampering and even extreme cases of passengers being sedated, among others. Such schemes cannot be tolerated. The rights of a taxi passenger cannot be forfeited in place of profit and a lack of goodwill.

Hence, this bill seeks to clearly enumerate and establish the rights of taxi passengers and the responsibilities of taxi drivers and operators. Moreover, it also seeks to support current provisions of the Land Transportation Franchising and Regulatory Board in determining the system and proper avenue for passengers to file their complaints with regard to their rights that are violated.

In order to uphold the intrinsic rights of taxi passengers, and raise the service and industry standards of taxi cabs and operators, the immediate passage of this bill is earnestly sought.

  
GRACE POE



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AN ACT <sup>OF</sup>  
ORDAINING THE BILL OF RIGHTS TAXI PASSENGERS

*Be it enacted by the Senate and 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.** – The State values the dignity of every human person and guarantees full respect for human rights. Towards this end, the State shall afford the public their established rights and the principles that will outline expectations on their commute to ensure their safety and improve taxi service in the country.

**SECTION 3. Rights of Taxi Passengers.** – Every taxi passenger shall have the right to:

- a. Licensed driver;
- b. A properly dressed and courteous driver who will provide assistance, if requested, at no extra cost;
- c. A driver who is not under the influence of alcohol and/or dangerous drugs;
- d. Ride in a clean, safe and smoke-free taxi;
- e. Be transported to their stated destination, regardless of trip length;
- f. Direct the route, or expect the most economical route;
- g. A taxi meter calibrated and duly sealed by the Land transportation Franchising and regulatory Board;
- h. View the metered fare and request a receipt;
- i. Be given the exact amount of change;
- j. Travel with a service animal and/or portable mobility aid;
- k. Request for a quiet/ silent trip (no radio conversation); and
- l. A substitute taxi, or be assisted to procure one, in case of mechanical/ engine trouble or other similar instances that hinders the continuation of carriage, and by this reason, cause the waiver for payment of the flag-down taxi rate.

**SECTION 4. Responsibilities of Taxi Drivers and Operators.** – A taxi driver/operator shall:

- a. Display his/her taxi Driver's License in a manner that is clearly visible to all passengers;
- b. Indicate on the inside doors of the taxi, the plate number of the taxi, the taxi operator's name, place of business and contact numbers;
- c. Display in a prominent/ conspicuous place within the taxi, the rights of the taxi passengers, the procedure on filing of complaints for any of its violation, as well as the contact information to be provided by the LTFRB;
- d. Be courteous, and render assistance to the passenger, if requested;
- e. Accept all trips regardless of length;
- f. Avoid violating any law or traffic regulation;
- g. Refrain from using cell phone while in transit and carrying passengers;
- h. Provide a clean, safe and smoke free taxi;
- i. Protect the taxi passenger's health or safety;
- j. Refrain from soliciting or requiring passengers to pay more than the displayed meter fare, and
- k. Know the major routes and destinations.

**SECTION 5. Filing of Complaints for Violation of Rights.** – A taxi passenger whose rights herein have been violated, shall file a personal complaint against the driver and operator of the taxi, with the Land Transportation Franchising and Regulatory Board (LTFRB) which shall conduct the investigation and provide the necessary forum for adjudication of these complaints.

The complaint instituted under the provisions of this Act shall be without prejudice to the filing of a civil criminal complaint for the violation of any law and/or other existing local ordinance, whenever applicable.

**SECTION 6. Fines and penalties.** – Any taxi driver who wilfully violates any of the provisions enumerated under Section 3 of this Act shall be solidarily liable with their taxi operators and shall be meted a fine and/ or a penalty, depending on the following:

- a. **First Offense.** – A minimum fine of Five Hundred Pesos (P500,00) but not to exceed Two Thousand pesos (P2,000.00);
- b. **Second Offense.** – A minimum fine of One Thousand Pesos (P1,000.00) but not to exceed Five Thousand pesos (P5,000.00);
- c. **Third and Succeeding Offenses.** – A minimum of Three Thousand pesos (P3,000.00) but not to exceed Ten Thousand pesos (10,000.00) and the suspension of the driver's license and/or the Certificate of public Convenience for a period of one (1) week.

**SECTION 7. Implementing Rules and Regulations.** - In the enforcement of this Act, the LTFRB shall within sixty (60) days from its effectivity, promulgate the necessary implementing rules and regulations to carry out the provisions of this Act.

**SECTION 8. Appropriations.** – The amount necessary for the initial implementation of this Act shall be charged against the appropriations of the LTFRB under the current General Appropriations Act (GAA). Thereafter, such sums as may be necessary for its full implementation shall be included in the GAA as a distinct and separate item. The amount of fines collected in the enforcement of this Act shall be used exclusively in the furtherance of its effective implementation including information disseminations, education and awareness campaigns.

**SECTION 9. Separability Clause.** – If any provision or part of this act is held invalid or unconstitutional, the remaining provisions not otherwise affected shall remain valid and subsisting.

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

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

Approved,