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REPUBLIC OF THE PHILIPPINES
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SENATE

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P.S.R. No. 1129

Introduced by Senator Aquilino "Koko" Pimentel III

**A RESOLUTION
DIRECTING THE APPROPRIATE SENATE COMMITTEE
TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION,
ON THE PRESSING ISSUES INVOLVING DOMESTIC
TRAVEL AND THE EFFECTIVENESS AND EFFICIENCY
OF THE COMPLAINTS AND ASSISTANCE MECHANISMS
PROVIDED BY AIR, LAND, AND MARITIME CARRIERS,
THE CIVIL AERONAUTICS BOARD, THE LAND
TRANSPORTATION FRANCHISING AND REGULATORY
BOARD, THE MARITIME INDUSTRY AUTHORITY, THE
DEPARTMENT OF TRADE AND INDUSTRY, AND THE
DEPARTMENT OF TRANSPORTATION AND
COMMUNICATIONS IN RESPONDING AND RESOLVING
COMPLAINTS RELATIVE TO DOMESTIC TRAVEL**

WHEREAS, pursuant to *Republic Act No. 776*, otherwise known as the Civil Aeronautics Act of the Philippines, the Department of Transportation and Communications (DOTC), through the Civil Aeronautics Board (CAB), is mandated by law to regulate the economic aspect of aviation, and develop and promote the air potential of the Philippines, with due regard to public interest and convenience;

WHEREAS, pursuant to *Republic Act No. 7394*, otherwise known as the Consumer Act of the Philippines, the Department of Trade and Industry (DTI) is the agency mandated to protect the consumers against deceptive, unfair, and unconscionable sales acts or practices and from misleading advertisements and fraudulent sales promotions, other than those falling under the jurisdiction of the Department of Health;

WHEREAS, *Section 5(g) of Executive Order No. 202* mandates the Land Transportation Franchising and Regulatory Board (LTFRB) to conduct investigations and hearings of complaints for violation of the public service laws on land transportation and of the Board's rules and regulations, orders, decisions, and/or rulings and to impose fines or penalties for such violations;

WHEREAS, *Section 12(f) of Executive Order No. 125*, as amended, mandates the Maritime Industry Authority (MARINA) to enforce laws, prescribe and enforce rules and regulations, including penalties for violations thereof, governing water transportation and the Philippine merchant marine, and deputize the Philippine Coast Guard and other law enforcement agencies to effectively discharge these functions;

WHEREAS, there is an influx of passengers who utilize domestic and international travel activity in the country. Air passenger traffic rose to 21.73 million in the first half of 2014, compared to 19.84 million in the same period in 2013. The number of domestic airline passengers increased from 10.77 million in the first half of 2013 to 12.42 million in the same period of 2014, thus showing an upsurge of 15.32%;

WHEREAS, the increase in the volume of air transport passengers also led to the increase in the volume of complaints against air carriers, especially cancelled bookings and flights, and delayed flights;

WHEREAS, on December 10, 2012, DOTC and DTI moved to address the growing number of consumer complaints raised by local airline passengers by executing DOTC-DTI Joint Administrative Order No. 1, Series of 2012, otherwise known as the "Air Passenger Bill of Rights";

WHEREAS, *Section 17 of the Air Passenger Bill of Rights* provides that air carriers shall provide Customer Service Representatives who can address common problems, such as arranging for meals and hotel rooms for stranded passengers, settling denied boarding compensation, arranging luggage resolutions, and settling other routine claims or complaints, on the spot. In addition, the CAB may provide Complaints and

Assistance Desks in all airports. These shall be manned by CAB or CAB-deputized personnel, who shall assist passengers whose rights to the service have not been fully satisfied by the air carrier. The said personnel shall assist in the filing and prosecution of the complaints of passengers whose rights have been violated and who wish to go after the concerned air carriers;

WHEREAS, despite the *Air Passenger Bill of Rights*, complaints, claims, and demands still abound with irate passengers criticizing the inefficient handling of their different issues;

WHEREAS, according to data from the Civil Aeronautics Board, a total of 199 complaints were filed against local airlines in the first quarter of 2014 alone;

WHEREAS, the sad state of domestic air travel, land travel, and maritime services was very much apparent during the December 2014 holiday season when thousands of holiday travelers were stranded at airports, bus terminals, and seaports. One local airline caught the ire of local and foreign travelers whose flights were delayed for hours or were cancelled at the last minute. Further, alarming issues of overbooking by shipping and bus firms servicing the roll-on-roll-off Manila-to-Visayas routes arose after thousands of passengers failed to reach their destinations on time;

WHEREAS, another concern in airline operations is the outsourcing of ground services, which practice highly endangers the security and safety of passengers and their respective properties. In fact, there are numerous accounts of lost baggage in all terminals of the Ninoy Aquino International Airport throughout the year;

WHEREAS, considering the tremendous number of airline, land, and maritime passengers, the Government's project to boost the country's tourism, and the influx of foreign investments in the country, the Government should take extraordinary measures in providing passengers of local carriers with an effective and efficient mode of domestic travel and of addressing complaints, demands, and claims arising from domestic transport, more so now that the world has turned its attention to our country's tourism and investment climate;

**NOW THEREFORE, BE IT RESOLVED, AS IT IS
HEREBY RESOLVED BY THE PHILIPPINE SENATE
THAT THE APPROPRIATE SENATE COMMITTEE BE
DIRECTED TO CONDUCT AN INQUIRY, IN AID OF
LEGISLATION, ON THE PRESSING ISSUES INVOLVING
DOMESTIC TRAVEL AND THE EFFECTIVENESS AND
EFFICIENCY OF THE COMPLAINTS AND ASSISTANCE
MECHANISMS PROVIDED BY AIR, LAND, AND
MARITIME CARRIERS, THE CIVIL AERONAUTICS
BOARD, THE LAND TRANSPORTATION FRANCHISING
AND REGULATORY BOARD, THE MARITIME
INDUSTRY AUTHORITY, THE DEPARTMENT OF TRADE
AND INDUSTRY, AND THE DEPARTMENT OF
TRANSPORTATION AND COMMUNICATIONS IN
RESPONDING AND RESOLVING COMPLAINTS
RELATIVE TO DOMESTIC TRAVEL.**

Adopted,


AQUILINO "KOKO" PIMENTEL III