

**Office of the President**  
**PRESIDENTIAL COMPLAINT CENTER**  
**Malacañang, Manila**

27 January 2023

**Ms. JOSEPHINE T. TURBOLENCIA**

Officer-In-Charge  
Toll Regulatory Board  
5<sup>th</sup> Floor, The Columbia Towers  
Ortigas Avenue, Brgy. Wack-wack  
1555 Mandaluyong City

**M a d a m :**


Respectfully forwarding the attached letter dated 25 January 2023, with enclosure/s, addressed to **PRESIDENT FERDINAND R. MARCOS, JR.**, for appropriate action, consistent with existing laws, rules and regulations on the matter, from **Mr. PETE L. ILAGAN** <pete1207ilagan@gmail.com>, seeking Presidential intercession relative to issues and concerns which, as stated therein, may be best coordinated/addressed by that Office.

A reply direct to the party/ies concerned, copy furnished the Center, citing **PCC Code No. PM-JTS-01-27-2023-039**, will be highly appreciated. Expeditious action is requested in accordance with the provisions of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 as implemented and enforced by the **Anti-Red Tape Authority**. Please be reminded that failure to timely respond to the public's concern shall be a ground for administrative sanctions under existing laws and regulations.

Thank you and cordial regards.

Very truly yours,

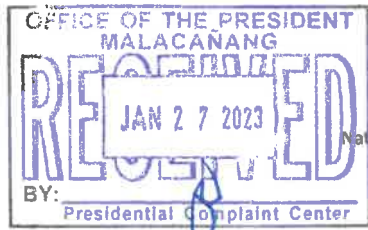
  
**JAIME LLAGUNO MABILIN**  
Director IV

Cc: requesting party/ies  
Enclosure/s forwarded thru mail  
/jts  


**IMPORTANT**

Information contained in this communication is privileged, confidential and intended solely for the use of the individual or entity to whom it is addressed and others authorized to receive it. If you are not the intended recipient, you must not disclose or use the information contained in it. If you have received this communication in error, please notify the Presidential Complaint Center immediately and dispose the communication in accordance with the provisions of Republic Act 10173 otherwise known as the Data Privacy Act of 2012.

**BAHAY UGNAYAN, JOSE P. LAUREL STREET, MALACAÑANG, MANILA**  
Telephone Numbers: 736-8645 (Governance and Local Affairs Division);  
736-8603 (Social Services Division); Fax Number: 736-8621  
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National Association of Electricity Consumers for Reforms, Inc. (NASECORE)  
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Website: [www.nasecore.com](http://www.nasecore.com)

25 January 2023

**HIS EXCELLENCY, FERDINAND R. MARCOS, JR.**  
President  
Republic of the Philippines  
Malacanang Palace  
Manila

**Office of the President**  
REPUBLIC OF THE PHILIPPINES

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012623-MRO-37200

Subject: **POOR LIGHTING CONDITIONS AT  
SLEX AND STAR TOLLWAYS**

**Dear Mr. President,**

Warm greetings!

May we respectfully ask for the assistance of His Excellency's office in asking the Toll Regulatory Board to hear our complaint against SMC SLEX, INC., the tollway operator of the SLEX and STAR Tollways, regarding the poor lighting conditions along the said tollways, which pose grave danger to motorists plying the routes at night, in violation of government rules and regulations and the Supplemental Toll Operating Agreement. This problem has gone on for years. We motorists pay for the operation of those tollways and are entitled to a safe driving experience at all times. Attached is our letter to TRB.

Likewise, may we respectfully ask His Excellency's office to direct the TRB to be more pro-active in monitoring the compliance of the toll operators to ensure the safety, convenience and protection of the motorists?

We pray that the Lord Almighty God may continue to bless you with the strength, courage and wisdom in your desire to serve the best interest of the Filipino people.

Thank you.

Very respectfully yours,

  
**PETE L. ILAGAN**  
President

"The fear of the Lord is the beginning of wisdom" (Proverbs 9:10)



**National Association of Electricity Consumers for Reforms, Inc. (NASECORE)**  
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23 January 2023

**THE TOLL REGULATORY BOARD**  
5/F The Columbia Tower, Ortigas Avenue  
Brgy. Wack-Wack, Mandaluyong City

**Attention:**

**Hon. Jaime J. Bautista** – Chairman and  
Secretary Department of Transportation

**Hon. Manuel M. Bonoan**, Board Member  
Secretary, Department of Public Works and Highways

**Hon. Benjamin E. Diokno**, Board Member  
Secretary, Department of Finance

**Hon. Arsenio M. Balisacan**, Board Member  
Director-General, National Economic and Development Authority

**Thru:** **Hon. Josephine T. Turbolencia**, Officer-In-Charge

**Subject: Complaint Regarding Dangerous Driving  
Conditions along the SLEX and STAR Tollway  
Owing to Missing, Insufficient, Non-Working  
Lighting Facilities**

**Gentlemen:**

We represent citizen consumers who drive and commute along the South Luzon Expressway (SLEX) and Southern Tagalog Arterial Road (STAR) tollways, presently operated by San Miguel Infrastructures, through its subsidiary SMC SLEX, Inc.

*"The fear of the Lord is the beginning of wisdom" (Proverbs 9:10)*

It has been a common experience of our members who drive or commute through the SLEX and STAR tollways at night to find whole stretches of the expressway dark, except for the headlights of incoming traffic, owing to missing, insufficient, non-functioning lighting facilities. We refer in particular to the route from Calamba Exit to Alabang and the whole length of the STAR tollway, where accidents or near-accidents frequently happen at night, owing to poor driving conditions.

Under Section 3 of Presidential Decree No. 1112 creating the Toll Regulatory Board, your agency has the power and duty to:

“(b) Determine and decide the kind, type and nature of public improvement that will be constructed and/or operated as toll facilities;”

To this end, the Supplemental Toll Operation Agreement between the Government and the Tollway Operator provides for the construction, operation and maintenance of a roadway that is efficient and safe for all motorists, and this includes the duty to operate and maintain lighting facilities along the expressways.

More specifically, the **Road Lighting Guidelines**<sup>1</sup> promulgated by the Department of Energy requires Expressways to install lamplights of a certain wattage, luminosity, spacing (of 20-45 meters), height and length – all throughout their length. Thus:

Table 6.5.3 Placement Guide for Roadway Lighting

Road	Road Width, meters	Arrangement	Lamp Wattage, Watts	Luminaire Spacing, Meters	Mounting Height, meters	Mast Arm Length, meters
Expressway	10	Twin Central	250	25-35	12	1.5
	15		250	20-35	12	3.0
	20	Opposite	250	20-45	12	1.5
	25		250	20-40	12	1.5
	30		250	20-30	12	1.5
	36		250	20-25	12	1.5
	40		250	20-22	12	1.5
	10		250	10-40	10	1.5

The above standards, as well as other detailed specifications of the Road Lighting Guidelines, have not complied with by SMC SLEX, Inc. In some portions there are even no lampposts standing at all, particularly along the STAR tollway.

**It may not be amiss to note that a portion of the toll fees paid by us motorists go to the maintenance of these lampposts; and where they are absent or in poor condition, motorists are entitled to a refund.**

The poor lighting conditions along the aforementioned tollways pose a clear and present danger to the lives and properties of motorists and warrant immediate action by your agency; otherwise this is tantamount to dereliction of duty and violation of the Anti-Graft and Corrupt Practices Act.

<sup>1</sup> [https://www.doe.gov.ph/sites/default/files/pdf/energy\\_efficiency/doe-road-light-2017.pdf?withshield=1](https://www.doe.gov.ph/sites/default/files/pdf/energy_efficiency/doe-road-light-2017.pdf?withshield=1)

In light of the foregoing consideration, we may respectfully request that the Honorable Board:

- (1) Conduct an immediate audit, review and investigation of the lighting conditions along the SLEX and STAR tollways;
- (2) Direct SMC SLEX, Inc. to strictly comply with DOE Road Lighting Guidelines; and
- (3) Impose the appropriate sanctions on SMC SLEX, Inc., including a **refund** of toll fees to motorists, for any violations of aforesaid guidelines, the Supplemental Toll Operation Agreement, other laws, rules and regulations on road safety and maintenance.

We appreciate your response to this request within ten (10) days from receipt hereof. Wishing you safe travels.

Very truly yours,



**Pete L. Ilagan**  
President

Copy furnished:

USEC Mark Steven C. Pastor  
Alternate Chairman, TRB  
Undersecretary for Legal Affairs, Road Transport and Infrastructure  
DPWH Compound, Bonifacio Drive, Port Area, Manila

Mr. Ramon S. Ang  
Chairman  
SMC SLEX, INC.  
San Miguel Property Centre Building  
11/F, 7 St Francis, Mandaluyong, 1550