## **STATUS OF IMPLEMENTATION**

## FY 2020 Programs and Projects First Quarter

## Office: PROFESSIONAL REGULATION COMMISSION

		Phys	ical Reports		Fina	incial Report	
Programs and Projects	Performance Indicators	Target (Annual)	Actual	%	Allotment (Annual)	Obligation	%
PROFESSIONAL	Outcome Indicators						
LICENSURE PROGRAM	Percentage of graduates in all certificate courses given	56%	56.12%				
	professional certification						
	Output Indicators						
	Percentage of applications for licensure examinations acted	100%	100% of		P100,908,161.06	P14,230,375.40	
	upon within two (2) days from filing		179,100				
	Percentage of test items prepared/formulated/peer reviewed	98%	99.67%		P186,104,848.00	P16,709,554.31	
	by the Professional Regulatory Boards						
	Percentage of statistical data for monitoring of school	100%	100%		P23,885,959.27	P124,019.46	
	performance generated within one day after the release of						
	examination results						
PROFESSIONAL	Outcome Indicators						
REGULATION PROGRAM	Percentage increase in number of professionals registered	6%	1.18%		P25,116,928.24	P338,562.68	
	under various mutual recognitions arrangements within						
	ASEAN and other countries including international trade						
	agreements where the Philippines is a signatory						
	Percentage of cases resolved within three (3) months	8%	3.2%				
	Output Indicators						
	Percentage of request for professional identification cards (PICs)	100%	100% of		P37,847,110.06	P365,020.07	
	and registration certificates acted upon within the prescribed		86,163				

Programs and Projects	Performance Indicators	Phys	ical Reports	Financial Report			
	timeframe						
	Percentage of complaints with investigations conducted	100%	100% of 179	P17,101,238.71	P3,091,833.97		
	Number of institutions and establishments where professionals are employed that are inspected and monitored	1,165	206	P21,815,426.66	P2,153,583.60		
PROFESSIONAL	Outcome Indicators						
DATABASE MANAGEMENT	Percentage reduction of process cycle time of frontline services upon conversion to online services	96%	96%				
PROGRAM	Output Indicators						
	Percentage increase in the number of applicants and professionals provided with online services	33.72%	39.19%	P13,101,549.34	P915,099.80		

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## PROFESSIONAL REGULATION COMMISSION STATUS OF MAJOR PROGRAMS/PROJECTS IMPLEMENTATION First Quarter of 2020

Sector Outcome : Income-earning ability increased

Organizational Outcome: Highly ethical, globally competitive and recognized Filipino professionals ensured

OFFICE/DIVISION	PROGRAM/PROJECT	DESCRIPTION	SUCCESS INDICATORS	Timeframe	STATUS OF IMPLEMENTATION / ASSESSMENT REPORT
PRB Secretariat Division	CONTINUING IMPACT ASSESSMENT OF PRC / PRBs RULES AND PROCEDURES	The Commission will continuously render efficient, effective, relevant, and timely review of impact assessments of rules and regulations. It shall assist in providing details, clarifications, and rules to properly implement professional regulatory laws.	Reviewed RA 8981 (PRC Modernization Act of 2000) and EO No. 565-A (attachment of PRC to DOLE), Professional Regulatory Laws (PRLs), Code of Ethics and Technical Standards, and other regulatory policies of the different professions	Year-round	PRC: 1. Revised Guidelines on the Transmittal and Action of "For the Board" (FTB) Application Documents from the Regional Offices 2. Prescribing the 2020 Calendar of Inspection and Monitoring of Higher Education Institutions and Establishments 3. Guidelines on the Use of Electronic Signature of the PRBs on the Certificate of Registration and Report of Rating 4. Adoption of a Master Schedule of Target Dates of Activities for Year 2020 Licensure Examinations 5. Creation of a Task Force for Computer-Based Licensure Examination

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					<ol> <li>Guidelines on Records Handling, Maintenance, Archival and Disposal</li> <li>Establishing the Timetable of Activities for the Conduct of the Special Professional Licensure Examinations (SPLE) for Overseas Filipino Workers (OFWs) in the Middle East and Singapore for 2020</li> <li>Approving the Recommendation of the PRC Task Force to Cancel and Reschedule the Conduct of the March and April 2020 Licensure Examinations</li> <li>PRBs:</li> <li>Recommending Modifications to Commission Memorandum Circular No. 21 (s 2009): Updated List of Non Programmable Calculators Allowed to be Used in the Licensure Examinations for Master Plumbers, Civil Engineering and Medical Technology</li> </ol>

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Legal Service	STRENGTHENING THE COMMISSION'S QUASI-JUDICIAL FUNCTION	The Legal Service (LS) will embark on the following:  The Legal Service will continue the implementation of its Case Decongestion Project, through the streamlining of procedures and hiring of more lawyers.  Implementation of the Records Management System (RMS) and the Legal Management Information System (LMIS) will be further enhanced, in coordination with the Archives and Records Division (ARD) and Information and Communication Technology Service (ICTS)	<ul> <li>Number of cases resolved within three (3) months</li> <li>Percentage of cases resolved within three (3) months</li> <li>Number of lawyers hired for Case Decongestion Project</li> <li>Monitoring of case folders</li> <li>LMIS Deployment</li> <li>Number of complaints received and investigation conducted</li> </ul>	Year-round	The Commission has engaged the services of six (6) hearing officers and ten (10) legal assistants for the Case Decongestion Project (CDP). A total of seventy-three (73) cases had been resolved/closed and one hundred seventy-one (171) orders of dismissal and decisions have been drafted for the 1st quarter of 2020. This represents 3.2% and 7.5% of the cases resolved/closed and number of orders and decisions drafted, respectively.  Ongoing. The LS continues to update its inventory of case folders, in coordination with the ARD.  Eight hundred thirteen (813) case folders were encoded in the system.  Number of Complaints Received: 95 Number of Cases Docketed (regular filing): 32 Number of Cases from the Special Prosecution Division (special investigation): 6

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		More partnerships with other agencies or organizations will be pursued to support the Commission's initiatives and thrusts through the forging of Memorandum of Understanding/ Agreements.	Number of MOAs executed and more violators investigated		<ul> <li>PRC NBI MOA (MOA-02-2020-07)</li> <li>PRC Megaworld Corporation (MOA-02-2020-06)</li> <li>PRC CAR_DepEd Teacher's Camp (MOA-01-2020-05)</li> <li>PRC Region1- DepEd Pangasinan Division II (MOA-03-2020-08)</li> <li>PRC Region1- DepEd Pangasinan Division II, Rosales (MOA-03-2020-09)</li> <li>PRC CESB (MOA-03-2020-11)</li> </ul>
		<ul> <li>Immersion of lawyers and staff to extensive training in conciliation/ mediation, mock trials, drafting of decisions and other pleadings will be pursued.</li> </ul>	Number of cases disposed thru mediation		Nineteen (19) cases were disposed through mediation for the 1st quarter of 2020.  The LS also attended training on the use of MS Office 365 for the conduct of virtual hearings, meetings, etc.
Licensure Office Regional Offices Accreditation and Compliance Division	SUPPORTING THE PROFESSIONAL REGULATORY BOARDS IN LICENSURE, DISCIPLINARY, AND VISITORIAL FUNCTIONS	The PRBs, as partners of the Commission in professional regulation, will be fully supported in the discharge of their functions be it in licensure, disciplinary, accreditation, and visitorial functions, among others.	<ul> <li>Licensure</li> <li>Number of licensure exams conducted</li> <li>Number of examinees tested</li> </ul>	Year-round	For the 1st quarter of 2020, the Commission, through the Licensure Office, conducted eight (8) licensure examinations with 8,681 examinees in various testing centers in Metro Manila, Regional Offices and other selected provinces. In view of the declared public health emergency throughout the country due to Covid-19 pandemic, the Licensure Examination for Teachers scheduled in March 2020 was postponed pursuant to PRC Resolution No. 1230 s. 2020.

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			<ul> <li>Regulation/ Disciplinary         <ul> <li>Initial Registration</li> <li>Renewal of PICs</li> <li>Certification</li> <li>Authentication</li> <li>Stateboard Verification</li> </ul> </li> <li>Accreditation and Visitorial Functions         <ul> <li>Number of                 inspections                 conducted</li> <li>Certification of                 Accreditation                 issued</li> <li>Certificate of                 Compliance issued</li> <li>Authority to                 Operate issued</li> <li>Certificate of                 Registration issued</li> </ul> </li></ul>		The Commission, through the Licensure and Registration Division and Regulation Division of the Regional Offices, processed/issued the following from January to March 2020:  • Initial Registration – 86,163  • Renewal of PICs – 155,223  • Certification – 196,662  • Authentication – 432,166  • Stateboard Verification – 7,823  Likewise, the PRBs, Accreditation and Compliance Division (ACD), and the Regional Offices conducted a total of 206 inspections of Establishments and Higher Education Institutions (HEIs) in Metro Manila and in different provinces. Scheduled inspection and monitoring in March were cancelled per PRC Memorandum No. 17, s. 2020.  Further, the ACD processed and issued the following:  • Certificate of Accreditation – 627  • Certificate of Compliance – 59  • Authority to Operate – 8  • Certificate of Registration - 2

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					Note: Decrease in the number of transactions were affected by the implementation of Enhanced Community Quarantine (ECQ) in March 2020 due to covid-19 pandemic.
International Affairs Office	ASSISTING PRBs IN MUTUAL RECOGNITION AGREEMENTS (MRAs) AND MUTUAL RECOGNITION PROFESSIONAL QUALIFICATIONS (MRPQs)	The Commission and the PRBs will continue to actively participate in negotiations and review of bilateral/multilateral arrangements in order to promote and facilitate borderless practice of professions. Conduct of consultations, meetings, and other fora will also be pursued.	Meetings attended/participated/conducted/provided 100% technical and administrative support for mutual recognition of professional qualification to concerned PRB as scheduled	Year-round	The International Affairs Office (IAO) has conducted capacity building to the PRC employees of various regions on the implementation of ASEAN MRAs on 30-31 January 2020.  On 14 February 2020, the PRB of Architecture conducted an orientation with the candidates of ASEAN Architects on the benefit of ASEAN MRA on Architectural Services.  The IAO also conducted/facilitated and provided administrative support to the following meetings:  1. 27 February 2020 – MRPQ Meeting 2. 18 February 2020 – Preparatory Meeting of the Health Group for the 95th ASEAN CCS 3. 19 February 2020 – Preparatory Meeting of the Business Group for the 95th ASEAN CCS

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		This also includes the	a Number of registered		<ul> <li>4. 10 March 2020 – Exploratory Meeting on the Feasibility of Concluding a Bilateral Agreement with the United Arab Emirates</li> <li>5. 12 March 2020 – Consultation Meeting with the PRBs under the Engineering Services on the APEC Registry</li> </ul>
		This also includes the processing of certificates, permits, as well as applications for ASEAN Chartered Professional Engineer, ASEAN Architect, ASEAN Chartered Professional Accountant, Nurses, Medical and Dental Practitioners, pursuant to Philippines' commitment in MRAs.	<ul> <li>Number of registered</li> <li>ASEAN Chartered         Professional             Engineers         ASEAN Architect         ASEAN CPA         Nursing Services         Medical             Practitioners         </li> <li>Dental Practitioners</li> </ul>		Meanwhile, forty-nine (49) applicants were registered as ASEAN Professionals (with MRA).  • ASEAN Chartered Professional Engineers – 15  • ASEAN CPA - 34
			Number of Special Temporary Permits processed and issued		The IAO also processed 231 and issued 235 Special Temporary Permits (STP) from January to March 2020.

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International Affairs Office	CONTINUING SUPPORT TO PHILIPPINE QUALIFICATIONS FRAMEWORK (PQF)	As one of the agencies mandated under Republic Act No. 10968 or the Philippine Qualifications Framework (PQF) Act, the Commission will continue to provide administrative and technical assistance on the establishment of Career Progression and Specialization Program:  I. The PRBs shall create a career progression and specialization for their respective profession based on the following parameters:  a. Identification of career pathways; b. Identification of specialization programs; and c. Identification of procedures in the creation of career progression and specialization programs.	Meetings attended/ participated/conducted/ provided 100% technical and administrative support to the PRBs on the formulation of Career Progression and Specialization (CPS) Programs.	Year-round	The IAO assisted and participated in six (6) consultative meetings of the PRBs to consult/guide them in their Career Progression and Specialization Program Resolution:  1. 27 January 2020 – PRBs of Optometry, Pharmacy and Radiologic Technology 2. 12 February 2020 – PRB of Accountancy 3. 18 February 2020 – PRBs of/for Mechanical Engineering, Electrical Engineering and Professional Teachers 4. 4 March 2020 – PRB of Geodetic Engineering and stakeholders 5. 6 March 2020 – PRB of Midwifery and stakeholders 6. 11 March 2020 – PRB of Psychology and stakeholders The IAO acted as Secretariat of Hon. Melinda Garcia as the CPSP-CATS Program Manager in assisting the following PRBs in crafting their Career Progression and Specialization Program Resolutions: 1. Accountancy 2. Aeronautical Engineering

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		II. The career progression and specialization programs for each profession will be included in the Philippine Qualification Register, the national database of quality assured qualification authorized under the PQF.  III. The Commission, as a member of the PQF National Coordinating Council (PQF-NCC), is tasked to lead the International Alignment (IA) Working Group.  The IA working group shall: a. Initiate comparability and benchmarking activities with other countries and regional/international groupings;			3. Chemical Engineering 4. Civil Engineering 5. Dentistry 6. Electrical Engineering 7. Electronics Engineering 8. Environmental Planning 9. Foresters 10.Guidance and Counseling 11.Interior Design 12.Landscape Architecture 13.Librarian 14.Mechanical Engineering 15.Medical Technology 16.Medicine 17.Midwifery 18.Nursing 19.Professional Teachers 20.Respiratory Therapy 21.Sanitary Engineering  The IAO also acted as Secretariat of the members of CPSP-CATS PMC in the revision/finalization of the following documents:
		and b. Perform other related function as may be			Office Order on the Reconstitution of the CPSP-CATS PMC

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		assigned by the PQF-NCC.  IV. The Commission exercising administrative supervision over the various PRBs and its members shall:  a. Monitor the PRBs progress in the establishment of their respective career progression and specialization programs;  b. Provide administrative and technical assistance to the PRBs; and  c. Perform other related functions and interventions.			<ol> <li>Resolution on the Creation CPSP-CATS Committee for the qualification title for each regulated profession</li> <li>Resolution on the Accreditation of Specialty Societies/ Sub-Special Organization or Specialty Group</li> <li>CPSP-CATS Organizational Structure</li> </ol>

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International Affairs Office	INTER-AGENCY COLLABORATION	The Commission will continue to collaborate and coordinate with related government agencies, such as the DOLE, DTI, NEDA, DOJ, DFA and other domestic or foreign institutions in formulating negotiating strategies, positions, measures, indicative offers, requests, and commitments particularly on issues relating to professional services, taking into consideration the interests of Filipino professionals and foreign nationals practicing in the Philippines.	convened/negotiations/	Year-round	The IAO attended and/or conducted meetings/ seminar/trainings relative to the international agreement/collaboration:  IATFEFN Special Meeting on 7 January 2020  PHWGS No. 2 s. 2020 Meeting on 22 January 2020  Meeting of the Sub-Committee on Movement of Natural Persons under PJEPA on 5 February 2020  The Meeting of the Committee for ASEAN Economic Community under the Philippine Council for Regional Cooperation on 7 February 2020  Domestic Legal Scrubbing of RCEP on 2 March 2020  IACTS Meeting No. 1 s. 2020 on 2 March 2020  Preparatory Meeting for the 95th ASEAN Coordinating Committee on Services and its Related Meeting hosted by DOH on 3 March 2020  Further, the IAO prepared/ formulated/ reviewed the following:  Inputs on BOGOR Goals 2020 Individual Action Plan and Fact Sheet  Inputs on Concept Note on ASEAN Digital Integration Index

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					<ul> <li>Concurrence on the Agreement on Technical Cooperation between the Republic of the Philippines and the Argentine Republic</li> <li>Inputs on Philippines Schedule of Commitments under the ASEAN Framework Agreement on Services</li> <li>Comments on Philippines-Germany Agreement on the Authorization to Engage in Gainful Occupation for Members of the Families of Members of a Diplomatic Mission or Career Consular Post or a mission to an International Organization in the Receiving State</li> <li>Updates on PRC principal and alternate representatives to the IACTS2020</li> <li>Initial study on the feasibility of concluding reciprocity agreement with UAE</li> <li>Position of the Philippines relative to its participation to APEC Project</li> <li>Prepared the concept paper on the implementation of Mutual Recognition mechanism/ framework for PJEPA</li> <li>Inputs on the proposed memorandum of understanding between PRC and</li> </ul>

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					Saudi Council of Engineers, Kingdom of Saudi Arabia  Updates on the focal person on the Inter-Agency Committee related to the ASEAN Education Ministers Meeting  Furthermore, the IAO submitted monthly reports on the STP issued to foreign professionals pursuant to Section 10 of the Joint Memorandum Circular on the Rules and Procedures Governing Foreign Nationals intending to work in the Philippines.
Continuing Professional Development Division	IMPLEMENTATION OF THE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)	The CPD will be continuously implemented pursuant to Commission Resolution No. 2019-1146, amending the Implementing Rules and Regulations of the CPD Act (RA No. 10912). The following activities will be undertaken this year:  • Conduct orientation for the four (4) Guidelines  • Accreditation of	Number of Orientations conducted	End of December 2020	The Continuing Professional Development Division (CPDD) has conducted one (1) general orientation for the four (4) CPD
		Informal Learning and Professional Work Experience			Guidelines on February 28, 2020.

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		<ul> <li>Online Training         Program</li> <li>Formula on CPD         Provider's Seminar/         Registration Fees, and</li> <li>Self-Directed and/or         Life Long Learning         Activities</li> </ul>			
		Conduct regular meetings of CPD Secretariat and CPD Focal Persons in the Central and Regional Offices	Number of regular meetings conducted in the Central and Regional Offices		Also, one (1) regular meeting of CPD Secretariat and Focal Persons in the Central and Regional Offices was held in January 2020.
		Conduct of consultative meetings for the drafting of regular Operational Guidelines	Number of consultative meetings conducted for the drafting of Operational Guidelines		The drafting of regular Operational Guidelines will be conducted within the year.  Six (6) consultative meetings were
		Conduct of consultative meetings for the drafting of Career Progression and Specialization (CPS) Guidelines	Number of consultative meetings conducted or Initiative or progress for the issuance of CPS Guidelines		conducted for the drafting of CPS Guidelines.
		Conduct regular meetings of CPD Program Management Committee	Number of regular meetings conducted		Meanwhile, three (3) regular meetings of the CPD Program Management Committee were held during the first quarter.

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		<ul> <li>Conduct regular and special meetings of CPD Councils</li> <li>Monitor the CPD programs and activities</li> </ul>	Number of regular and special meetings conducted  Number of programs and activities monitored		The CPD Councils have conducted 126 regular and special meetings.  Sixteen (16) CPD programs and activities were monitored.  Also, the Memorandum on the Approval of the Re-Scheduling of CPD Program Offerings dated March 25, 2020 was implemented.  Operational Guidelines during the Transition Period for the following professions were issued:  1. Naval Architecture 2. Electrical Engineering 3. Sanitary Engineering
ICT Service Archives and	DEVELOPMENT, IMPLEMENTATION, AND DEPLOYMENT OF NEW SYSTEMS, AND	INTERACTIVE ARCHIVAL STORAGE AND RETRIEVAL OF RECORD SYSTEM	100% developed and deployment by the end of December 2020	End of December 2020	Ongoing. (60% of the workload is finished as of 31 March 2020)
Records Division	STRENGTHENING NETWORK INFRASTRUCTURE	This system aims to improve management and archiving of records through information technology with intelligent document recognition. It will replace the existing Central	11,195,090 pages of permanent records digitized		As of March 2020, a total of 1,587,688 pages or 14% have been groomed and 993,462 pages or 9% have been cleansed and scanned. Overall total is 2,581,150 pages or 23% of the total 11,195,090.

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		Records Management Information System (CRMIS) and is expected to greatly enhance and facilitate access to information particularly for verification and validation prior to making a decision or completing a transaction with stakeholders.  QUEUE MANAGEMENT SYSTEM  This project aims to enhance customer service and improve efficiency in the delivery of Commission's key frontline services. This was pilotimplemented at PRC Lucena last June 2019 and deployed in PRC Pagadian last December 2019.  Currently, it is being customized to suit the requirements/needs of other frontline offices and expected to be fully operational this year.	deployment by the end of		Ongoing. (60% of the workload is finished as of 31 March 2020)

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		HUMAN RESOURCE MANAGEMENT INFORMATION SYSTEM (HRMIS)			
		To support the current Attendance Monitoring System (AMS), and to establish and strengthen more the efficiency and effectiveness of the Human Infrastructure of this Commission, the HRMIS aims to provide the following systems: Integrated Personnel Management Information System; Payroll System; Filing, Submission and Approval of Leaves electronically; easy mechanism to automatically update personnel records; facility to determine training requirements and qualification requirements for promotion.			Ongoing. (50% of the workload is finished as of 31 March 2020)

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Human Resource	COMPLETING THE	NETWORK INFRASTRUCTURE REHABILITATION  To replace its ten-year old network equipment/devices.  It will further improve and ensure a more reliable network infrastructure and eliminate downtime.  To effectively pursue its	Replacement of ten-year old network equipment/ devices by the end of December 2020  Filling - up of the approved	Year-round	Ongoing. (70% of the workload is finished as of 31 March 2020)  Filled - up 792 or 74% of the 1,071 plantilla
Development Division PRC Newly- Approved Regional Offices Task Force	REORGANIZATION OF THE COMMISSION	mandate, the Commission will continuously fill-up the vacant positions. Various trainings and seminars will also be provided to capacitate employees in line with the decentralization of functions and succession planning.  The Commission is also working for the achievement of PRIME-HRM Level II	* Out of the previous 1,074 plantilla positions, five (5) Attorney I & II positions were converted into three (3) Atty. III positions and six (6) Administrative Aide positions were converetd into three new positions (AO, AOII and PRO I)  Initiatives for achieving Level II accreditation for the PRIME-HRM		positions as of 31 March 2020.  Facilitated the conduct of the 2 <sup>nd</sup> batch Seminar-Workshop on "Introduction to Competency Modelling and Profiling" on 13-
		Accreditation.	THE PRIME-HRIM		14 February 2020. Each office prepared and submitted their pre- identified competencies.

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		All Human Resource Systems such as Recruitment, Selection and Placement, Learning and Development, Performance Management, and Rewards and Recognition will be institutionalized. The list of required competencies for each position based on the Commission's thrusts, and directions will also be completed.	Digital transformation in the HR systems		Shifted to digital request/submission of reports during the implementation of the ECQ in Metro Manila.  Note: Video conference interviews for recruitment is already being implemented prior the ECQ.  The Memorandum of Agreement between PRC and the Career Executive Service Board (CESB) on the administration of the Career Executive Service Eligibility (CESE) first two (2) phases as part of the preemployment examinations for managerial-level positions of the Commission was signed on 09 March 2020.
Project Team for Decentralization of the Budget Systems in FY 2020	DECENTRALIZATION OF THE FINANCIAL MANAGEMENT SYSTEM	With the approval of the Commission's reorganization in FY 2016, sixteen (16) regional offices were authorized to be created.  The approved Organizational Structure and Staffing Pattern provided for budget officer and accountant positions in each region to implement the full decentralization of the budget	Dissemination of the Policy Framework and Implementation Timeline for Decentralization of the Financial Management system	2 <sup>nd</sup> quarter, 2020	Conceptual Framework for the decentralization process, presented and discussed in meetings of the Project Team for Decentralization of the Budget System. Ongoing revisions.

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		and accounting process. With full decentralization, funds will be directly released by the Department of Budget and Management to the regional offices, which will maintain a	Opening of Modified Disbursement System (MDS) accounts for all regional offices	1 <sup>st</sup> quarter, 2020	MDS accounts opened for fifteen (15) regional offices. (Region IV-B excluded)
		complete set of books of accounts and will be responsible for the preparation of financial reports for consolidation in the Central Office.	Enrolment in the DBM's URS system for a regionalized preparation of Financial Accountability Reports (FARs) and Budget Execution Documents (BEDs)	3 <sup>nd</sup> quarter, 2020	
		Partial decentralization will be implemented in the 2nd quarter of FY 2020, while full decentralization is expected by FY 2021.	Implementation of the e- NGAS and e-budget system in the regional offices	1 <sup>st</sup> quarter, 2021	Request for training sent to the Commission on Audit (COA). Technical requirements as pre-requisite for training and installation of systems were coordinated with the ICTS.
General Services Division	IMPROVEMENT OF THE CENTRAL OFFICE AND PURCHASE OF MOTOR VEHICLE	In line with the thrust to improve the working environment and efficient delivery of service, the Commission will continue to undertake the following renovation and repairs of the PRC Morayta buildings:	100% completion of the proposed projects by the end of December 2020	2 <sup>nd</sup> Quarter	Ongoing review due to disallowance from Congressional Insertion

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		<ul> <li>Rehabilitation of sanitary systems and improvement of comfort rooms;</li> <li>Replacement of various gates and doors;</li> <li>Installation of fire detection and alarm system; and</li> <li>Installation of lightning arrester.</li> </ul> Moreover, the Commission will invest in additional motor vehicles to address the growing logistical requirements of the conduct of inspections and examinations.			Awarded with contract dated March 13, 2020. The Notice to Deliver (NTD) was received on May 20, 2020 due to ECQ. Ongoing delivery.
PIMRU  Records Division/Freedom of Information (FOI) Committee	PROVIDING INTENSIFIED MEASURES FOR INFORMATION DISSEMINATION AND PUBLIC ASSISTANCE THROUGH STRATEGIC MESSAGING AND PUBLICATION, ON VARIOUS	In support of the Commission's thrust in delivering excellent services to all its stakeholders with utmost professionalism, responsibility, and credibility, all relevant, accurate and reliable information on Commission's ongoing programs, projects, and services, shall be constantly made available and accessible, anytime and anywhere, with increased	requested articles, announcements, advisories, and press releases per month	Year-round	Published thirty-three (33) announcements, twelve (12) advisories and one (1) news article through the Commission's website, official Facebook page and Twitter handle.

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	TOUCHPOINTS AND MEDIA PLATFORMS	internal and external engagement and presence, and through appropriate media platforms.	Responds 100% to inquiries and concerns posed by the transacting public through email, Commission's official Facebook page, and Twitter handle, within the standard timeframe.		Responded to inquiries and concerns posed and/or received from the transacting public through:  • Emails – 2,086  • Facebook – 3,524  • Twitter – 832
			Provides maximum assistance to the Commission in the conduct of media interview, TV appearance, and/or radio guesting, within the set schedule		Assisted one (1) media interview conducted by Mediacorp with PRB of Medicine.
			Provides maximum assistance in handling the coverage of the official activities of the Commission within the standard timeframe.		Attended to five (5) requests for photo documentation:  • Year-End Performance Assessment Conference  • ASEAN Architect Conferment  • Corporate Social Responsibility – Bataan  • Orientation of CPD Guidelines to APOs and PRBs  • GAD Program

OFFICE/DIVISION	PROGRAM/PROJECT	DESCRIPTION	SUCCESS INDICATORS	Timeframe	STATUS OF IMPLEMENTATION / ASSESSMENT REPORT
			Number of request received and processed through FOI		From January to March 2020, total of 286 requests for documents through FOI policy have been received and 258 requests have been processed.
ISO Committee	ISO 9001:2015 CERTIFICATION	In order to consistently provide quality services to Commission's clientele, and enhance customer satisfaction, ISO certification will be pursued in the Central and Regional Offices of the Commission.	Sustained and enhanced the ISO 9001:2015 QMS	Year-round	In view of the continual ISO 9001:2015 Certification, two (2) Regional Offices of the Commission namely: PRC Iloilo and PRC NCR were subjected to Stage 1 and Stage 2 Audit on March 10 - 11, 2020 and March 12, 2020, respectively. Further, PRC Tacloban was subjected to 2 <sup>nd</sup> Surveillance Audit on January 16 - 17, 2020.
			Submitted reports on continual improvement activities and initiatives to FMS on or before the 15 <sup>th</sup> day of the month following the reference quarter		Submitted the 2019 4th quarter accomplishment report to DOLE-FMS on January 9, 2020.  Meanwhile, the training - workshop on Risk Management, an ISO 31000:2018 Approach, was conducted on January 30 - 31, 2020.
Committee on the Selection of Payment Channels  Cash Division	CONTINUOUS COORDINATION AND COLLABORATION WITH	Paynamics and Bayad Centers are additional payment channels which will interface with Commission's existing online system in the processing	Number of payment channels evaluated  Number of payment channels recommended for approval.	4 <sup>th</sup> Quarter	The Commission has directed the Committee to submit their recommendations with complete supporting documents for the qualified payment channels that is subject to the approval of the Commission.

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	PAYMENT CHANNELS	and payment of various transactions.  Paynamics has a system that prevents double payment of transaction and offered a proposal on fixed transaction fee instead of a percentage fee.			The proposals for Paynamics and CSI Bayad Center, Inc. were submitted to Bureau of Treasury (BTr) on March 13, 2020, for their review and approval.
		CSI Bayad Center, Inc. has access to track and monitor clients who have already paid their respective transactions.			