PROFESSIONAL REGULATION COMMISSION
RESOLUTION NO. 1273
Series of 2020

APPROVING THE QUEUE MANAGEMENT SYSTEM AND AUTHORIZING THE IMPLEMENTATION THEREOF

WHEREAS, the Professional Regulation Commission (Commission) is mandated under Section 7 (a) of Republic Act (RA) No. 8981 or the PRC Modernization Act of 2000 to, among other things, administer, implement and enforce the regulatory policies of the national government concerning the regulation and licensing of the various professions and occupations under its jurisdiction;

WHEREAS, Section 7 (b) of RA No. 8981 likewise vests to the Commission the power to issue and promulgate such rules and regulations as may be necessary for the execution and implementation of its functions and the improvement of its services;

WHEREAS, Presidential Proclamation No. 922 (s.2020) was issued declaring a State of Public Health Emergency throughout the Philippines and calling for the implementation of urgent and critical measures to contain the spread of the Corona Virus Disease 2019 (COVID-19);

WHEREAS, Presidential Proclamation No. 929 (s.2020) was issued declaring a State of Calamity throughout the country due to COVID-19;

WHEREAS, to further abate the spread of COVID-19, the national government, and the local government units, through the recommendation of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases had imposed nationwide and localized community quarantines within their respective jurisdictions;

WHEREAS, due to the imposed restrictions on face-to-face transactions during community quarantines and to promote social distancing, guidelines and restrictions affecting operations and frontline services were implemented accordingly;

WHEREAS, RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 aims to streamline or simplify the current systems, procedures, and requirements of government services;

WHEREAS, it is the thrust of the Commission to continue enhancing its online services to respond to the needs of the "new normal," and to serve the public in the most convenient and efficient manner while complying with the Zero-Contact policy of the government;

WHEREAS, to better manage the flow of transactions in the delivery of its frontline services while promoting minimal interaction with and among the clients, there is a need to adopt a web-based queuing mechanism which will afford the clients to maximize their time while waiting for their queues to transact their business;

WHEREAS, the Information and Communications Technology Service, through the Systems Development and Maintenance Division (SDMD), developed the web-based Queue Management System (*e*QMS) to enhance customer service and improve efficiency in the delivery of key Commission frontline services.

NOW, THEREFORE, in view of the foregoing, the Commission **RESOLVES,** as it is hereby **RESOLVED,** to approve the Queue Management System and authorize its implementation, under the following guidelines:

I. **COVERAGE**

These Guidelines shall cover the implementation of *e*QMS in all frontline offices of the Commission.

II. OBJECTIVES

These Guidelines aim to assist the administrator and relevant users of the *e*QMS by providing the standard procedures and protocols that are to be observed for implementation purposes.

III. ADMINISTRATIVE GUIDELINES FOR THE *e*QMS

A. The *e*QMS shall be immediately deployed to all ROs upon approval of this Resolution.

1. Upon the approval of the Director/Officer-in-Charge (OIC) of the Information and Communications Technology Service (ICTS), access codes shall be given to designated officials and employees in the frontline offices. The Database Management Systems Division (DMSD) shall be responsible for processing all access code requests.
2. Access code shall be for the official use of the employee/s whose account name/s and password/s are enrolled in the *e*QMS.
3. All personnel authorized to access *e*QMS shall not let any other employees/persons have his/her access code nor let anyone use his/her account.
4. Any violation hereof shall be a valid ground for the QMS to cancel the access given.

B. The ICTS shall facilitate a training to all Directors and RO Information Technology Officers upon deployment of the system.
C. Regional IT Officers shall ensure that all types of transactions or tasks being catered to by their respective offices/service centers are properly configured and available in the *e*QMS. This includes creating virtual offices, setting of ticket limit per day, and marking transaction types or tasks as active.
D. Computer kiosk/s shall also be made available on-site for use of clients who have no means of securing a virtual ticket from the *e*QMS website.
E. If applicable, a TV monitor shall be made available on the appointment place to display pending tickets.
F. Frontline officers or processors may pull queuing ticket numbers from the system. Queueing numbers that are due for processing shall be called to alert those in the waiting area;
G. Should the clients fail to appear when their queueing number is called, it shall be under the discretion of the concerned office/service center whether to still entertain said clients even after their number is called or to require them to get another ticket.
H. The availability of *e*QMS shall depend on the operating hours of each appointment place.
I. In case technical problems in the utilization or use of the *e*QMS, the ICTS through the SDMD, shall facilitate the conduct of troubleshooting and shall extend assistance to ROs.

IV. PROCEDURAL GUIDELINES OF THE QUEUE MANAGEMENT SYSTEM

A. SECURING A TICKET
   a. Clients shall be required to proceed to qms.prc.gov.ph and select their appointment place. The link shall also be made visible at the PRC website for easy reference;
   b. Clients shall be required to select the task/transaction type to get a ticket from and input their full name as appearing in their legal documents/valid IDs;
   c. Should the clients' name appear with a ticket name different from their name as reflected in their legal documents / valid IDs, they shall be required to get a new ticket number indicating their full name as reflected in their legal documents / valid IDs;

    d. Clients shall be required to secure a ticket for each of their unique transaction. They shall not be allowed to get another ticket for another transaction if he/she still has a pending ticket for an ongoing transaction.

    e. Once the virtual ticket is generated, clients can print the same or take a screenshot using their smartphones, to be presented at the designated windows.

    f. Clients may only secure a ticket on the same day of the appointment/schedule and only from 8:00 A.M. - 5:00 P.M. (Mondays thru Fridays, excluding Special and Non-working Holidays)

B. WHEN ONSITE

    a. The client shall proceed to the appointment place and wait for their ticket to be called.

    b. The clients can view/monitor the list of pending tickets at the Waiting Page section of the *e*QMS using their smartphones.

    c. Once the ticket number is called, the client has to present the screenshot or printed copy of the ticket to the frontline officer or processor in order to proceed with their transaction.
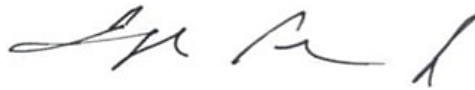
V. SANCTIONS

Failure of the responsible officers, employees, or personnel to comply with these Guidelines may render them liable for applicable sanctions as may be warranted under existing Civil Service Rules and policies of the Commission.

VI. EFFECTIVITY.

This Resolution shall be effective immediately.

Done in the City of Manila, this **23ʳᵈ** day of **September** 2020.

TEOFILO S. PILANDO, JR.
Chairman

YOLANDA D. REYES
Commissioner

JOSE Y. CUETO, JR.
Commissioner