



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
CIVIL AERONAUTICS BOARD



UPDATES

Air Passenger Bill of Rights

- Currently amending some of its provisions, which include but not limited to:
 - Flight delays
 - Flight cancellations
 - Denied Boarding
 - Missed flight connections



On-Time Performance (OTP)

CAB Resolution No. 26 (BM 04-05-30-2019)

- The CAB requires the submission of monthly reports on On-Time Performance

Misuse of Slots

Joint Memorandum Circular No. 2019-01

- This regulation provides for the instances which constitute as slot misuse.
- It provides for penalties for erring air carriers.

Student Fare Discount Act

Republic Act NO. 11314

- Signed on 17 April 2019
- It mandates the grant of 20% discount on air fares for students.
- Currently drafting the Implementing Rules and Regulations

Compassionate Fares

CAB Resolution No. 59 (BM 06-09-27-2018)

- After consultation with the airlines, this policy is now fully implemented

Fuel Surcharge

CAB Resolution No. 44 (SBM 05S-08-17-2018)

- Provides a Matrix on Fuel Surcharge and Guidelines on the Imposition

Chronically Delayed Flights

- Currently studying and drafting a policy on chronically delayed flights

Malasakit Help Desk

- The Department of Transportation set up a one-stop shop for passenger assistance in all commercial airports in the Philippines.
- Manned by the Civil Aeronautics Board, Manila International Airport Authority, Civil Aviation Authority of the Philippines, Office for Transportation Security, Land Transportation Franchising Regulatory Board

PASSENGER RIGHTS ACTION DESKS (PRADs) under Malasakit Help Desk

NAIA Terminal 1



NAIA Terminal 2 International



NAIA Terminal 2 Domestic



NAIA Terminal 3



NAIA Terminal 4



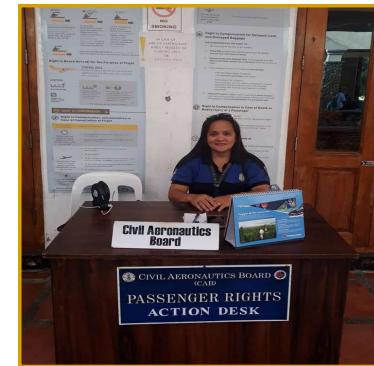
Clark International Airport



Laoag International Airport

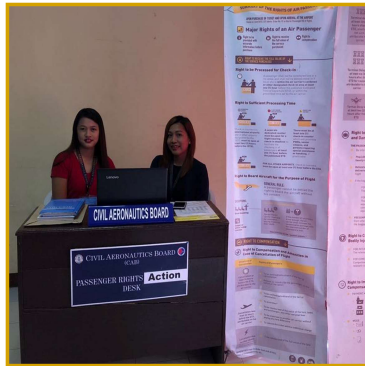


Basco Airport

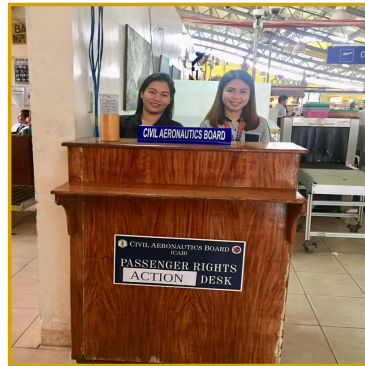


PASSENGER RIGHTS ACTION DESKS (PRADs) under Malasakit Help Desk

Tuguegarao Airport



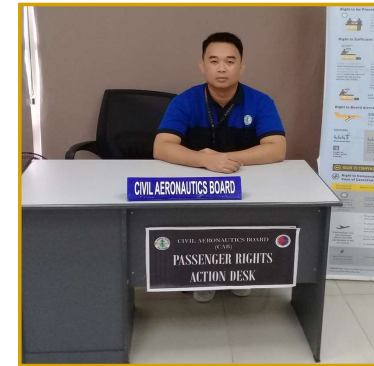
Busuanga Airport



Puerto Princesa International Airport



Legazpi Airport



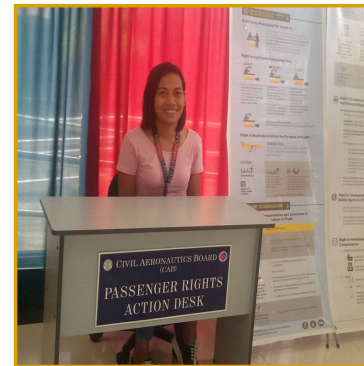
Naga Airport



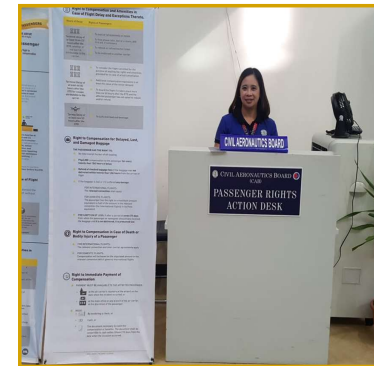
Virac Airport



Masbate Airport



Bacolod-Silay Airport



PASSENGER RIGHTS ACTION DESKS (PRADs) under Malasakit Help Desk

Boracay Airport



Iloilo International Airport



Kalibo International Airport



Roxas Airport



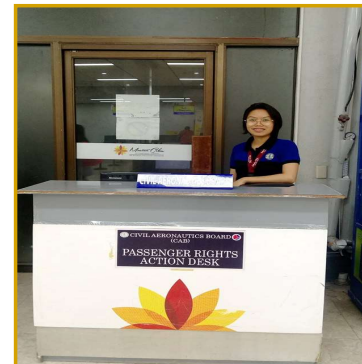
Dumaguete Airport



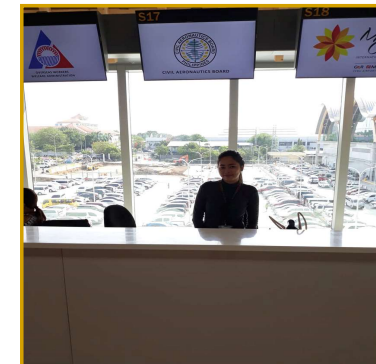
Tagbilaran Airport



MCIA T1



MCIA T2

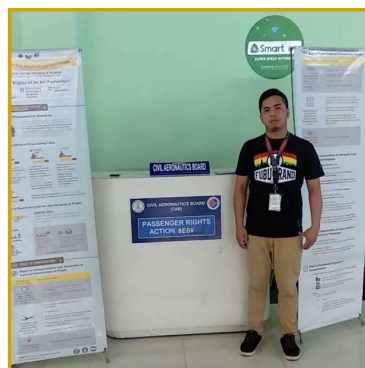


PASSENGER RIGHTS ACTION DESKS (PRADs) under Malasakit Help Desk

Tacloban Airport



Dipolog Airport



Pagadian Airport



Zamboanga Airport



Ozamis Airport



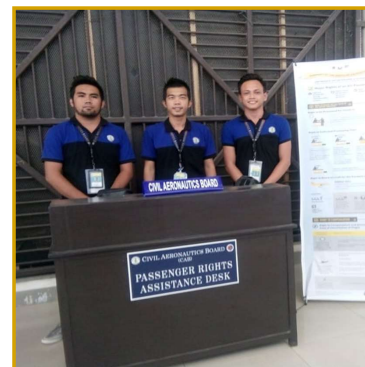
Laguindingan Airport



Camiguin Airport



General Santos Airport



PASSENGER RIGHTS ACTION DESKS (PRADs) under Malasakit Help Desk

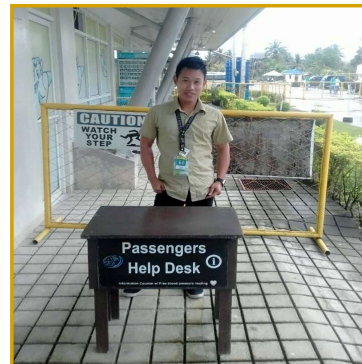
Davao International Airport



Butuan Airport



Siargao Airport



Surigao Airport



APBR 24/7 CONTACT CENTER



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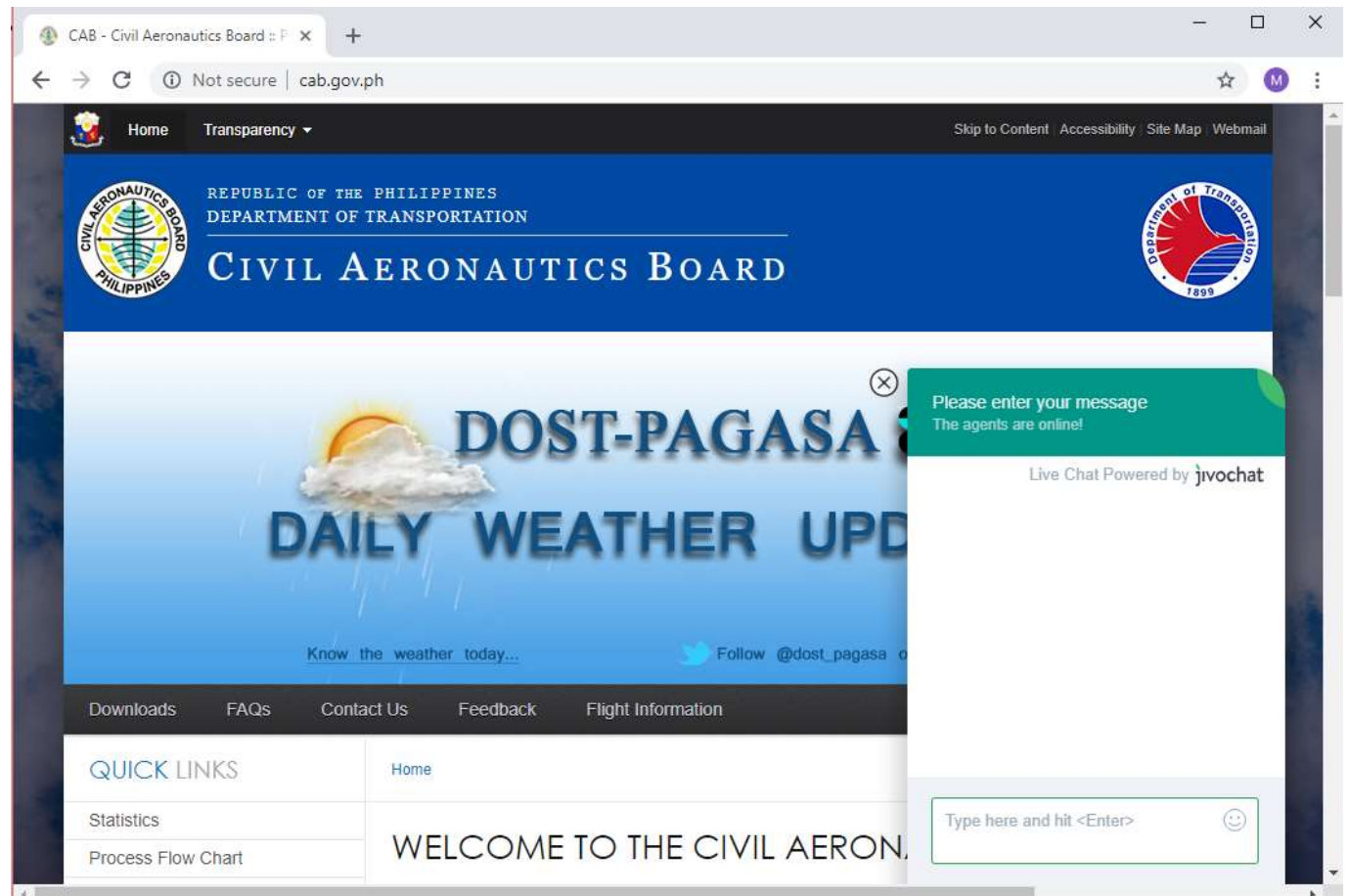
Email:

APBR@cab.gov.ph



APBR 24/7 CONTACT CENTER

Chatbox: www.cab.gov.ph



APBR Mobile App



On Senior Citizens and Persons with Disability and

- Task Force on Accessibility is providing trainings on handling PWD air passengers
- DOTr and CAB personnel, airport authorities and airport personnel

Currently Implementing:



Cooperating on the inter-agency drafting of the Implementing Rules and Regulations of Batas Pambansa Blg. 344 (Accessibility);



Conducting further study on priority seat-reservation in aircraft for PWDs;



Conducting further study on mandating airlines to put special tags on checked-in wheelchairs as these are items that may need special consideration;



Planning the next conduct of PWD Rights Awareness Seminar and Sensitivity Training for PRAOs, and other airport front-liners; and



Monitoring airlines' compliance with existing CAB rules and regulations on PWD's and Senior Citizens' Concerns.


Challenges


- Republic Act No. 776 creating the Civil Aeronautics Board is an old law and needs to be updated to cope up with the exponential growth and developments in the industry.
- Infrastructure Limitations which are now addressed by the Build, Build, Build Program of the Government of the Philippines (night rating of airports, construction of new airports, among others)





Thank You.

 Civil Aeronautics Board (CAB)

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