



HOUSE OF REPRESENTATIVES

H. No. 7774

BY REPRESENTATIVES TAN (A.), SUANSING (H.), SUANSING (E.),
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HERRERA-DY, ROA-PUNO, PRIMICIAS-AGABAS, SUAREZ,
ATIENZA, CAMPOS, BERTIZ, MACAPAGAL-ARROYO, ABUEG,
NIETO AND TAMBUNTING, PER COMMITTEE REPORT
NO. 754

AN ACT ESTABLISHING THE RIGHTS OF PASSENGERS OF
TAXIS, TOURIST CAR TRANSPORT SERVICES (TCTS)
AND OTHER SIMILAR VEHICLES FOR HIRE (VFH)

*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
2 “Bill of Rights of Taxi, Tourist Car Transport Service and Vehicle
3 for Hire Passengers”.

4 SEC. 2. *Declaration of Policy.* – It shall be the policy of
5 the State to establish a world-class public transportation system. To
6 this end, the State shall establish transportation service standards
7 that shall address the basic rights of taxi, Tourist Car Transport
8 Service (TCTS) and Vehicle for Hire (VFH) passengers.

1 SEC. 3. *Definition of Terms.* – As used in this Act:

2 (a) *Taxi* refers to a public utility vehicle as defined and duly
3 franchised by the Land Transportation Franchising and Regulatory
4 Board (LTFRB), offering transportation services to the public for a
5 fee on an exclusive basis;

6 (b) *Tourist Car Transport Service (TCTS)* refers to metered
7 taxi, coupon taxi or rent-a-car transport service (four-door sedan or
8 utility vehicle), duly franchised by the LTFRB, that provides
9 transport services for tourists;

10 (c) *Covered vehicle* refers to any taxi, TCTS or VFH as
11 defined under this Act;

12 (d) *Multiple hiring* refers to the act of a driver in accepting
13 more than one client in a single journey, whether or not the clients
14 come from the same point of origin or bound for similar or different
15 destination, unless the clients are informed of such arrangement
16 and they consented thereto prior to the trip, as may be authorized
17 by the LTFRB;

18 (e) *Seminar* refers to an activity prescribed by the LTFRB or
19 Land Transportation Office (LTO) for erring drivers and operators
20 as a requirement for reinstatement of license or continued operation
21 of franchise; and

22 (f) *Vehicle for Hire (VFH)* refers to a public utility vehicle
23 similar to a taxi, whether a sedan, Asian Utility Vehicle, Sports
24 Utility Vehicle or van, which is granted authority or franchise by
25 the LTFRB to offer transportation services to the public for a fee,
26 regardless of fare-setting mechanism, mode of payment or manner
27 of engagement, whether online or street-hailing.

1 SEC. 4. *Standards of Service.* – Only a duly licensed
2 professional driver and duly certified by the Driver's Academy of the
3 LTFRB can be authorized to drive a covered vehicle. All covered
4 vehicles shall be clean, safe, smoke and foul odor-free, air
5 conditioned and roadworthy.

6 SEC. 5. *Rights of Passengers.* – Whenever applicable
7 depending on the type of covered vehicle, passengers shall have the
8 right to:

9 (a) Be served by a driver who is properly dressed. Taxi and
10 TCTS operators should ensure that their drivers wear the
11 prescribed uniform and company identification card (ID) at all times
12 while on duty. In addition, the LTFRB shall issue an official ID to
13 each taxi, TCTS and VFH driver showing therein the driver's name
14 and picture and the operator's information and contact numbers.
15 The prescribed ID cards must be prominently displayed inside the
16 vehicle within the view of the passenger, unless digitally provided
17 as may be authorized by the LTFRB;

18 (b) Be served by a courteous driver who shall provide
19 assistance, if requested;

20 (c) Be served by a driver who is not under the influence of
21 alcohol or dangerous drugs;

22 (d) Be informed of the plate number of the covered vehicle
23 and emergency numbers for assistance by the Philippine National
24 Police (PNP) and other concerned agencies as prominently displayed
25 on the side door or in any other conspicuous place within the
26 vehicle;

27 (e) Be picked up and transported to their stated destination,
28 regardless of the length of the journey or traffic condition, by any

1 available on-duty driver, subject to applicable traffic regulations.
2 No driver shall, after having been flagged-down or engaged, refuse
3 to transport any passenger;

4 (f) Direct the route, or expect the most economical route,
5 except where such route will endanger the lives of the occupants or
6 will cause damage to the covered vehicle;

7 (g) Where applicable, view the fare meter that shall be duly
8 calibrated and sealed by the proper authorities;

9 (h) Pay the rate or fare exactly as posted in the meter or
10 booking application, subject to other government sanctioned fees;

11 (i) Be given the exact amount of change;

12 (j) Be issued a printed, electronic or digital official receipt in
13 accordance with the requirement of the Internal Revenue Code and
14 applicable regulations issued by the Bureau of Internal Revenue;

15 (k) Travel with an animal assistant or portable mobility aid,
16 if the passenger is with disability;

17 (l) Refuse multiple hiring especially for taxis, unless
18 passengers are informed of such arrangement and they consented
19 thereto prior to the trip, as may be authorized by the LTFRB;

20 (m) A quiet or silent atmosphere throughout the trip upon
21 request;

22 (n) Decide on the orientation of air conditioning and lighting
23 systems inside the covered vehicle; and

24 (o) Be provided a substitute vehicle or be assisted to secure
25 one in case of mechanical or engine trouble or other similar
26 instances that hinder the continuation of carriage. Where
27 substitution of another vehicle by the same operator is available, no
28 additional fare shall be charged against the passenger. However, if

1 the above option is not possible or practical, the passenger shall
2 only pay the amount appearing in the meter less the flag-down or
3 booking fee for meter-oriented fare vehicles. In the case of other
4 covered vehicles, the fare due to the driver of the vehicle being
5 substituted or replaced shall be in proportion to the distance
6 travelled, minus the booking fee, if applicable.

7 SEC. 6. *Vehicle Equipped with a Liquefied Petroleum Gas*
8 *(LPG) or Compressed Natural Gas (CNG) Fuel System.* – A
9 covered vehicle equipped with a liquefied petroleum gas or
10 compressed natural gas fuel system must display a current Motor
11 Vehicle Inspection Report (MVIR) issued by the LTO. Operators of
12 any covered vehicle running on LPG or CNG must maintain the
13 safe condition of every unit of taxi through regular maintenance. A
14 sticker marked “LPG” or “CNG” issued by the LTFRB must be
15 posted to every covered vehicle equipped with an LPG or CNG fuel
16 system, positioned in a clearly visible location as close as practicable
17 to the front and rear registration plates.

18 SEC. 7. *Door Locks.* – Every operator shall ensure that each
19 covered vehicle that it operates is equipped with a functioning
20 automatic door lock system. The central lock system of every
21 covered vehicle must be disabled to allow the passenger to open the
22 doors at any time without interference from the driver, with the
23 exception of the rear left door of the vehicle which the driver may
24 set on child-lock orientation. The operation of a covered vehicle
25 without the required lock system as prescribed in this section shall
26 constitute a violation and shall be punishable in accordance with
27 Section 10 of this Act.

1 SEC. 8. *Passengers' Rights Notification.* – The passengers'
2 rights enumerated in Section 5 of this Act, as well as the remedies
3 and procedures available to the passenger as promulgated by the
4 LTFRB, shall be prominently displayed inside the covered vehicle or
5 shall be digitally provided or transmitted, as may be authorized by
6 the LTFRB.

7 SEC. 9. *Filing of Complaint for Violation of Rights.* – A
8 passenger whose rights have been violated may file a complaint
9 against the driver or operator of the covered vehicle with the
10 LTFRB which shall conduct the investigation and resolve the
11 complaint not later than seven (7) working days after mediation, or
12 seven (7) working days after adjudication, under such rules and
13 regulations as it may provide.

14 The complaint instituted under the provisions of this Act shall
15 not bar the filing of a civil or criminal complaint for violation of any
16 law, rule or regulation resulting from the same act or omission,
17 whenever applicable.

18 SEC. 10. *Penalties and Fines.* – In addition to the penalties
19 imposed by any applicable law, rule or regulation, the violation of
20 any of the provisions of this Act shall be punishable as follows:

21 (a) A driver who violates any applicable provision of this Act
22 shall be liable and penalized as follows:

23 (1) First Offense – A fine of One thousand pesos (P1,000.00)
24 and suspension of driver's license for a period of seven (7) calendar
25 days;

26 (2) Second Offense – A fine of Three thousand pesos
27 (P3,000.00) and suspension of driver's license for a period of six (6)
28 months; and

1 (3) Third and Succeeding Offense – A fine of Five thousand
2 pesos (P5,000.00) and suspension of driver's license for a period of
3 one (1) year; and

4 (b) The operator who violates any applicable provision of this
5 Act shall pay a fine of Five thousand pesos (P5,000.00), Ten
6 thousand pesos (P10,000.00), and Fifteen thousand pesos
7 (P15,000.00) for the first, second and third offense, respectively,
8 without prejudice to the revocation of franchise or permit.

9 The liability of the operator with respect to the fines imposed
10 upon an insolvent driver shall be subsidiary.

11 In all cases, the erring driver or operator shall undergo an
12 education seminar provided under this Act. The attendance by the
13 concerned drivers and operators in such seminars shall be
14 mandatory, failure of which shall be a ground for non-reinstatement
15 of the driver's license of the driver or suspension of the franchise of
16 the operator, as the case may be.

17 SEC. 11. *Review of Penalties.* – The fines herein imposed
18 may be increased by the LTFRB once every five (5) years following
19 the effectivity of this Act, which amount shall not be more than ten
20 percent (10%) of the amount it seeks to increase.

21 SEC. 12. *Nationwide Public Information Campaign.* –
22 The LTFRB, in coordination with the Philippine Information
23 Agency, the Department of Transportation (DOTr), private agencies
24 and organizations concerned, shall undertake a nationwide
25 information, education, and communication campaign for the
26 attainment of the objectives of this Act. It shall likewise coordinate
27 with the local government units (LGUs) for the purpose of seeking

1 the assistance of citizens groups and community organizations for
2 the promotion of public safety awareness in observance of this Act.

3 SEC. 13. *Implementing Rules and Regulations.* – Within
4 sixty (60) days from the effectivity of this Act, the DOTr, in
5 coordination with the LTFRB, LTO, PNP and Metropolitan
6 Manila Development Authority, shall promulgate the necessary
7 implementing rules and regulations to effectively carry out the
8 provisions of this Act.

9 SEC. 14. *Separability Clause.* – If any provision or part
10 hereof is held unconstitutional, the other provisions not otherwise
11 affected shall remain valid and subsisting.

12 SEC. 15. *Repealing Clause.* – All laws, decrees, issuances,
13 executive orders, letters of instruction, administrative orders, rules
14 and regulations, or parts thereof, contrary to or inconsistent with
15 the provisions of this Act are hereby repealed, amended, or modified
16 accordingly.

17 SEC. 16. *Effectivity.* – This Act shall take effect fifteen (15)
18 days after its publication in the *Official Gazette* or in any newspaper
19 of general circulation.

Approved,