



PROFESSIONAL REGULATION COMMISSION

# **2020**

# **Annual Report**

April 2021

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The year 2020 has been a challenging one for the Professional Regulation Commission (PRC). The rapid spread of Coronavirus-19 (COVID-19) has brought a significant number of cases globally. Measures adopted by the government such as imposition of community quarantines to contain the virus have significantly affected the delivery of mandated services of the Commission. Despite the challenges caused by COVID-19, the Commission has undertaken efforts and initiatives to continuously exercise its mandate, and to effectively accommodate the needs of the public it serves amidst the public health emergency and adapts to the new normal situation.



## PROCESSING OF APPLICATION FOR VARIOUS LICENSURE EXAMINATIONS

In 2020, a total of two hundred twelve thousand nine hundred fifteen (212,915) applications for licensure examination has been processed and issued including the applications without examination. Out of the total, 179,100 applications were processed and issued in the first quarter. However, due to the unforeseen events brought by COVID-19 pandemic, only 33,815 applications were processed and issued in the succeeding quarters.

**Health Standards for Licensure Examinations During the Pandemic**

 <b>Wear Face mask and Face shield</b>	 <b>Cough in your sleeves and not in your hands. Use tissue.</b>	 <b>Dispose used tissue in trashbin.</b>	 <b>Avoid touching eyes, nose, mouth.</b>	 <b>Wash your hands with soap and water or sanitized it with 70% alcohol rub.</b>
 <b>Practice Social Distancing in any area of the Testing Venue</b>	 <b>Stay in your assigned seat. No Talking and loitering in hallways or in examination rooms.</b>	 <b>Avoid borrowing pencils, ballpens, erasers, from seatmate.</b>	 <b>Avoid sharing of food.</b>	 <b>Avoid smoking and spitting.</b>

[www.prc.gov.ph](http://www.prc.gov.ph)
 [fb.com/professionalregulationcommission](https://fb.com/professionalregulationcommission)
 [@PRC\\_main](https://twitter.com/PRC_main)

## CONDUCT OF LICENSURE EXAMINATIONS

With the imposition of nationwide community quarantines that started in March 2020, and in support to the government's initiative in containing the spread of COVID-19 virus, the Commission postponed the conduct of various Licensure Examinations. But prior to the imposition of the community quarantines, ten (10) licensure examinations were conducted in the first quarter.

The conduct of the Physicians Licensure Examination (PLE) scheduled in March 2020, was the first examination affected by the imposition of community quarantine, thus resulting in the postponement of the second part of the examination. With the appeal to mobilize all resources in order to augment the shortage of healthcare professionals, the Commission, with the approval of the Inter-Agency Task Force on Emerging Disease (IATF-EID) through its Resolution No. 58 dated July 23, 2020, resumed the conduct of the second part of the said examination on September 20-21, 2020. The regular schedule of PLE in September was then rescheduled in November 2020. For the year 2020, only a total of fourteen (14) local licensure examinations were conducted, with 16, 369 examinees.



*Conduct of Physician Licensure Examination*



*Conduct of Physician Licensure Examination*

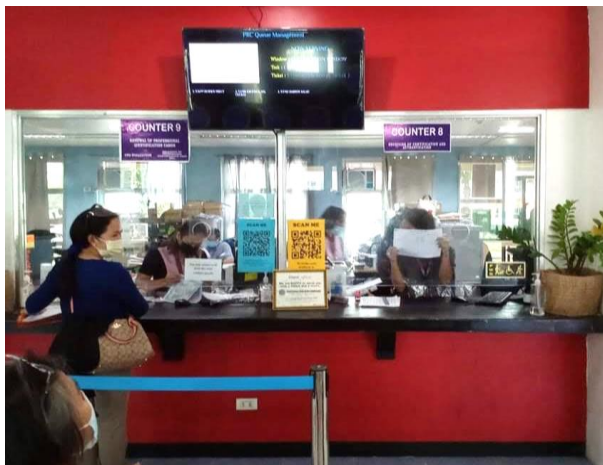


## SPECIAL PROFESSIONAL LICENSURE EXAMINATION (SPLE)

Likewise, with the foregoing global uncertainties and imposed foreign travel restrictions due to the COVID-19 pandemic, and to ensure the health and safety of the examinees, PRC delegates and other examination personnel, the Commission, upon the recommendation of Labor Attaches and Philippine Professional Organizations (PPOs) Chairmen, cancelled the conduct of the scheduled 2020 Special Professional Licensure Examination (SPLE) for Overseas Filipino Workers (OFWs) in various countries of the Middle East and Singapore. (PRC Resolution No. 1242 - Cancelling the 2020 Special Professional Licensure Examination (SPLE) for OFWs in Various Countries of the Middle East and Singapore).



## INITIAL REGISTRATION OF NEW PASSERS



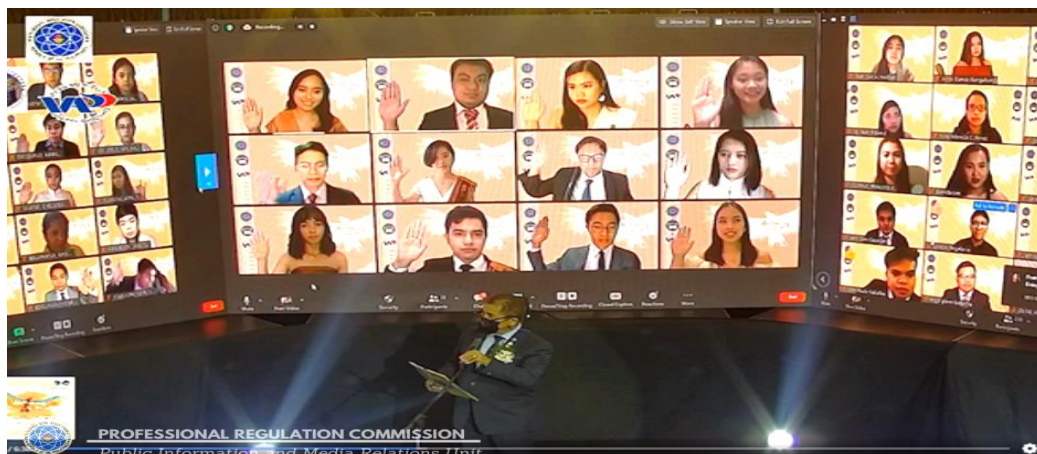
For FY 2020, the Commission processed and issued a total of ninety-eight thousand one hundred fifty-nine (98,159) registration of new professionals. A total of eighty-six thousand one hundred sixty three (86,163) new professionals have been registered in the first quarter, however, only eleven thousand nine hundred ninety six (11, 996) were registered in the last quarter due to the community quarantine, and travel restrictions.

## e-OATH TAKING CEREMONIES



*Online Oathtaking of New Electrical Engineers*

In August 2020, the Commission approved the Online Oathtaking Application System, and authorized the conduct of virtual mass and special oath taking of professionals per PRC Resolution No. 1255 series of 2020. The conduct of virtual oath taking allowed the professionals to take their oath through video tele-conferencing platform at the comfort of their homes, hence, minimizing the risk of COVID-19 exposure.



*Online Oathtaking of New Architects*

## RENEWAL OF PROFESSIONAL IDENTIFICATION CARDS (PICs)

Despite the plaguing of the Covid-19 pandemic, a total of five hundred fifty-two thousand six hundred forty (552,640) PIC renewals of various professionals have been processed in FY 2020 through the online renewal and payment system. On June 5, 2020, through the authorized courier service, the delivery of PICs was piloted in the National Capital Region (NCR) Regional Office. The Professional Regulatory Boards (PRBs) have likewise expressed their full support to the Commission (through PRC Resolution No. 1234 s. 2020) in extending the validity of the PICs of all covered professionals whose PIC expired during the enhanced community quarantine period and could not update or renew the same because of the prevailing health emergency situation.



## ISSUANCE OF CERTIFICATION, AUTHENTICATION, AND STATEBOARD VERIFICATION

In January 2020, the Commission implemented the Online Certification System for online application of certifications of Board Rating and Passing. While, in July 2020, the online application for certification of Good Standing was implemented as well. Despite the restrictions brought by the pandemic, the Commission processed and issued a total of 424,362 certifications, 1,050,467 authentications, and 21,393 stateboard verifications.



**424,362**  
Certifications



**1,050,467**  
Authentications



**21,393**  
Stateboard  
Verifications

## INSPECTION AND MONITORING OF ESTABLISHMENTS AND HEIs

To ensure the quality, safety and effectiveness of the workplace of the professionals, the Commission, through the Accreditation and Compliance Division, and Regional Offices, assisted the PRBs in the monitoring and inspection of two hundred six (206) Higher Education Institutions (HEIs), Firms, and Establishments in Metro Manila, and various provinces by end of March 2020. With the difficulty in conducting physical inspections due to imposed travel restrictions and quarantine protocols in the country, all scheduled inspection and monitoring thereafter were cancelled pursuant to Memorandum No. 17 s. 2020.



## ISSUANCE OF CERTIFICATE OF ACCREDITATION, COMPLIANCE, REGISTRATION AND AUTHORITY TO OPERATE

The PRBs likewise issued one thousand six hundred seventeen (1,617) Certificate of Accreditation, nine (9) Certificate of Registration, one hundred seventy-five (175) Certificate of Compliance, and one hundred sixteen (116) Certificate of Authority to Operate.



## CONTINUING PROFESSIONAL DEVELOPMENT

The Commission continuously implemented the RA No. 10912 also known as Continuing Professional Development (CPD) Law and its Revised Implementing Rules and Regulations (IRR) pursuant to Commission Resolution No. 2019-1146. With the implementation of the Revised IRR in 2020, eight (8) PRBs issued their revised Operational Guidelines (OGs) during the transition period, totaling now to forty-two (42) PRBs with revised OGs already.

Moreover, the CPD Councils have accredited two hundred seventy-six (276) CPD Providers, 8,970 CPD Programs, and 3,647 Self-Directed Learning Activities. While, one hundred thirty (130) CPD programs and activities were monitored, and 669,770 professionals attended CPD programs. Two (2) general orientations were also



conducted for the guidelines on the Accreditation of Informal Learning and Professional Work Experience, Accreditation of Online Training Program, Formulation of CPD Providers' Seminar/Registration Fee, Self-Directed Learning Creditable Activities, and Matrix of Continuing Professional Development (CPD) Activities, Revised CPD Forms and CPD Glossary.

In recognition of the heroic and indispensable services that professionals have been providing in various ways during community quarantine, the Commission issued Resolution No. 1239 s. 2020 "Granting Continuing Professional Development Credit Units to all Professionals Providing Essential Services during the State of Public Health Emergency due to the Corona Virus Disease 2019". The following CPD Councils have also issued their own guidelines:

- ❖ Dentistry
- ❖ Environmental Planning
- ❖ Mechanical Engineering
- ❖ Professional Teacher
- ❖ Aeronautical Engineering
- ❖ Physical Therapy
- ❖ Librarians
- ❖ Architecture

On the CPD programs and learning activities, the Commission reiterated the ways of learning that can earn CPD credit units through Informal Learning, Professional Work Experience, Self-Directed Learning, and Online Learning Activities due to the constraint of the professionals from attending CPD programs and learning activities that entailed mass gathering brought about by the COVID-19 pandemic per PRC Resolution No. 1240 series of 2020.

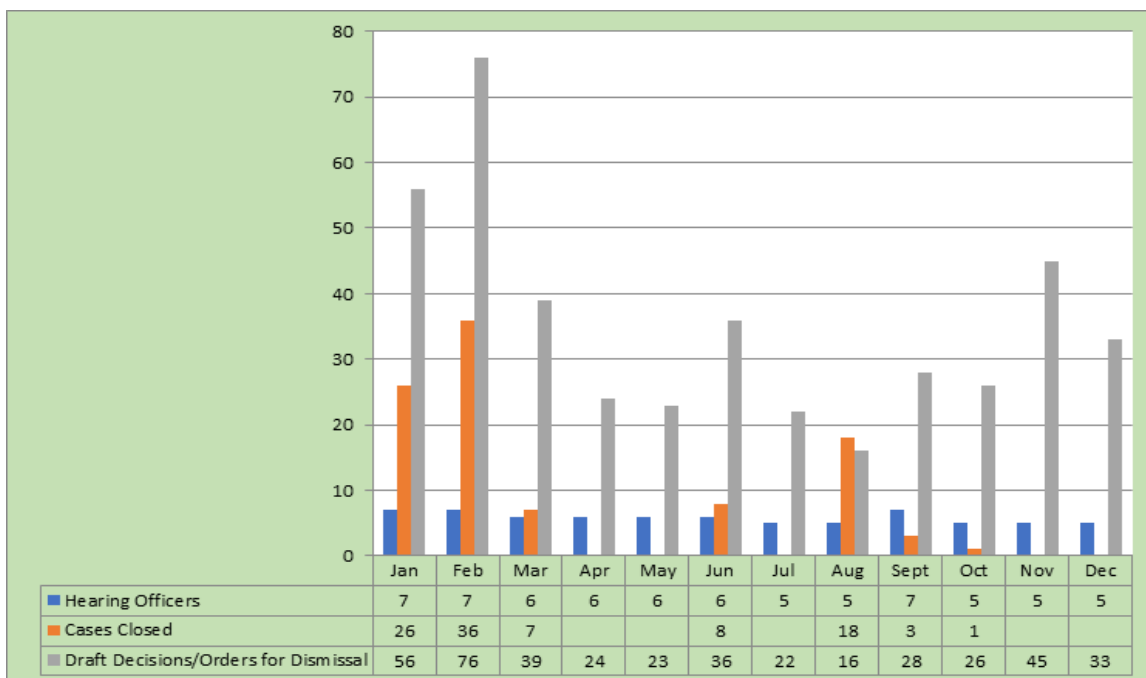


The Commission launched the CPD Accreditation System (CPDAS) via Microsoft Teams and Facebook Live on September 7, 2020 and garnered 35,800 views. The CPDAS provided a secure way of capturing data from professionals, CPD providers and their approved programs, activities of the CPD Councils and online approval of accreditation of providers and programs. The Guidelines on the implementation of CPDAS has been made effective on October 1, 2020.

## STRENGTHENING THE COMMISSION'S QUASI-JUDICIAL FUNCTION

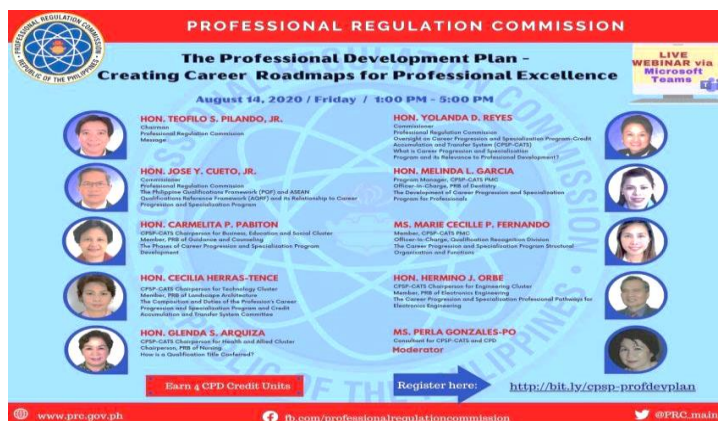
By reason of the adoption of the Case Decongestion Project (CDP) in August 2019, and to accelerate case disposition, hearing officers were hired. An evident surge in the number of resolved/disposed cases in 2019 was seen. While in FY 2020, due to the suspension of work and hearings, restricted access to case records and mailing services brought about by the imposition of community quarantine, only ninety-nine (99) cases were closed and four hundred twenty-four (424) cases were submitted for resolution (with draft orders of dismissal and decisions). Thus, guidelines on the filing of pleadings and conduct of hearings and other legal proceedings affected by the community quarantine was issued to provide specific rules to be observed without compromising the delivery of legal services to the public.

Meanwhile, a total of two hundred ten (210) hearings and fifty-nine (59) mediation proceedings were held in 2020.



## CAREER PROGRESSION AND SPECIALIZATION PROGRAM, AND CREDIT ACCUMULATION AND TRANSFER SYSTEM (CPSP-CATS)

The CPSP-CATS Program Management Committee conducted a webinar on “The Professional Development Plan - Creating Career Roadmaps for Professional Excellence” on August 14, 2020 through Microsoft Teams 365 and through Facebook livestream with 156,000 views. Also, pursuant to Resolution No. 1262 s. 2020, in order to operationalize the foregoing provisions of the laws and to identify the employee or professional specific training standards and qualifications aligned with industry standards, CPSP-CATS Committee for each of the regulated professions were created to assist their respective CPD Councils and Boards in the implementation of the CPSP-CATS. In FY 2020, the Commission approved four (4) CPSP-CATS Committees:



- ❖ Mechanical Engineering
- ❖ Dentistry
- ❖ Fishery
- ❖ Medical Technology

Webinar on “The Professional Development Plan - Creating Career Roadmaps for Professional Excellence” held on August 14, 2020 via Microsoft Teams 365 and Facebook livestream

## NEGOTIATION AND IMPLEMENTATION OF THE PROFESSIONAL ASPECT OF ALL INTERNATIONAL TRADE AGREEMENTS WHERE THE PHILIPPINES IS A SIGNATORY

In FY 2020, the International Affairs Office (IAO) and several members of the PRBs continuously participated in the following meetings during the 96th ASEAN Coordinating Committee on Services (ASEAN CCS) despite the pandemic situation:

- 43rd ASEAN Chartered Professional Engineer Coordinating Committee (ACPECC) meeting on 16 November 2020
- 26th ASEAN Architect Education Committee (AAEC) meeting on 13 November 2020
- 39th ASEAN Architect Council (AAC) meeting on 17 November 2020
- 15th ASEAN Chartered Professional Accountant Coordinating Committee (ACPACC) meeting on 18 November 2020

- ASEAN Joint Coordinating Committee on Dental Practitioners (AJCCD) on 24 November 2020
- ASEAN Joint Coordinating Committee on Medical Practitioners (AJCCM) on 25 November 2020
- ASEAN Joint Coordinating Committee on Nursing (AJCCN) on 26 November 2020
- Health Services Sectoral Working Group (HSSWG) on 27 November 2020



Conduct of First Southeast Asian Librarians Leadership Convergence on November 10-11, 2020 via Zoom and Facebook Live

The Commission also hosted the conduct of First Southeast Asian Librarians Leadership Convergence on November 10-11, 2020, which was participated by three hundred eighty-seven (387) international and local practicing Library and Information (LIS) delegates from various library associations, including education leaders.



Two-day virtual international conference entitled Pan-Asian Challenges of the Practice of Landscape Architecture: International Conference on Landscape Architecture Profession and Establishment of Mutual Recognition of Professional Qualifications held on December 16-17, 2020

The Commission and the Professional Regulatory Board of Landscape Architecture (PRBoLA), in partnership with the Philippine Association of Landscape Architects (PALA) organized



a two-day virtual international conference entitled “Pan-Asian Challenges of the Practice of Landscape Architecture which was held on December 16-17, 2020 and participated by academicians and practicing professionals in Landscape Architecture from Malaysia, Indonesia, Singapore, Thailand, Australia, New Zealand, Japan, Korea, Taiwan, Hongkong, China, India, Iran, and Philippines.

Both international conferences are under the International Commitment Fund (ICF) 2020.

The Commission also participated in the 27th Eastern Regional Organization for Planning & Human Settlements (EAROPH) World Congress last October 2-3, 2020 with the theme “Smart Living 2030: Sustainable Cities and Communities”. One of the Congress' highlights was the inauguration of Honorable Commissioner Ar. Yolanda D. Reyes as the President of 2021 EAROPH International.



27<sup>th</sup> EAROPH World Congress

Moreover, fifteen (15) Filipino Engineers were registered as ASEAN Chartered Professional Engineers (ACPE), and forty-six (46) ASEAN Chartered Professional Accountants (ASEAN CPA).

To monitor and regulate foreigners who intend to practice their profession in the Philippines as provided by law, two hundred fifty-three (253) Special Temporary Permits (STPs) were issued to foreign professionals. Also, thirteen (13) Temporary Training Permits (TTPs) were issued to foreign medical professionals who intended to undertake residency/fellowship training programs.

## CONTINUING IMPACT ASSESSMENT OF PRC/PRB RULES AND PROCEDURES

The Commission, along with the PRBs has continuously undertaken the review and regulatory impact assessment exercises that produced policies, issuances, and procedural pronouncements and guidelines, and to ensure that the same remains relevant and responsive in dealing with internal and external concerns, most especially during the pandemic. In line with these, the following issuances, guidelines, policies, and procedures were issued:

- **Licensure Examination**

- ❖ Interim guidelines in the Conduct of the Remaining 2020 Licensure Examinations
- ❖ Rules in the Processing of Applications for All Cancelled/ Postponed Licensure Examinations and in the Conduct Thereof
- ❖ Revised Guidelines in the Filing and Processing of Applications for Licensure Examinations of Repeater Examinees/Applicants
- ❖ Schedule of Licensure Examinations for Year 2021
- ❖ Guidelines on Corona Virus Disease 2019 (COVID-19) Prevention and Control in the Conduct of Licensure Examinations
- ❖ Updated Standard Guidelines on the Strict Health Protocols to be Observed in the Conduct of Licensure Examinations During the COVID-19 Pandemic
- ❖ Guidelines and Procedures in the Merging, Extraction, Printing, Editing and Releasing of test Questions for Licensure Examinations and Delivery of the Central Office During the COVID-19 Pandemic
- ❖ Fixing the Dates and Places of the Special Professional Licensure Examinations (SPLE) for Overseas Filipino Workers (OFWs) in the Middle East and Singapore for 2020
- ❖ 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
- ❖ Cancellation of the 2020 Special Professional Licensure Examination (SPLE) for Overseas Filipino Workers (OFWs) in Various Countries of the Middle East and Singapore
- ❖ Extending the Validity of the Professional Identification Cards (PICs) of all Covered Professionals During the Enhanced Community Quarantine

- **Continuing Professional Development**

- ❖ Granting Continuing Professional Development Credit Units to All Professionals Providing Essential Services During the State of Public Health Emergency Due to the Corona Virus Disease 2019
- ❖ Reiterating Ways of Learning that Can Earn Continuing Professional Development (CPD) Credit Units Particularly During the State of Public

Health Emergency Due to COVID-19 Crisis and Extending the Acceptance of Undertaking for the Renewal of the Professional Identification Card Until December 31, 2021

- ❖ Waiving the Accreditation Fee for Online Trainings and Programs Offered for Free and Accepting Applications of CPD Providers Who Offered or Started to Offer their Online Trainings and Programs During the State of Public Health Emergency Due to COVID-19 Crisis
- ❖ Guidelines on the Matrix of Continuing Professional Development (CPD) Activities, Revised CPD Forms and CPD Glossary
- ❖ Creation of a Task Force for CPD Act Amendments
- ❖ Guidelines on the Implementation of the Continuing Professional Development Accreditation System (CPDAS)
- ❖ Process For Requesting CPD Credit Units For Learning Activities Initiated By PRC, Including The Regional Offices And/Or The Professional Regulatory Boards
- ❖ Guidelines On The Evaluation And Granting Of CPD Credit Units To Activities Under Informal Learning and Professional Work Experience Including Activities Undertaken During the State of Public Health Emergency Due to COVID-19 Crisis that May Earn CPD Credit Units

### ● **PRBs concerns**

- ❖ Guidelines on the Use of Electronic Signature of the PRBs on Certificates of Registration and Report of Rating
- ❖ Recommending an Updated List of Non-Programmable Calculators Allowed to be Used in Civil Engineering and Medical Technology Licensure Examinations
- ❖ Amendment of Resolution No. 26, series of 2014, Adopting the Use of Mechanical Articulators in Lieu of Live Patients in the Complete Denture Exercise in the Practical Phase of the Board Licensure Examination for Dentists (BLED) for Health Reasons Due to the Covid-19 Threat
- ❖ Approval Of The Amendments To The Administrative And Procedural Guidelines For ASEAN Chartered Professional Accountants (ASEAN CPA) Applications
- ❖ Creating a Multi-Disciplinary Committee on Design Guidelines for Hospitals and Other Healthcare Facilities Planning
- ❖ Guidelines on the Conduct of Refresher Courses Required Under Section 18, Rule III of the Implementing Rules and Regulations of Republic Act No. 9298 or the Philippine Accountancy Act of 2004
- ❖ Authority to Sign Analysis Certification of Pharmaceutical Products and their Raw materials, Food/Dietary Supplements, Health Supplements and Cosmetics
- ❖ Scope of Electrical Engineering and Electronics Engineering Professional Practice
- ❖ Implementing Rules and Regulation of Republic Act No. 11131 or the Philippine Criminology Profession Act of 2018

- **Oath Taking**

- ❖ Constituting the Alternative Oath Taking Scheme Technical Working Group
- ❖ Approving The Online Oathtaking Application System And Authorizing The Conduct Of Virtual Or Online Special Oathtaking During Public Health Emergency

- **Internal Procedures**

- ❖ Guidelines on the Filing of Pleadings and Conduct of Hearings and Other Legal Proceedings Affected by the Community Quarantine
- ❖ Revised Guidelines on Transmittal and Action of "For the Board" (FTB) Application Documents from the Regional Offices
- ❖ Guidelines on Records Handling, Maintenance, Archival and Disposal
- ❖ Creation of Technical Working Group to Formulate the Terms of Reference for Computer-Based Licensure Examinations and Assists the CBLE Task Force in the Formulation of Implementing Policies Thereof
- ❖ Interim Guidelines on Workplace Prevention and Control of COVID-19, Workplace-Based Contact Tracing and Referral Management of COVID-19 Confirmed Cases
- ❖ Interim Guidelines for the PRC Luzon Offices During the Luzon-Wide Enhanced Community Quarantined
- ❖ Interim Guidelines for Regional Offices in the Visayas and Mindanao in Case of Local Community Quarantine and Mall Closures/ Shortened Hours
- ❖ RapidPass System Implementation Guidelines For The Professional Sector
- ❖ Implementation of Alternative Work Arrangements for Central Office Under the General Community Quarantine
- ❖ Approving The Work-From-Home Arrangement Information System (WAIS) And Authorizing The Implementation Thereof
- ❖ Approving the Creation of a PRC Youtube Account and the Guidelines in the Administration Thereof
- ❖ Guidelines on the Creation and Administration of PRC Regional Facebook Account
- ❖ Approving the Client Relationship Management System and the Implementation Thereof
- ❖ Guidelines on the Acceptance and Processing of Applications for Various PRC Transactions Filed Through Bunch/Batch Filing
- ❖ Policy, Guidelines and Procedures on Learning and Development Programs
- ❖ Authorizing the Conduct of Electronic of Virtual Online Peer Review
- ❖ Guidelines in the Conduct of Screening and Selection for Outstanding Professional of the Year Award during the COVID-19 Pandemic
- ❖ Interim Guidelines on the indorsement of draft Investigative Reports, Formal Charges, Orders, Resolutions and Decisions in Administrative Complaints and Cases to the PRBs



- ❖ Approving the Queue Management System and Authorizing the Implementation Thereof
- ❖ Guidelines on the Certification of Primary Care Workers for Universal Health Care
- ❖ Additional Requirement for Assumption of Office
- ❖ Policies and Guidelines on Flexible Working Hours
- ❖ Interim Guidelines for the Implementation of "Social Distancing Measures and Further Guidelines for the Management of the Coronavirus Disease 2019 (COVID-19) Situation"

## DEVELOPMENT, IMPLEMENTATION, AND DEPLOYMENT OF NEW SYSTEMS, AND STRENGTHENING NETWORK INFRASTRUCTURE

With the increasing demand for online services during the community quarantine, the Commission, through the ICTS, developed, deployed and implemented the following new eServices to meet the changing norms of providing services to the public:

### Examination eServices

- Online Application**  
Apply for a PRC licensure examination using our online application system
- Examination Schedule**  
View current and past schedules of licensure examinations
- Room Assignment**  
Find your examination location and room assignment ahead of your exam schedule

- ❖ Online Application for Certificate of Good Standing
- ❖ Online Application for Certificate of Passing, and Rating
- ❖ Online Registration for Virtual Oathtaking
- ❖ Online Printing of Notice of Admission for Repeater Applicants

### Registration eServices

- Initial Registration**  
Register online to apply for new PRC ID
- I.D. Renewal**  
Online renewal of PRC ID for registered professionals
- Duplicate ID**  
Online Application for PRC ID replacement, if lost

Further, the ICTS developed the Client Relationship Management System (CRMS), which allowed the clients to electronically submit their feedback and service requests on the services they received from various PRC offices. The PRC clients can now rate a service anytime, and raise concern/s at the comfort of their digital devices.

### Other eServices

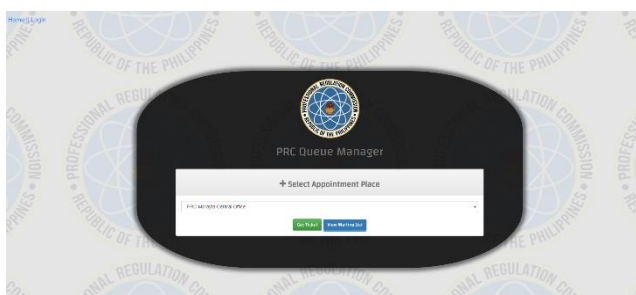
- CPDAS**
- Certification**  
Online Application of Certification / Authentication
- Verification of Rating**  
Check your board examination rating/grades online
- Verification of Licenses**  
Search our records and confirm the identities of registered professionals



Likewise, the Interactive Archival Storage and Retrieval of Records System (IASRRS) was developed and implemented to facilitate access to information and records for verification and validation and digitize/scan the following:

- ❖ Legal Case Folders
- ❖ 201 Employee Files
- ❖ Table of Results and Masterlist of Examinees
- ❖ Report of Rating
- ❖ Approved Letters of Change of Status
- ❖ Permanent Examination Registration and Record Card

In October 2020, the Queue Management System (QMS) for Key Frontline Services was also developed, deployed and implemented in PRC offices. With the said system, clients were able to secure queuing tickets for a specific transaction and monitor their queues online, thus avoiding long queues and giving them the chance to maximize their time while minimizing the risk of exposure within the PRC premises.



Also, the Network Infrastructure Rehabilitation was deployed and implemented in the PRC Central Office on 16 November 2020. It further improved and ensured a more reliable network infrastructure, and eliminated downtime.

The ICTS, in collaboration with the Licensure Office have initially worked on the development of Computer-Based Licensure Examination (CBLE) in FY 2020. The CBLE project is the full computerization and conduct of the various professional licensure examinations. In consideration of the Commission's thrust in maintaining a continuum in the upgrading and development of the licensure examination system, the Commission determined the necessity to come up with policies for CBLE. A Task Force and Technical Working Group (TWG) was created to facilitate the development and implementation of the said project and commenced working thereof.

## HUMAN INFRASTRUCTURE

The approved Organizational Structure and Staffing Pattern (OSSP) of the Commission has been implemented continuously. In 2020, the Commission appointed forty-six (46) new personnel, promoted fifteen (15) employees, and regularized twenty-one (21) employees.

To capacitate employees in line with the decentralization of functions and succession planning, the Human Resource Development Division facilitated twenty-eight (28) technology backed learning and development programs (three (3) managerial/supervisory, two (2) onboarding programs for new hires and twenty-three

(23) technical/foundation programs) for the PRC Central and Regional Offices. Further, to establish sound internal control systems and procedures, and to rationalize the administration of scholarship and training programs, the Commission issued Memorandum Order No. 74 s. 2020 on Policy, Guidelines and Procedures on Learning and Development Programs.

The Commission also issued policies and guidelines on flexible working hours pursuant to Civil Service Commission (CSC) Memorandum Circular No. 25 s. 2019 on the Revised Guidelines on Flexible Working Hours in the Government to complement the strategies of government to ease the traffic congestion in Metro Manila and highly urbanized cities in the country.

## PRC PUBLIC ASSISTANCE AND INFORMATION DISSEMINATION

In this age of information-centric society, the right to be informed and have access to government information has evolved into citizens' expectations that the government takes on a much more proactive measure in putting the information in their hands without asking for it. The Professional Regulation Commission (Commission), being a government agency with significant frontline services, has continued to adhere to and support the government's thrust to operationalize the peoples' constitutional rights to information and good governance and practices.

Significant measures appropriate to the digital age were adopted to effectively accommodate the public's needs, especially these times of pandemic. Undeniably, social media platforms have become very efficient means of disseminating information.

The Commission provided timely responses to one thousand five hundred twenty-two (1,522) phone calls, twenty-seven thousand eight hundred thirty-six (27,836) through Facebook page, three thousand one hundred twenty-nine (3,129) Twitter Handle inquiries and concerns, and six thousand eighty-six (6,086) through e-mail. Further, the official website is continuously updated to efficiently and adequately guide the public. Guidelines on the creation and administration of PRC Regional Facebook Account was also issued to aid the Regional Offices in providing efficient, effective, and intensified information dissemination to the public.



1,522  
phone calls



27,836  
on Facebook



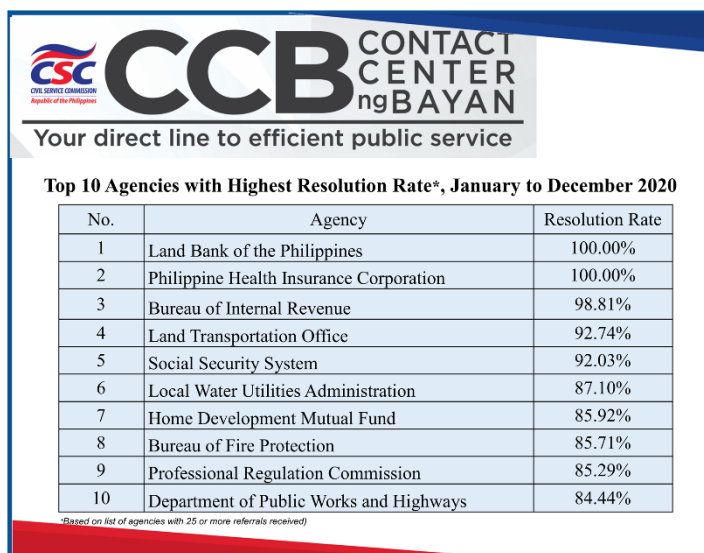
3,129  
on Twitter Handle



6,086  
e-mails

A total of six hundred two (602) Freedom of Information (FOI) requests for documents were received through the FOI policy, both over-the-counter and e-FOI portal that can be found in the PRC's official website. While, a total of five hundred thirty-five (535) FOI requests have been processed and released.

Likewise, in 2020, the Commission attended to twenty-three (23) complaints lodged through the Contact Center ng Bayan, one hundred forty (140) complaints through 8888 of the Office of the President, one hundred twenty-four (124) complaints through Presidential Complaint Center, and three (3) complaints through Anti-Red Tape Authority (ARTA).



Furthermore, with the Commission's effort to ensure that all complaints and feedback are responded through the CCB, The Commission, was recognized by the Civil Service Commission (CSC) as one of the Top 10 agencies with highest resolution rate from January to December 2020.

With all efforts in place, the Commission commits itself to continuously providing a more steadfast service and further strengthening its information dissemination drive and public assistance, digitally, accurately, and in the most timely manner.

## COORDINATION AND COLLABORATION WITH PAYMENTS CHANNELS

To continuously provide various online payment options to clientele aside from PRC cashiers, payment channels have been made available to the public for faster and convenient transactions.

- ❖ Landbank of the Philippines (LBP)
- ❖ United Coconut Planters Bank (UCPB)
- ❖ GCash
- ❖ PayMaya



In 2020, 866,586 clients availed the services of the authorized payment channels.



## PHYSICAL INFRASTRUCTURE

Continuous renovation of the PRC Central Office building has been undertaken in 2020. Likewise, the construction of the PRC Regional Office in Koronadal City was already completed and the new building is expected to be occupied by 2021. Further, PRC Legazpi Testing Center is already 98% completed, and scheduled to be used for pilot testing of licensure examination in February 2021. While construction of PRC Offices in Cebu (88% completed), Pagadian (82% completed), and PRC CPD and Examination Building in Pasay City (26.5% completed) are still ongoing.



PRC Pasay



PRC Legazpi



PRC Cebu



PRC Koronadal



PRC Pagadian

The repainting of the exterior surface of PRC main and annex buildings, and the commissioning of brand new passenger elevator were completed in 2020.

Moreover, the Bids and Awards Committee (BAC) completed the awards in 2020 for the following projects:

- Supply, Delivery and Installation of Various Steel Gates
- Rehabilitation of Sanitary Systems and Public and Employees Comfort Rooms

Motor vehicles for Central and Regional Offices were also procured.

## OFFSITE SERVICE CENTERS (OSCs)

With the continued partnership of Robinsons Land Corporation, and Local Government Units (LGUs) collaboration, the PRC services were made more accessible and convenient to the public nationwide. Three (3) additional service centers were opened in Robinsons Valencia, Bukidnon; Kidapawan City, Cotabato; and Tagbilaran City, Bohol. Thus, there are now 25 operational OSCs, with 691, 854 clients served for year 2020.

1. Robinsons Galleria – Ortigas Center, Quezon City
2. Robinsons Place - Ermita, Manila
3. Robinsons Place - Novaliches, Quezon City
4. Robinsons Place - Las Pinas City
5. PICC, Pasay City
6. Robinsons Place - San Nicolas, Ilocos Norte
7. Robinsons Place - Rosales, Pangasinan
8. Robinsons Place - Santiago, Isabela
9. Robinsons Starmills - San Fernando, Pampanga
10. Robinsons Place - Dasmariñas, Cavite
11. Robinsons Place - Sta. Rosa, Laguna
12. Robinsons Place - Puerto Princesa, Palawan
13. Robinsons Place - Naga, Camarines Sur
14. Robinsons Place - Iloilo City
15. Robinsons Place - Bacolod City
16. GT Town Center Mall- Pavia, Iloilo
17. Robinsons Galleria- Cebu City
18. Robinsons Place - Dumaguete City
19. PRC Tagbilaran City, Bohol
20. Robinsons Place - Ormoc City, Leyte
21. Robinsons Place - Iligan, Lanao del Norte
22. Robinsons Place - Valencia, Bukidnon
23. Robinsons Place - Tagum, Davao del Norte
24. PRC Koronadal City, South Cotabato
25. PRC Kidapawan City, Cotabato



## ONE-STOP SERVICE CENTERS FOR OFWs (OSSCOs)

In compliance with the directives of the President, the PRC's frontline services were made available through OSSCOs in four (4) venues: in POEA-Mandaluyong City; Clark, Pampanga; Palayan City, Nueva Ecija and Davao City, and catered to 51,246 clientele.



OSSCO - POEA



OSSCO - DAVAO



OSSCO - CLARK



OSSCO - PALAYAN

## MOBILE SERVICES

Aside from the operational OSCs and OSSCOs, the Commission strived to reach every client in far flung areas across the country through the conduct of mobile services. By request of the Local Government Units (LGUs), PRC conducted mobile services in four (4) regions, and catered to 4,823 clients, by the end of March 2020. The conduct of mobile services was suspended due to travel restrictions brought about by Covid-19 pandemic.



Conduct of Mobile Services prior to pandemic



## ISO CERTIFICATION



To assess the effectiveness of Quality Management System (QMS) and sustain the ISO 9001:2015 Certification, the PRC Central Office was subjected to the 1st Surveillance Audit in December 2020, and was recommended for the continuation of its ISO Certification.



For the Regional Offices, PRC National Capital Region (NCR), PRC Legazpi, and PRC Iloilo were certified and awarded with ISO 9001:2015 Certificate of Registration.



## 2020 *REVENUE* COLLECTION

In FY 2020, a total of **Php 839,661,115.10** fees were collected from all transactions in the Central and Regional Offices.

With the 2020 approved budget of Php1, 430,570,000.00, per FY 2020 General Appropriations Act (GAA), 10% of the total Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO), plus unreleased appropriations amounting to Php72, 820,600.00 and Php20, 000,000.00, respectively, were offered as funding resources to carry out emergency measures during the Covid-19 pandemic, per National Budget Circular No. 580 or "Adoption of Economy Measure in the Government due to the Emergency Health Situation". A negative General Allotment Release Order (GARO) amounting to Php25, 575,750.00 was earlier issued by the DBM for the withdrawal of RLIP in compliance with DBM Circular 2020-6. As a result, a total of Php1, 312,173,650.00 was the adjusted allotment in the 2020 approved budget.

For the budget utilization in FY 2020, only 76.55% or Php1, 036,492,256.96 was utilized. A drastic decrease was due to various factors like the implementation of work-from-home arrangements and cancellation of numerous licensure examinations, delayed in the procurement process, revised payment arrangement of Government Share (GS) to GSIS and the like.



## CORPORATE SOCIAL RESPONSIBILITIES

During the outbreak of COVID-19 in 2020, the Commission, in partnership with PRBs, PAPRBs, APOs/AIPOs, and various professionals and stakeholders worked hand-in-hand in assisting health workers and frontliners, by providing Personal Protective Equipment (PPEs), medical supplies, tents and foodpacks.

As an additional means in providing assistance to the healthcare workers and frontliners, the Commission issued the Interim Guidelines on the use of the PRC vehicles as Supplemental Transportation Service (STS) for the Department of Health (DOH) Healthcare Professionals during the enhanced community quarantine period, and provided PRC drivers for the said purpose.

Likewise, various PRBs created a Multi-Disciplinary Committee on Design Guidelines for Hospitals and Other Healthcare Facilities Planning to develop an updated Design Guidelines for Hospitals and Other Healthcare Facilities Planning Manual in response to various infectious diseases such as Covid-19.



## 2020 PRC AWARDS

The Commission, with the support of the Foundation for Outstanding Professionals (FOP) Inc., successfully conducted the 2020 PRC Awards via Facebook live last December 17, 2020 with the theme: "Outstanding Professionals: The Shining Light Amidst the Challenges of Time". The event was virtually graced by the Chief Justice of the Supreme Court of the Philippines, Honorable Diosdado M. Peralta, and the Secretary of the Department of Labor and Employment (DOLE), Honorable Silvestre H. Bello III.

This prestigious event recognized the thirty-four (34) outstanding professionals who demonstrated their exemplary achievements and contributions in their respective fields of expertise, three (3) Outstanding Accredited Professional Organizations (APOs), classified in categories A, B, and C, PRB of Nursing as the Outstanding Professional Regulatory Board of the Year, Mr. Roderick L. Salenga from the Pharmacy Profession as the 2020 grantee of the Architect Eric C. Nubla Excellence Award, and the conferment for former PRC Chairman Hon. Hermogenes P. Pobre for Excellence in Leadership Award.

