



SENATE  
S. No. 944

'19 AUG 20 P3:24

Introduced by Senator Grace Poe

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**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, with 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  
act



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*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”.

Sec. 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.

Sec. 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.

Sec. 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.

Sec. 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.

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

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

8       a. First Offense. – A minimum fine of Five Hundred Pesos (P500.00) but not to  
9       exceed Two Thousand pesos (P2,000.00);

10      b. Second Offense. – A minimum fine of One Thousand Pesos (P1,000.00) but  
11      not to exceed Five Thousand pesos (P5,000.00);

12      c. Third and Succeeding Offenses. – A minimum of Three Thousand pesos  
13      (P3,000.00) but not to exceed Ten Thousand pesos (10,000.00) and the  
14      suspension of the driver's license and/or the Certificate of public Convenience  
15      for a period of one (1) week.

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

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

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

29      *Sec. 10. Repealing Clause.* – Any law, presidential decree or issuance,  
30      executive order, letter of instruction, administrative order, rule or regulation contrary

1 to or inconsistent with the provisions of this Act is hereby repealed, modified or  
2 amended accordingly.

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

*Approved.*