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SENATE
P.S. Res. No. 1069

RECEIVED BY: 

Introduced by Senator Raffy T. Tulfo

RESOLUTION

DIRECTING THE SENATE COMMITTEE ON PUBLIC SERVICES TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE LONG PASSENGER LINES IN INTERNATIONAL AND DOMESTIC AIRPORTS, AND TO REVIEW AND EVALUATE THE OPERATIONS OF THE MANILA INTERNATIONAL AIRPORT AUTHORITY

1 WHEREAS, recent reports and incidents have raised concerns regarding long
2 passenger lines at the Ninoy Aquino International Airport (NAIA) and its operational
3 efficiency, procedural transparency, and overall service quality, including passenger
4 congestion, safety and security, and infrastructure deficiencies;

5 WHEREAS, as reported, many passengers have to endure long lines at check-
6 in counters due to inefficient passenger airlines kiosks which have no sticker papers
7 for printing of baggage tags;

8 WHEREAS, there are complaints that passengers also have to endure long lines
9 at immigration counters due to alleged lack of immigration personnel or counters and
10 prolonged immigration screenings;

11 WHEREAS, there are also alarming reports that airport e-gates scanners for
12 arriving passengers often fail to read passports and boarding passes which forces
13 passengers to queue for manual processing instead, which doubles the time spent at
14 the counters;

15 WHEREAS, due to these delays, some tourists and passengers were unable to
16 catch their flights including connecting flights;

17 WHEREAS, travelers are the ones carrying the burden of the inconvenience as
18 they had to spend extra money to re-book their tickets and stay extra hours at the
19 airports lobby, even when they are not the ones at fault;

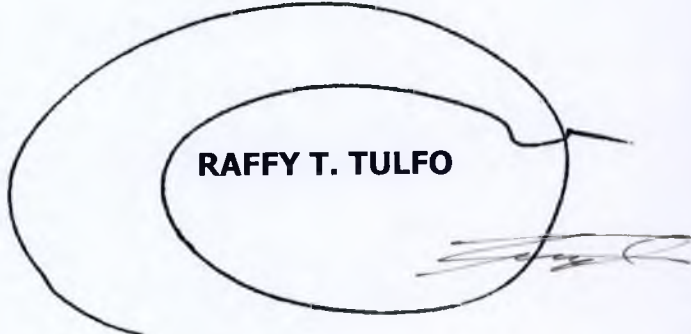
20 WHEREAS, to add to the burden of the passengers, a number of escalators,
21 walkalators, carousels, and tubes were either poorly operating or non-operational at
22 all;

23 WHEREAS, there is also a need to address the lack of signages at the Arrival
24 and Departure areas of the airport terminals, informing passengers of their rights in
25 cases of missed flights due to immigration lines and other boarding problems;

26 WHEREAS, there is a necessity to evaluate the current situation and operational
27 procedures of the Manila International Airport Authority to identify potential areas for
28 improvement and ensure that international aviation standards are complied with;

29 NOW, THEREFORE, BE IT RESOLVED, as it is hereby resolved, to direct the
30 Senate Committee on Public Services to conduct an investigation, in aid of legislation,
31 on the long passenger lines in international and domestic airports and on the
32 operations of the Manila International Airport Authority (MIAA) to enable to
33 recommend necessary reforms to modernize and optimize airport operations, meet
34 global standards of excellence and enhance overall passenger experience.

Adopted,



RAFFY T. TULFO