

SEVENTEENTH CONGRESS OF THE REPUBLIC
OF THE PHILIPPINES
First Regular Session

SENATE
S. B. 340



Introduced by Senator Poe

AN ACT
ORDAINING THE BILL OF RIGHTS OF TAXI PASSENGERS

Explanatory Note

Article 1733 or Republic Act No. 386 or the Civil Code of the Philippines provides that “[c]ommon carriers, from the nature of their business and for reasons of public policy, are bound to observe extraordinary diligence in the vigilance over the goods and for the safety of the passengers transported by them, according to all the circumstances of each case.”

Article 1755 of the Civil Code of the Philippines also 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.” As also contained in Article 1757 of the Civil Code, “[t]he responsibility of a common carrier for the safety of passengers... cannot be dispensed with or lessened by stipulation, by the posting of notices, by statements on tickets, or otherwise.”

Several commuters have been hounded by unscrupulous taxi drivers especially in the metropolis. Incidents of overcharging, refusal of passengers, reckless driving, circuitous driving, meter tampering and in extreme cases, passengers were being sedated, raped and even killed are on the rise.

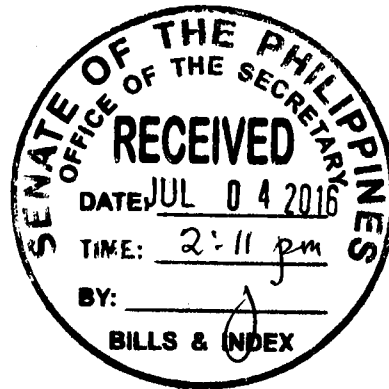
This proposed legislation is submitted to protect the rights of taxi passengers who pay their hard-earned money for commute. This measure also makes the Land Transportation Franchising and Regulatory Board as the proper venue in filing of complaints of taxi passengers.

Hence, approval of this bill is earnestly sought.


GRACE POE

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

1 **SECTION 1. Short Title.** – This Act shall be known as “The Bill of Rights of Taxi
2 Passengers.”
3

4 **SECTION 2. Declaration of Policy.** – The State values the dignity of every human
5 person and guarantees full respect for human rights. Towards this end, the State shall afford
6 the public their established rights and the principles that will outline expectations on their
7 commute to ensure their safety and improve taxi service in the country.
8

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

- 11 a. Licensed driver;
- 12 b. A properly dressed and courteous driver who will provide assistance, if requested,
13 at no extra cost;
- 14 c. A driver who is not under the influence of alcohol and/or dangerous drugs;
- 15 d. Ride in a clean, safe and smoke-free taxi;
- 16 e. Be transported to their stated destination, regardless of trip length;
- 17 f. Direct the route, or expect the most economical route;
- 18 g. A taxi meter calibrated and duly sealed by the Land transportation Franchising
19 and regulatory Board;
- 20 h. View the metered fare and request a receipt;
- 21 i. Be given the exact amount of change;
- 22 j. Travel with a service animal and/or portable mobility aid;
- 23 k. Request for a quiet/ silent trip (no radio conversation); and
- 24 l. A substitute taxi, or be assisted to procure one, in case of mechanical/ engine
25 trouble or other similar instances that hinders the continuation of carriage, and by
26 this reason, cause the waiver for payment of the flag-down taxi rate.
27
28

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

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

19
20 **SECTION 5. Filing of Complaints for Violation of Rights.** – A taxi passenger
21 whose rights herein have been violated, shall file a personal complaint against the driver and
22 operator of the taxi, with the Land Transportation Franchising and Regulatory Board
23 (LTFRB) which shall conduct the investigation and provide the necessary forum for
24 adjudication of these complaints.

25
26 The complaint instituted under the provisions of this Act shall be without prejudice to
27 the filing of a civil criminal complaint for the violation of any law and/or other existing local
28 ordinance, whenever applicable.

29
30 **SECTION 6. Fines and penalties.** – Any taxi driver who wilfully violates any of the
31 provisions enumerated under Section 3 of this Act shall be solidarily liable with their taxi
32 operators and shall be meted a fine and/ or a penalty, depending on the following:

- 33
34 a. First Offense. – A minimum fine of Five Hundred Pesos (P500.00) but not to exceed
35 Two Thousand pesos (P2,000.00);
- 36 b. Second Offense. – A minimum fine of One Thousand Pesos (P1,000.00) but not to
37 exceed Five Thousand pesos (P5,000.00);
- 38 c. Third and Succeeding Offenses. – A minimum of Three Thousand pesos (P3,000.00)
39 but not to exceed Ten Thousand pesos (10,000.00) and the suspension of the driver's
40 license and/or the Certificate of public Convenience for a period of one (1) week.

41
42 **SECTION 7. Implementing Rules and Regulations.** - In the enforcement of this Act,
43 the LTFRB shall within sixty (60) days from its effectivity, promulgate the necessary
44 implementing rules and regulations to carry out the provisions of this Act.

45
46 **SECTION 8. Appropriations.** – The amount necessary for the initial implementation of
47 this Act shall be charged against the appropriations of the LTFRB under the current General
48 Appropriations Act (GAA). Thereafter, such sums as may be necessary for its full
49 implementation shall be included in the GAA as a distinct and separate item. The amount of

1 fines collected in the enforcement of this Act shall be used exclusively in the furtherance of
2 its effective implementation including information disseminations, education and awareness
3 campaigns.
4

5 **SECTION 9. Separability Clause.** – If any provision or part of this act is held invalid or
6 unconstitutional, the remaining provisions not otherwise affected shall remain valid and
7 subsisting.
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9 **SECTION 10. Repealing Clause.** – Any law, presidential decree or issuance, executive
10 order, letter of instruction, administrative order, rule or regulation contrary to or inconsistent
11 with the provisions of this Act is hereby repealed, modified or amended accordingly.
12

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