



Foreword

For many years now, the Professional Regulation Commission (PRC) has served the public in its main office in Manila and in ten (10) regional offices in the cities of Baguio, Cagayan de Oro, Cebu, Davao, Iloilo, Legaspi, Lucena, Tacloban, Tuguegarao, and Zamboanga, and in satellite offices in Pagadian and Butuan.

We are in public service, and there are no reasons why we must not or should not excel in fulfilling our duty. So, aimed at relieving the progressively increasing congestion in the Central and Regional Offices and to facilitate a more effective, fast, and responsive service to the clientele down to the grassroots level, and in compliance with the mandate of the Law, RA 9485, otherwise known as the Anti-Red Tape Act, the Commission formulated and officially adopted the PRC Citizen's Charter.

The PRC Citizen's Charter, in essence, is our covenant with the transacting public, our clients, the applicants, examinees and registered professionals. It is our performance commitments, in terms of services delivery. It embodies our service standards in terms of processing time, steps and procedures, requirements and the like.

The Charter is not a mere billboard of services for display, rather it will serve as guide to all our clientele, as well as to the entire Commission, the Professional Regulatory Boards, and all the PRC Stakeholders for a customer-focused, efficient and quality frontline services. It is our way of saying to our clients: "This is how we commit to serve you. This is the kind of service that you can expect from PRC."

NICOLAS P. LAPEÑA, JR.
Chairman

TABLE OF CONTENTS

| | Page |
|--|-------------|
| I VISION, MISSION, and CORE VALUES | ii |
| II PERFORMANCE PLEDGE | iii |
| III THE GOOD GOVERNANCE CREDO OF SERVICE OF THE PRC OFFICIALS AND EMPLOYEES | iv |
| III FEEDBACK/ REDRESS MECHANISM | v |
| IV FEEDBACK FORM | vi |
| V LIST OF FRONTLINE SERVICES (Regional Office) | 1 |

VISION

“The Professional Regulation Commission is the instrument of the Filipino people in securing for the nation a reliable, trustworthy, and progressive system of determining the competence of professionals by credible and valid licensure examinations and standards of professional practice that are globally recognized.”

MISSION

“To deliberately, scientifically, and consistently determine the competence of professionals through the provision of professional standards and judicious issuance of professional license.”

CORE VALUES:

P – rofessionalism and integrity

R – esponsibility, Unity and Accountability

C – ompetence and Excellence

PERFORMANCE PLEDGE

We, the officials and employees of the **Professional Regulation Commission** pledge to:

Provide quality service to stakeholders and with special concern to differently-abled, pregnant/nursing women and senior citizens from Monday to Friday, 8:00A.M. to 5:00P.M. without noon break;

Regulate the practice of all Professions through the strict adherence to the rules and regulations embodied in Republic Act 8981 (PRC Modernization Act of 2000) and various professional regulatory laws;

Commit to the ideals of integrity, competence, and transparency through an effective customer feedback mechanism and easy access to information through our website (www.prc.gov.ph) and telephone numbers 735-1535 or 736-1488.

All these we pledge, because YOU deserve IT.

THE GOOD GOVERNANCE CREDO OF SERVICE OF THE PRC OFFICIALS AND EMPLOYEES

THE PROFESSIONAL

The Professional looks after our health, education, security, and welfare. We should reciprocate his deeds by attending to his needs.

He has sworn (on oath) to serve humanity with competence, so we should empower him so he can fulfill such duty.

He is committed to practice with ethical proficiency. We should serve him with integrity.

He is the country's foremost bid for global competition. We must protect and uphold his welfare.

He is a professional. We should extend professional treatment.

He is the reason for our being in the Commission. We should accord him the respect, dignity, and quality service he rightfully deserves.

He is our responsibility, not liability. He is not an outsider; he is part of the PRC family.

He is our client, our valued customer. His satisfaction is our success, his dissatisfaction is our failure.

The Professional is us. What he becomes reflects how well we have served him.

FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available at the Service Windows and drop it in the Suggestion Box;
- Directly e-mail us at pimru_prc@yahoo.com
- Call us at 736-4880 ; and/or 736-2251.
- Talk to our Officer of the Day at the Public Assistance desk.

THANK YOU for helping us to continuously improve our services.

FEEDBACK/SURVEY FORM

ABOUT YOU

Please complete the information below in case we need to get in touch with you or you may want further assistance from us.

Clients Name: _____
Contact Address: _____
Tel. No: _____
E-mail Address: _____

Please do not forget to drop this Customer Service Survey Form at the DROP BOX at the Main Entrance or Service Windows.

Thank you.

FOR COMPLAINTS:

OFFICE OF THE DIRECTOR
Professional Regulation Commission

Tel. No. _____
Tel. No. _____
E-mail: _____

Empty box for feedback/survey content.

**NO LUNCH BREAK/COFFE BREAK
MONDAY TO FRIDAY**



Professional Regulation Commission

Tell us how we are doing

Our foremost concern is to give you customer-focused, efficient and quality frontline services. But to know what you want, we have to hear from you

May we request you, therefore, to accomplish this Customer Service Survey Form. It will just take less than a minute to fill out this form. Your response will be of infinite value to us.

DATE & TIME OF VISIT (IMPORTANT)

TRANSACTION/S(PLEASE CHECK):

General Information on PRC (e.g. Exam Requirements, Schedule of Exam., etc.)

Application for Licensure Examination

Application for Initial registration of License

Renewal or Claiming of PRC License Card & BC

Certification of Renewal and Good Standing

Certification and authentication of PRC License Card & BC

Certification and Authentication of Board Ratings, Passing, State Board Verifications

Others(please specify) _____

Please rate our services and personnel by checking the answer of your choice.

LEGEND:

SA - Strongly Agree A - Agree

D - Disagree SD – Strongly Disagree

N - Neutral

A. Staff Behavior **SA A N D SD**

1. The Information Officer-of- the-Day at entrance gave accurate information and instructions.

2. The counter/window personnel approached:

a) Gave accurate and complete information and instructions.

b) Was courteous

c) Was efficient & fast

B. Services Rendered **SA A N D SD**

1. I was attended to Immediately

2. I got the information I wanted.

3. I received the documents I requested on the schedule date.

4. I saw no sign of Unusual activity of anyone asking money or favor in exchange for services.

C. Environment **SA A N D SD**

1. Helpful directional Signages/flowcharts.

2. Well maintained facilities:

a) Restrooms

b) Lobby and Floors

c) Rooms

d) Premises

e) Table & Chairs

3. Pleasant Ambiance:

a) Lighting

b) Ventilation

D. Security **SA A N D SD**

1. The security guards are doing their job very well.

2. I fell safe within the PRC premises

Other Comments and Suggestions

Areas for Improvement

Commendation (if any)

**LIST OF FRONTLINE SERVICES
REGIONAL OFFICE**

| Type of Frontline Service | Fees | Forms to be filled-out | Complete Processing Time (Under normal circumstances per transaction) | Unit/ Person Responsible |
|---|---|--|--|------------------------------|
| A. LICENSURE EXAMINATION SERVICES | | | | |
| <u>APPLICATION UNIT</u> | | | | |
| <ul style="list-style-type: none"> • Processing of applications for licensure examinations <ul style="list-style-type: none"> Baccalaureate Non-Baccalaureate • Marine Officers Computer-Based Walk-in Examination (Cebu, Davao and Iloilo Regional Offices only) | <p style="text-align: center;">900.00</p> <p style="text-align: center;">600.00</p> | <p>PRC APP Form (AF) (for various Boards); NAF (Nurses); TAF (Teachers); MDO Form No. 03A1/ 03A2/ 03A3 (Marine Deck Officers); MEO Form No. 03A1/ 03A2/ 03A3 (Marine Engine Officers); PERRC (Permanent Examination Record Card); NOA (Notice of Admission) <i>(for various Boards except Teachers);</i> Applicant's Stub (for Teachers only)</p> <p>(See attached requirements and procedures furnished by the concerned regional offices)</p> | <p>28-40 minutes</p> | <p>Application Processor</p> |

| | | | | |
|---|---|--|----------------------|--------------------------------|
| <ul style="list-style-type: none"> Application for Registration Without Examinations | 900.00 | PRC OPT Form No. 003 PRC APP Form No. 004 | 28-40 minutes | Application Processor |
| <u>Accreditation of Firms</u> <ul style="list-style-type: none"> Architects CPAs Civil Engineers Environmental Planners | Single/Partnership 1,500/2,000 | Application for Accreditation of Firms | 28-40 minutes | Application Processor |
| B. REGULATION SERVICES | | | | |
| <u>REGISTRATION</u> | | | | |
| <ul style="list-style-type: none"> Initial Registration | 1,050.00 (Bacc) 870.00 (Non-Bacc) | Oath Form | <i>20-35 Minutes</i> | Registration Officer |
| <ul style="list-style-type: none"> Re-Registration | 600.00 Bacc 400 No-Bacc + Renewal fees (depends on YLF) | Oath Form | <i>20-35 Minutes</i> | Registration Officer |
| <u>Marine Deck & Engine Officers</u> | | | | |
| <ul style="list-style-type: none"> Renumbering of Old to New License Number/ | Year Last Paid (YLP) + Surcharge + P300.00 (COR) | MDO/MEO Forms Nos. 2, 12, and 8-A MDO/MEO Forms Nos. 2, 12, and 8-B | <i>20-35 Minutes</i> | Registration Officer/Personnel |
| <ul style="list-style-type: none"> Upgrading of Rank/ Replacement of Nomenclature in the | If PIC expired, (YLP) + Surcharge + P300.00 (COR) | | | |

| | | | | |
|--|---|--|---|---|
| <p>Operational Level to Officer-In-charge of a Watch</p> <ul style="list-style-type: none"> • Issuance/ Revalidation/ Upgrading of Rank / Replacement of Nomenclature in the Operational Level to Officer-In-Charge of a Watch of STCW '95 Certificates/ • Renewal of Professional Identification Card (PIC) Current – for Bacc Current– for non- Bacc Add: Surcharge (after the expiry date) • Petition of Name due to Marriage • Petition for Correction of Entries/Data (Name, Birthday, Gender, etc). • Replacement of Lost PRC ID Cards (PIC) And Certificate of Registration (COR) (various boards) | <p>If unexpired PIC,P 250.00 (for dup copy) + 300.00 (COR)</p> <p>STCW '95 Certificates- P2,000.00</p> <p>450.00 420.00 + + +</p> <p>225.00</p> <p>225.00</p> <p>PIC –P250.00 COR-P300.00</p> <p>PIC - 250.00 COR/STCW'95 Cert. - 300.00</p> | <p>STCW MDO/MEO Form No. 18/23</p> <p>PRC REG Form No. 003 (Renewal Form)</p> <p>Petition for Change of Name due to Marriage Form</p> <p>Petition for Correction of Entries/Data Form</p> <p>Request Form/Order of Payment</p> <p>MDO/MEO Form No. 12, 8-A</p> <p>STC W MDO/MEO Form Nos. 19</p> | <p><i>20-35 Minutes</i></p> <p><i>20-35 Minutes</i></p> <p><i>20-35 Minutes</i></p> <p><i>15-30 Minutes</i></p> <p><i>15-30 Minutes</i></p> <p><i>15-30 Minutes</i></p> | <p>Registration Officer/Personnel</p> <p>Renewal Processor</p> <p>Registration Personnel</p> <p>Registration Personnel</p> <p>Registration Personnel</p> <p>Registration Personnel/Records Verifier</p> |
|--|---|--|---|---|

| | | | | |
|--|---|--|----------------------|--|
| <p>Replacement of lost/damaged Professional Identification Card (PIC) / Certificate of Registration (COR)/STCW '95 Certificate (Marine Officers)/ Replacement of STCW '95 Certificates due to amended name/Date of Birth</p> | <p>Cert. of Endorsement- P300.00 Certificate of Competency- P300.00</p> | <p>STCW MDO/MEO Form Nos. 19.A</p> | <p>15-30 Minutes</p> | <p>Registration Personnel/Records Verifier</p> |
| <ul style="list-style-type: none"> Releasing of PIC/COR | <p>None</p> | <p>Claim Stub/Request Slip Form</p> | <p>10-20 Minutes</p> | <p>Releasing Officer</p> |
| <ul style="list-style-type: none"> Certifications - Good Standing, Passer, Board Rating, Negative/Positive Certification, etc. | <p>75.00/ copy</p> | <p>Request Form/Slip Order of Payment Form</p> | <p>10-20 Minutes</p> | <p>Certifications/ Authentications in-Charge</p> |
| <ul style="list-style-type: none"> Authentication (PRC documents like PIC/COR/ Board Rating, etc) | <p>75.00/copy</p> | <p>Request Form/Slip Order of Payment Form</p> | <p>15-30 Minutes</p> | <p>Certifications/ Authentications in-Charge/ Records Verifier</p> |
| <ul style="list-style-type: none"> Local/ Foreign License Verification/ Validation (LGUs, NGOs, NGAs, SCUs, Private Entities) | <p>75.00/copy</p> | <p>Verification Slip</p> | <p>15-30 Minutes</p> | <p>Registration Personnel/Records Verifier</p> |
| <ul style="list-style-type: none"> Filing of Complaints against Erring professionals | <p>Docket Fee – P235.00 Legal Research Fee- P100.00</p> | <p>Order of Payment Form Sworn Statement/ Affidavit of Complaints by Complainant</p> | <p>15-25 Minutes</p> | <p>Legal Staff/ Secretary to the Regional Director</p> |

Note: All PRC FORMS are available FREE OF CHARGE

Schedule of availability of Services: MONDAY TO FRIDAY- 8:00AM – 5:00PM (without noon break)

I. Processing of Application for licensure examinations

WHO MAY AVAIL OF THE SERVICE?

- Filipino citizen of good moral character;
- Has no criminal record or has not ever been convicted in a final judgment by any court, military tribunal or administrative body.
- Appropriate Baccalaureate/ non-Baccalaureate graduate as required by the specific professional regulatory law.

WHAT ARE THE BASIC REQUIREMENTS?

FOR FIRST TIME APPLICANTS:

- Official Transcript of Records (OTR) with scanned picture & with remarks “for Board Exam Purposes”
- NSO Birth Certificate in Security Paper
- NSO Marriage Certificate for female married applicants
- Three (3) passport size colored pictures in white background, full name tag (first name, middle name, last name) in decent attire. Pictures should be identical and taken within the last six (6) months prior to filing of application.
- Current Community Tax Certificate (Cedula)
- For various board/ nurses/ marine – Metered/paper documentary Stamp; One (1) Stamped Window Mailing Envelope (for mailing of Board result).
- For Teachers – Metered/paper documentary Stamp; two (2) stamped Window Mailing Envelope (for mailing of Notice of Room Assignment and Board Results)
- Other specific requirements by concerned Professional Regulatory Boards
- Marine Officers: Documentary requirements are printed at the back of the Application Form.

FOR REPEATERS:

Fill-out and submit Application Form intended for repeaters and attach original/authenticated copy of report of rating/ certification of rating.

Duration of the Service: 28-40 minutes transaction during normal circumstances

How to Avail of the Service

| Steps | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances per transaction) | Person In Charge | Fees | Form |
|-------|---|---|--|-----------------------|------|---|
| 1 | <p>Proceed to designated window/counter and present basic requirements at the Application Processor;</p> <p>Secure Application Form, PERRC and NOA</p> <p>In case of deficiencies, acknowledge receipt of the checklist</p> | <p>Evaluate documentary requirements and do the following <u>if applicant is qualified</u>:</p> <ul style="list-style-type: none"> ▪ give pre-numbered application form and PERRC; ▪ indicate examination fee; and ▪ affix signature <p>If applicant is not qualified:</p> <ul style="list-style-type: none"> • give check-list of deficiencies • Indicate date, and affix signature • Advise applicant to complete/submit the lacking requirement /s on or before the deadline of filing. <p>For repeaters: Processor shall retrieve applicant's PERRC (if available) for verification of past examination and/or issue a</p> | 15-20 minutes | Application Processor | | <p>PRC App Form No. 001-A</p> <p>Permanent Exam Registration Record Card (PERRC)</p> <p>Notice of Admission</p> <p>PRC OPT Form No. 101-2</p> <p>MDO Form No. 03A1/ 03A2/ 03A3 (Marine Deck Officers)</p> <p>MEO Form No. 03A1/</p> |

| | | | | | | |
|---|--|---|---------------|--------------------------------|---|--|
| | | <p>DUMMY PERRC if the applicant took previous examination from other regions/ Central Office.</p> <p>Instruct applicant to fill-out the forms properly and to proceed to the Cashier Window for payment of fees</p> | | | | 03A2/ 03A3 (Marine Engine Officers) |
| 2 | Submit duly accomplished Application Form and other requirements to the Cashier and pay the examination fee; | Collect payment and issue Official Receipt ; Affix signature/ initials on the space provided for in the duly accomplished Application Form | 3-5 minutes | Cashier/ Collecting Officer | P900.00 – bacc grad P600.00 – non- bacc grad | |
| 3 | <p>Proceed to Application Processing window and submit all duly accomplished AF, PERRC, Official Receipt and stamped window mailing envelope to the Issuing Officer</p> <p>Secure Notice of Admission (NOA) or Flier's Stub, Official Receipt, and Examination Kit</p> | <p>Issuing Officer shall check/ evaluate the completeness and accuracy of all entries in the AF and PERRC. If everything is in order, the Issuing Officer shall issue the following:</p> <ul style="list-style-type: none"> ▪ Notice of Admission (NOA)/ Application Stub; ▪ Official Receipt; ▪ Exam Program; ▪ Examinee Guide (Kit), and ▪ Self Instruction Sheet. | 10-15 minutes | Issuing Officers | | |

| | | | | | | |
|--|---|--|--|------------------------------------|--|--|
| 4 | For various professions: - Come back to the regional office 2-3 days before the start of the examination to check on room assignment, school, building, and location; and/or visit PRC website (or the regional website, if available) | Post list/room assignments at PRC regional office premises and at PRC/regional website (if available) | | Processors-Application Unit ICT | | |
| For Teachers: | | Wait for the Notice of Room Assignment to be sent by mail and/or visit PRC web/blog sites. | | | | |
| For Marine Officer Applicants | | All applications shall be forwarded to the Marine Deck/Engine Officers Division for further evaluation of the Board. The applicant shall verify or call the regional office after 1-2 weeks whether application is approved or disapproved. If approved, the Notice of Admission shall be issued to the applicant. | | | | |
| Applications requiring Board's approval (FTB) – Like Architects, Master Electricians, CPM, Master Plumber, etc. | | Applications shall be forwarded to the Application Division and to the Assistant Secretary's Office for further evaluation and approval of the concerned Board. The applicant shall verify or call the regional office after 1-2 weeks whether application is approved or disapproved. If approved, the Notice of Admission shall be issued to the applicant. | | | | |
| End of Transaction | | | | | | |

II. Processing of Application For Registration without Examination

Schedule of Availability of Service;

Monday to Friday: 8:00A.M. - 5:00P.M. (Without Noon Break)

WHO MAY AVAIL OF THE SERVICE?

- Filipino citizen of good moral character;
- Has no criminal record or has not ever been convicted in a final judgment by any court, military tribunal or administrative body.
- Appropriate Bacalaureate/ non-Bacalaureate graduate as required by the specific professional regulatory law.

WHAT ARE THE BASIC REQUIREMENTS?

For TEACHERS

- Original and authenticated copy of Report of Rating (Category A)/ /Guro Certificate (Category B), or in the absence thereof, original Certification of Rating/Eligibility (for both categories) issued by the Civil Service Commission;
- Original and photocopy of Official Transcript of Records (Bachelor's Degree);
- Original and photocopy of Certificate of Live Birth issued by National Statistics Office (NSO) in security paper;
- Original and photocopy of Marriage Certificate issued by the NSO in security paper (for married female applicants);
- Three (3) colored passport size pictures in white background, full name tag (first name, middle name, last name) and decent attire. Pictures should be identical and taken within the last six (6) months prior to filing of application;
- Current Community Tax Certificate (Cedula);
- Window mailing envelope with postage stamps (for Notice of Approval/Disapproval)
- Processing Fee of P900.00 for Bacalaureate graduate and P600.00 for non-Bacalaureate graduate; and
- Other specific documents required by the Board

For **AGRICULTURISTS/ ECE/ PECE/ PME/ PEE/MED.LAB.TECH/ INTERIOR DESIGN/ LANDSCAPE ARCHITECT/ FISH TECH** - Documentary requirements are stated at the back of the application form.

ACCREDITATION OF FIRMS – ARCHITECTS/CPAs/CIVIL ENGINEERS/ENVIRONMENTAL PLANNERS - Documentary requirements and procedures are stated at the back of the application form.

Duration of the Service: 28-40 minutes during normal circumstances

How to avail of the Service

| Steps | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person In Charge | Fees | Form |
|-------|---|---|---|-----------------------------|---|--|
| 1 | Proceed to designated window and present all required documents for evaluation; Secure Application Form and PERRC and fill out the needed information. | Evaluate documentary requirements and issue application form and PERRC if deemed qualified. Assess payment, instruct applicant to fill-out the forms correctly and to proceed to the Cashier | 15-20 minutes | Application Processor | | PRC APP Form No. 004 PRC OPT Form No. 003 |
| 2 | Present application form and other requirements to the Cashier and pay the required fees; | Collect payment, issue Official Receipt and affix signature on the space provided for in the Application Form. | 3-5 minutes | Cashier/ Collecting Officer | Bacc. Grad. P900.00; Non-Bacc. Grad- P600.00 | |

| | | | | | | |
|---|---|---|---------------|-----------------|--|--|
| | | Instruct client to proceed to the Issuing Officer. | | | Accreditation of Firms(Single/ Partnership) P1,500.00/ P2,000.00 | |
| 3 | <p>Submit all duly accomplished application form and documentary requirements to the Issuing Officer for final evaluation.</p> <p>Receive Follow-Up Slip/Filer's Stub from the Issuing Officer.</p> <p><i>Wait for the Notice of Approval thru mail or check PRC Website/ Regional Blogsite, and/or follow up status of application after 1-3 months.</i></p> <p><i>Application for the Accreditation of Accounting Firms – verify status after 1-3 months.</i></p> | <p>Receive application form and OR with attached documentary requirements;</p> <p>Detach Follow- Up Slip/ Filer's Stub and give to the applicant.</p> | 10-15 minutes | Issuing Officer | | |
| | | End of Transaction | | | | |

III. INITIAL REGISTRATION FOR BOARD PASSERS

Schedule of Availability of Service:

Monday to Friday: 8:00A.M. – 5:00P.M. (Without Noon Break)

WHO MAY AVAIL OF THE SERVICE?

- Those who passed the Licensure Examinations; and/or
- Those whose applications for Registration without Examination have been approved by the Board through Board Resolutions.

WHAT ARE THE REQUIREMENTS?

- Duly accomplished Oath Form/ Panunumpa ng Propesyonal;
- Two (2) copies passport size, and one (1) pc 1x1, colored pictures in white background, complete name tag (Middle Name must be spelled out) and in decent attire; For Marine Officers – marine uniform with the appropriate shoulder board according to rank;
- Current Community Tax Certificate (Cedula);
- Stamped Mailing Envelope/Stamped Notice of Availability of Professional Identification Card (PIC).
- Payment of registration Fees – P1,050.00 for baccalaureate; P870.00 for non-baccalaureate

Additional requirements if Registrant is abroad and wishes to register through a representative:

- Special Power of Attorney from the Consul/Notary Public abroad;
- Oath Form filled-out by the applicant and notarized by the Consul/Notary Public abroad;
- Acknowledgment from the Consul; and
- Photocopy of the passport pages showing personal data and date of entry abroad.

Oath-taking of New Professionals

- Mass Oath-taking conducted by the APOs and the concerned Board;
- PRC Officials (Regional Director, and in his absence the following: Supervising PRO, Legal Officer, Sr. PRO and Administrative Officer V)
- Any authorized officials to administer oath

| | | | | | | |
|---|--|--|-------------|--|--|--|
| | | If the discrepancy is caused by the applicant, advise applicant to file a petition for correction of entry in the data base. | | Regulations/ Legal Officer | | |
| 3 | Present Oath Form to the Cashier and pay the prescribed fee. | Collect payment, print amount paid, and issue Official Receipt (O.R.); Affix signature on the space provided for on the Oath Form | 3-5 minutes | Cashier and/or Designated Collecting Officer | P1,050.00 (for bacc grad.) P870.00 (for non-bacc grad.) P1,350 (for Marine Officers) | Oath Form Marine Officers' Official Registry Book (ORB) |

| | | | | | | |
|---------------------------|---|--|---------------|------------------------|--|------------------|
| | <p>Submit duly accomplished Oath Form, Official Receipt, and pictures to the Registration Officer at the designated Window</p> <p>Fill-out Registry Sheet and submit to the Registration Officer.</p> <p>Receive Claim Stub/Slip;</p> <p>Wait for the receipt of Notice of Availability of PIC/COR to be sent thru mail/ SMS (optional)</p> | <p>Review accomplished Oath Form;</p> <p>Paste 1x1 colored picture with full nametag on the Registry Sheet;</p> <p>Instruct client to fill-out appropriate column on the Registry Sheet.</p> <p>Detach Claim Stub and release to client.</p> <p>Advise client to follow-up on the availability of PIC after 1 – 3 months and for COR after 6 months;</p> <p>And/or have the option to be notified thru mail/SMS.</p> | 10-15 minutes | Registration personnel | | PRC Form No. 200 |
| End of Transaction | | | | | | |

IV. RE- REGISTRATION

Schedule of Availability of Service:

Monday to Friday: 8:00A.M. – 5:00P.M. (Without Noon Break)

WHO MAY AVAIL OF THE SERVICE?

- Formerly registered as **Electronics and Communications Engineer(ECE) to Electronics Engineer (EcE); Assistant Electrical Engineer and Associate Electrical Engineer to Registered Electrical Engineer (REE); Master Electrician to Registered Master Electrician (RME)**

WHAT ARE THE REQUIREMENTS?

- Old PRC Professional Identification Card and Certificate of Registration ; If missing, Affidavit of Loss
- Certificate of Good Standing from the Accredited APOs.
- Three (3) copies passport size colored pictures in white background, complete name tag (first name, middle name, and last name) and in decent attire. Pictures should be identical and taken within the last six (6) months prior to filing of application.
- Current Community Tax Certificate (Cedula);
- Stamped Mailing Envelope/Stamped Notice of Availability of Professional Identification Card (PIC).
- Payment of registration Fees – P600.00 for baccalaureate grad.; P600.00 for non-baccalaureate grad.

Additional requirements if Registrant is abroad and wishes to re-register through a representative:

- Special Power of Attorney from the Consul/Notary Public abroad;
- Oath Form filled-out by the applicant and notarized by the Consul/Notary Public abroad;
- Acknowledgment from the Consul; and
- Photocopy of the passport pages showing personal data and date of entry abroad

Duration of the Service: 20-35 minutes transaction during normal circumstances

How to avail of the Service:

| Steps | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person-in-Charge | Fees | Forms |
|-------|---|---|---|--|---|-----------------------------|
| 1 | Secure Oath Form and PERRC from the Officer of the Day/ designated Window. | Issue Oath Form and PERRC and advice client to fill out the forms. | 5-10 minutes | Officer Of the Day/ Registration Officer | | PRC Form No. 200- Oath Form |
| 2 | Fill out and submit duly accomplished PERRC, Oath Form together with the requirements to the Registration Officer | Check all entries and verify client's name from the Data base/ Master List / Control List. Instruct client to proceed to Cashier's window. | 3-5 minutes | Registration Officer/ Records Verifier | | |
| 3 | Present Oath Form to the Cashier and pay the prescribed fee. | Collect payment, print amount paid, and issue Official Receipt (O.R.); Affix signature on the space provided for on the Oath Form. | 3-5 minutes | Cashier and/or Designated Collecting Officer | P600 – Bacca. Grad. P400.00 – Non-Bacca. Grad. + Renewal fees (depend on the year last paid (YLP) | |
| 4 | Submit duly accomplished Oath Form, PERRC, Official Receipt, and pictures to the Registration Officer at the designated | Review accomplished Oath Form and PERRC. | 10-15 minutes | Registration Officer | | |

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|---------------------------|---|--|--|--|--|--|
| | <p>Window</p> <p>Receive Claim Stub/Slip;</p> <p>Wait for the receipt of Notice of Availability of PIC/COR that will be sent thru mail (optional)</p> | <p>Detach Claim Stub and release to client.</p> <p>Advise client to follow-up on the availability of PIC after 1 – 3 months;</p> <p>And/or have the option to be notified thru mail/SMS.</p> | | | | |
| End of Transaction | | | | | | |

FOR MARINE DECK/ ENGINE OFFICERS

MARINE OFFICERS – Documentary requirements are stated at the back of the application form.

(a) Application for Renumbering of Old to New License Number, Upgrading of Rank and Replacement of Nomenclature in the Operational Level to Officer-In-Charge of a Watch;

(a) Application for Issuance/ Revalidation/ Upgrading of Rank and Replacement of Nomenclature in the Operational Level to Officer-In-Charge of a Watch of STCW '95 Certificates

Duration of the Service: 20-35 minutes

How to avail of the Service:

| Steps | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person-in-Charge | Fees | Forms |
|-------|--|---|---|--|------|---|
| 1 | Secure appropriate Forms and PERRC at the Officer of the Day/Designated Window. | Issue appropriate Forms and PERRC and advice client to fill out the appropriate forms. | 5-10 minutes | Officer Of the Day/ Registration Officer | | MDO/MEO Forms Nos. 2, 12, and 8-A MDO/MEO Forms Nos. 2, 12, and 8-B STCW MDO/MEO Form No. 18/23 |
| 2 | Fill out and submit duly accomplished Forms to the designated Window together with the requirements. | Check entries, scan/verify marine officer's latest PIC/COR with the UV Light/website and if name is included in the Control List. Check discrepancies, if proper, assess and affix initial on the form | 3-5 minutes | Registration Officer/ Records Verifier | | MDO/MEO Registry Sheet MDO/MEO Log Sheet |

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|---|---|--|---------------|--|--|--|
| | | and advise client to proceed to Cashier's window | | | | |
| 3 | Present appropriate Form and other documents to the Cashier and pay the prescribed fee. | Collect payment, print amount paid, and issue Official Receipt (O.R.); Affix signature on the space provided for on the appropriate form. | 3-5 Minutes | Cashier/Collecting Officer | <u>Renumbering</u> Year Last Paid (YLP) + Surcharge + P300.00 (COR)- <u>Upgrading of rank/Replacement of Nomenclature</u> If PIC expired, YLP + Surcharge + P300.00 (COR)- If unexpired PIC, P250.00 (for dup copy) + 300.00 (COR) STCW '95 Certificate s- P2,000.00 | |
| 4 | Submit duly accomplished appropriate forms, pictures and other requirements at the | Check entries on the accomplished appropriate form and PERRC. | 10-15 minutes | Registration Officer/ Records Verifier | | |

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| | <p>Designated window.</p> | <p>Paste the 1x1 colored picture on the Registry Sheet;</p> <p>Staple one (1) passport size and one (1) 1x1 colored picture on the forms.</p> <p>Instruct client to fill-out appropriate column on the original Registry Sheet (Applicable only for <u>Renumbering</u>) / photo copy of Registry Sheet (for Upgrading and Replacement of Nomenclature)</p> <p>Advise client to fill out Releasing log sheet and sign.</p> <p>Detach Claim Slips (For PIC & COR) and release to client.</p> <p>Advise client to follow-up on the availability of PIC and COR after 1 – 3 months.</p> | | | | |
| 5 | <p>Receive Claim Slips.</p> <p>Wait for the receipt of Notice of Availability of PIC/COR sent thru mail . (Optional)</p> | | | | | |
| End of Transaction | | | | | | |

V. PROCESSING OF RENEWAL OF PROFESSIONAL IDENTIFICATION CARD (PIC)

Schedule of Availability of Service:

Monday to Friday 8:00A.M. – 5:00 P.M. (without noon break)

WHO MAY AVAIL OF THE SERVICE?

- Professionals whose Professional Identification Card (PIC) already expired, or about to expire within the calendar year.

WHAT ARE THE REQUIREMENTS?

- Original and photocopy of the expired Professional Identification Card (PIC)
- Two (2) colored passport size pictures in white background, full name tag (first name, middle name, last name) and in decent attire. Pictures should be identical and taken within the last six (6) months prior to filing of renewal;
- For REE/RME, PEE, PECE, ECE, GE, Architect, Landscape Architect, Interior Design: Certificate of good standing from Accredited Professional Organization (APO)
- **(Optional)** Stamped Window Mailing Envelope/ Pre-stamped NOTICE FORM for the availability of the Professional Identification Card

Duration of the Service: 20-35 minutes per transaction under normal circumstances

How to Avail of the Service

| Steps | Applicant/Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person In Charge | Fees | Forms |
|-------|---|--|---|------------------|------|----------------------|
| 1 | Secure (or download thru PRC Website) renewal form at the | Issue renewal form and instruct client to fill-out the form. | 3-5 minutes | OD / PAO | | PRC REG Form No. 003 |

| | | | | | | |
|---|--|---|---------------|---------------------------------|--|---------------------|
| | designated counter or from the Officer of the Day | | | | | MDO/MEO Form No. 12 |
| 2 | <p>Fill-out the renewal form; Paste passport size picture with name tag on the space provided for;</p> <p>Submit duly accomplished renewal form with complete requirements to designated Registration /Renewal Window.</p> | <p>Check entries, picture, and verify name in the Control List and/or available database and subject ID using UV Light to check authenticity;</p> <p>Indicate inclusive years of coverage; Assess payment due then affix signature on the space provided for;</p> <p>Instruct client to pay required fees to the Cashier.</p> | 10-20 minutes | Registration /Renewal Processor | | |
| 3 | <p>Proceed to the cashier's window; present accomplished renewal form and pay the required fees.</p> | <p>Collect payment and issue Official Receipt and affix signature on the space provided for;</p> <p>Instruct client to submit documents and Official Receipt at the designated/Renewal Window</p> | 3-5 minutes | Cashier/ Collecting Officer | <p>450.00 – bacc;</p> <p>420.00 – non-bacc</p> <p>Marine Officers – 750.00</p> <p>(Add surcharge, if applicable)</p> | |

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| | | | | | | |
| 4 | Submit all documents and Official Receipt at the designated Registration/Renewal Window . | <p>Receive the documents and check all entries;</p> <p>Indicate the number of months of processing;</p> <p><i>Advice Marine Officer (only) to sign in the Renewal log sheet. .</i></p> <p>Detach Claim Slip and give to the client;</p> | 3-5 minutes | Registration /Renewal processor | | |
| 5 | <p>Receive Claim Slip;</p> <p>Wait for the receipt of “Notice of Availability of PIC” sent thru mail. (optional)</p> | <p>Advise client to follow-up on the availability of PIC after 1-2 months;</p> <p>And/or have the option to be notified thru mail/SMS.</p> | | Registration/ Renewal processor | | |
| End of Transaction | | | | | | |

VI. PETITION FOR CHANGE OF NAME DUE TO MARRIAGE

Schedule of Availability of Service:

MONDAY TO FRIDAY : 8:00A.M. – 5:00P.M. (Without noon break)

WHO MAY AVAIL OF THE SERVICE?

- A FEMALE Professional who got married and want to use the family name of spouse.

WHAT ARE THE REQUIREMENTS?

- Current Professional Identification Card; If expired, the professional has to first renew/update her PIC;
- Original copy of Marriage Certificate issued by NSO in security paper;
- Three (3) colored passport size pictures in white background, full name tag (first name, middle name, last name) and in decent attire. Pictures should be identical and taken within the last six (6) months prior to filing of petition;
- (Optional) Stamped Notice of Availability of PIC

Duration of the Service: 20-35 Minutes per transaction under normal circumstances

How to Avail of the Service:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person In Charge | Fees | Forms |
|------|--|---|---|------------------|------|----------------------------------|
| 1 | Secure Petition Form for Change of Name due to marriage at the designated counter or from the Officer of the Day | Issue petition form to the client and instruct to fill-out required information | 3-5 minutes | OD/PAO | -- | Petition for Change of Name Form |

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| 2 | <p>Fill-out Petition Form.</p> <p>Submit duly accomplished petition form together with the documentary requirements at the designated Window</p> | <p>Evaluate/review documents submitted and check all entries;</p> <p>Verify name from the data base/masterlist/ Control List;</p> <p>If in order, assess required fees and affix signature on the space provided for;</p> <p>Instruct client to pay to the Cashier.</p> | 10-15 minutes | Registration personnel/Records Verifier | | |
| 3 | <p>Present Petition Form to the Cashier and pay the required fees;</p> | <p>Collect payment and issue Official Receipt; Affix signature on the space provided</p> <p>Instruct client to go back to the designated Window for the final evaluation and submission of forms.</p> | 3-5 minutes | Cashier/ Collecting Officer | P225.00 | |
| 4 | <p>Submit all documents and Official Receipt at the designated Window</p> | <p>Registration Processor receives all documents;</p> <p>Detach Claim Slip/ Stub and issue to client;</p> | 3-5 minutes | Registration personnel | | |

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|---------------------------|--|--|-------------|------------------------|--|--|
| 5 | <p>Receive Claim Stub</p> <p><i>Wait for the approval of Petition and Notice of Availability of new PIC sent thru mail. (optional)</i></p> | <p>Advise client to follow-up after 1-3 months;</p> <p><i>And/or have the option to be notified on the availability of PIC thru mail/SMS</i></p> | 1-5 minutes | Registration personnel | | |
| END OF TRANSACTION | | | | | | |

VII. PETITION FOR CORRECTION OF ENTRIES/DATA (NAME, DATE OF BIRTH, ETC.)

Schedule of Availability of Service:

MONDAY TO FRIDAY : 8:00A.M. – 5:00P.M. (Without noon break)

WHO MAY AVAIL OF THE SERVICE?

- Registered professionals who need to correct entries/data on PRC Records based on their documents

WHAT ARE THE REQUIREMENTS?

- Photocopy of unexpired/current PRC ID;
- Original copy of Certificate of Live Birth from NSO in security paper/ Marriage Certificate from NSO in security paper indicative of the Annotations and/or Supplemental Report.
- Personal Affidavit of Discrepancy duly notarized
- Three (3) colored passport size pictures in white background, full name tag (first name, middle name, last name) and decent attire. Pictures should be identical and taken within the last six (6) months prior to filing of petition;
- One (1) stamped window mailing envelope

Duration of the Service : 20-35 minutes per transaction under normal circumstances

How to Avail of the Service:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Persons in Charge | Fees | Forms |
|------|--|---|---|-------------------|------|--|
| 1 | Secure Petition Form for Correction of Entries/Data from the | Issue petition form to the client and instruct to fill-out required information | 3-5 minutes | OD/ PAO | | Petition for Correction of Entries/Data form |

| | | | | | | |
|---|---|---|---------------|---|--------|--|
| | Officer of the Day/designated Window . | | | | | |
| 2 | <p>Fill-out Petition Form.</p> <p>Submit duly accomplished form together with the documentary requirements at the designated window .</p> | <p>Evaluate/review documents submitted and check all entries; Verify name from the data base/ masterlist /Control List;</p> <p>If in order, assess required fees and affix signature on the space provided for;</p> <p>Instruct client to pay to the Cashier.</p> | 10-15 minutes | Registration personnel/Records Verifier | | Petition for Correction of Entries/Data Form |
| 3 | <p>Present Petition Form to the Cashier and pay the required fees;</p> | <p>Collect payment and issue Official Receipt; Affix signature on the space provided.</p> <p>Instruct client to go back to the designated Window for the final evaluation and submission of forms.</p> | 3-5minutes | Cashier/ Collecting Officer | 225.00 | |
| 4 | <p>Submit all documents and Official Receipt at the designated window.</p> | <p>Registration /Renewal Processor receives all documents;</p> <p>Detach Claim Slip/ Stub and issue to client;</p> | 3-5 minutes | Registration /Renewal personnel | | |

| | | | | | | |
|---------------------------|--|---|-------------|------------------------|--|--|
| 5 | <p>Receive Claim Stub.</p> <p>Wait for the approval of Petition and Notice of Availability of new PIC sent thru mail. (optional)</p> | <p>Advise client to follow-up after 1-3 months;</p> <p>And/or have the option to be notified on the availability of PIC thru mail/SMS</p> | 1-5 minutes | Registration personnel | | |
| END OF TRANSACTION | | | | | | |

VIII. REQUEST FOR REPLACEMENT (DUPLICATE) PROFESSIONAL IDENTIFICATION CARD (PIC) OR CERTIFICATE OF REGISTRATION (COR);

For Marine Officers:

REPLACEMENT OF STCW '95 CERTIFICATES DUE TO LOST/DAMAGED;
REPLACEMENT OF STCW '95 CERTIFICATES DUE TO AMENDED NAME OR
CORRECTED DATE OF BIRTH

Schedule of Availability of Service

MONDAY TO FRIDAY : 8:00A.M. – 5:00P.M. (Without noon break)

WHO MAY AVAIL OF THE SERVICE?

- Registered professionals who were already issued Professional Identification Card (PIC) / Certificate of Registration (COR) but got lost or damaged.

WHAT ARE THE REQUIREMENTS?

- Original copy of damaged PIC/COR; Affidavit of Loss for lost PIC/COR; The Professional Identification Card must be current/updated.
- For Marine Officers requesting for replacement of COR, requirements are stated at the front/back of the forms: MDO/MEO Form No. 8-A; for PIC, MDO/MEO Form No. 12, MDO/MEO STCW Form No. 19/19A
- One (1) colored passport size-picture in white background, full name tag (first name, middle name, last name) and decent attire. Picture should be within the last six (6) months prior to filing of replacement of PIC/COR. For Marine Officers, pictures with proper shoulder board.
- One small brown envelope and documentary stamp (for Certificate of Registration)
- (Optional) Stamped Window Mailing Envelope/ Stamped Notice of Availability of PIC/COR

Duration of the Service: 15-30 minutes per transaction under normal circumstances

How to Avail of the Service

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Persons in Charge | Fees | Forms |
|------|--|--|---|---|--|--|
| 1 | Secure and fill-out appropriate forms | Issue appropriate forms; Advise client to fill-out the forms and proceed to the designated window | 3-5 minutes | OD/PAO | | PRC Reg. Form 003/Order of Payment MDO/MEO Form Nos 12/8-A |
| 2 | Submit duly accomplished forms and documentary requirements at the designated window | Receive documents, check all entries, picture, and verify name from the Control List/Database/Master list/Website. Evaluate documents; If everything is proper, assess fees to be paid and affix signature on the space provided. Instruct client to pay to the Cashier | 5-10 minutes | Registration personnel/Records Verifier | | MDO/MEO STCW Form No. 19/19A |
| 3. | Present filled-out forms and pay the required fees to the Cashier | Receives payment; Issue Official Receipt and affix signature on the space provided for; | 3-5 minutes | Cashier/Collecting Officer | 250.00 for replacement of PIC; 300.00 for | |

| | | | | | | |
|----|--|--|--|------------------------|--|--|
| | | Instruct client to go back to the designated window for the final submission of forms and issuance of Claim Stub. | | | replacement of COR STCW '95 Certificates- P600.00 | |
| 4. | Submit all documents including Official Receipt at the designated window. Wait for the receipt of Notice of Availability of PIC sent thru mail (optional) | For Marine Officers only – advice to fill out log sheet and sign Detach Claim Stub and issue to client. Advise client to follow-up after 1-2 months; And/or have the option to be notified thru mail/SMS. | 3-5 minutes 1-5 minutes | Registration Personnel | | |

END OF TRANSACTION

IX. RELEASING OF PROFESSIONAL IDENTIFICATION CARD (PIC)/ CERTIFICATE OF REGISTRATION (COR); STCW '95 CERTIFICATE

Availability of Service

MONDAY to FRIDAY : 8:00A.M. – 5:00 P.M. (Without noon break)

Duration of the Service : 10-20 Minutes per transaction under normal circumstances

WHO MAY AVAIL OF THE SERVICE?

- Board passers who have already registered; and
- Professionals who renewed their Professional Identification Card.
- Marine Engine/ Deck Officers

WHAT ARE THE REQUIREMENTS?

- Claim Stub/Slip; If lost, the professional must present two (2) valid Identification Card (with photo and signature).
- If claiming is done by a representative, the representative must present a valid ID (with photo and signature) together with the professional's Claim Slip and a Special Power of Attorney (if the representative is not a PRC Card Holder) and/ or a Letter of Authorization (if the representative is a holder of a valid PRC ID).
- For Marine Officer's authorized representative, Liaison Officer must be duly authorized company's representative recognized by the Commission.

How to Avail of the Service

| Steps | Applicant/Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|--|---|---|---|---|------|------|
| RELEASING OF PROFESSIONAL IDENTIFICATION CARD (PIC) | | | | | | |
| 1 | <p>Present Claim Stub at the Releasing Window and wait for the name to be called.</p> <p>Or present SPA/Authorization letter if claiming is done by a representative.</p> | <p>Check availability of PIC from the file;</p> <p>If available, retrieve PIC from the files;</p> <p>Encode/record name/ date of release in the e-file/data base/ logbook;</p> <p>Check correctness of entries/picture;</p> | 5-10 minutes | Releasing Officer | None | |
| 2 | Sign in the releasing logbook/log sheet and receive PIC. | <p>Call client; instruct him/her to sign in the releasing logbook.</p> <p>Release PIC to client.</p> | 5-10 minutes | Releasing Officer /Registration Personnel | | |
| RELEASING OF CERTIFICATE OF REGISTRATION (COR) | | | | | | |
| 1 | Present current/valid PIC at the Releasing Window. | Check availability of COR and countercheck against the Control List; | 5-10 minutes | Releasing Officer | none | |

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| | <p>(Liaison Officer must be duly authorized company's representative recognized by the Commission or in some cases to other duly authorized representative upon approval of the RD/Immediate Supervisor if the marine officer is already on-board.) Representative will sign only the Releasing Log Sheet and the AR.</p> <p>Sign and receive the STCW '95 Certificates.</p> | <p>Call the client to present original copies of expired STCW certificates to be stamped "obsolete".</p> <p>Advise client to sign the ff:</p> <ul style="list-style-type: none"> a) STCW '95 Certificates b) The Releasing Log Sheet c. Acknowledgment Receipt (AR) <p>Release the STCW '95 Certificates.</p> | <p>5-10 minutes</p> | | | |
| End of Transaction | | | | | | |

X. REQUEST FOR CERTIFICATION/ AUTHENTICATION OF PRC DOCUMENTS

Schedule of Availability of Service

MONDAY TO FRIDAY - 8:00A.M. – 5:00P.M. (Without noon break)

WHO MAY AVAIL OF THE SERVICE?

- Registered professionals with valid license/ updated Professional Identification Card

WHAT ARE THE REQUIREMENTS?

- Valid/unexpired PIC; If expired, present CLAIM SLIP of processed application for renewal of PIC;
- Original and photocopy of PRC documents to be authenticated

Duration of the Service - 15-30 Minutes per transaction under normal circumstances

How to avail of the Service

| Steps | Applicant/Client | Service Provider | Duration of activity (Under Normal Circumstances) | Person In Charge | Fees | Forms |
|-------|---|--|---|---|------|-------------------------------|
| 1 | Secure Order of Payment /Request Form from the designated window for the following: For <u>Certification</u> (Good Standing/ Passer, Rating etc.) <ul style="list-style-type: none"> ▪ Valid/ updated PIC/ Board Rating | Issue Order of Payment/ Request Form and instruct client to fill out needed information. | 3-5 minutes | Releasing Officer/ In-charge of Certification/ Authentication | | Request Form/Order of Payment |

| | | | | | | |
|---|--|---|-------------|---|-------------|--|
| | <p>For <u>Authentication</u>:</p> <ul style="list-style-type: none"> ▪ Updated PIC ▪ Original and photocopy of PRC documents to be authenticated | | | | | |
| 2 | Present Request Form/Order of Payment and other documents at the designated Window. | <p>Check if PIC is current; verify if client's name is not included in the Control List; if documents presented are authentic thru the UV light/Website.</p> <p>Assess Certification /Authentication fees.</p> <p>Direct client to go to Cashier and pay the prescribed fees;</p> <p><i>If document to be authenticated is from CY1996 and earlier, further verification from the Records Section- Central Office is required. Client is advised to come back after 2-3 days.</i></p> | 3-5 minutes | Releasing Officer/In-Charge of Certification / Authentication | | |
| 3 | Present Order of Payment to the Cashier and pay for certification / authentication fees; | <p>Collect payment, and issue Official Receipt to client.</p> <p>Issue Official Receipt and instruct client to go back to the designated window.</p> | 3-5 minutes | Cashier/ Collecting Officer | P75.00/copy | |

XI. LICENSE VERIFICATION/VALIDATION (Government and Private Entities)

Schedule of Availability of Service:

MONDAY to FRIDAY 8:00A.M. – 5:00P.M. (Without noon break)

WHO MAY AVAIL OF THE SERVICE?

- Registered Professionals whose License/Professional Identification Card is subject to verification by local/foreign entities/agencies; and
- Local/foreign government and non-government agencies, or private entities who require verification of license/board rating of an applicant/employee.

WHAT ARE THE REQUIREMENTS?

- Original and photocopy of unexpired Professional Identification Card (PIC) or Claim Slip/Certification of processed application of renewal or initial registration;
- Letter request from local/foreign government and non-government entities and/or ;
Verification Form from requesting parties/ Request letter for Certificate of Good Standing;
- Mailing envelope with postage stamps (amount depends on destination/location); Documentary stamps (if applicable) the professional has the option to choose the manner of mailing, whether registered, speed mail, or Courier service

Duration of the Service: - 15-30 Minutes Under Normal Circumstances

How to Avail of the Service

| Step | Applicant/ Client | Service Provider | Duration of Activity (under normal circumstances) | Person in Charge | Fees | Forms |
|------|---|---|---|--|---|-------------------|
| 1. | Secure Verification/ Request Form from the Officer of the Day/Designated Window. | Issue forms and advise client to fill-out the needed information. | 3-5 minutes | OD/PAO/ Registration Personnel /SBV in-Charge/ | | Verification Slip |
| 2. | Fill out Verification Slip; Submit duly accomplished Verification Slip/ letter of request from local/foreign government/ non-government entities to the designated window. | Check entries and completeness of all documents submitted. Verify the authenticity/ validity of license/ board rating; If everything is proper, advice client to pay the prescribed fee at the Cashier. | 5-10 minutes | SBV in-Charge/ Registration Personnel/Records Verifier | | Verification Slip |
| 3. | Present verification slip and other requirements to the Cashier and pay the required fees. | Collect payment, issue Official Receipt, and affix signature on the space provided; Instruct client to go back to the designated window. | 3-5 minutes | Cashier/ Collecting Officer | P75.00 /per copy + mailing expenses (if applicable) | |
| 4. | Submit all forms, complete requirements, and Official Receipt at the designated Window. | Receive all forms and check accuracy and completeness of documents Detach Confirmation Stub and issue to client. | 3-5 minutes | Registration Personnel/Records Verifier/ SBV in-Charge | | |

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| | | Advise client to follow-up after 1-2 weeks. | | | | |
| 5. | Receive Confirmation Stub; Wait to be notified of the approval thru SMS/mail (optional). | | 1-5 minutes | Registration Personnel/Records Verifier/ SBV in-Charge | | |
| Note: Verifications from local government/ non-government entities are mailed office-to-office. | | | | | | |
| END OF TRANSACTION | | | | | | |

XII. FILING OF CASES AGAINST ERRING PROFESSIONALS

Schedule of Availability of Service

MONDAY TO FRIDAY - 8:00A.M. – 5:00P.M. (without noon break)

Duration of the Service: 15-25 Minutes under Normal Circumstances

How to Avail of the Service?

| Step | Applicant/ Client | Service Provider | Duration of Activity (under normal circumstances) | Person in Charge | Fees | Forms |
|------|---|---|---|--|---|-------|
| 1. | Complainant files notarized affidavit of complaints in six copies to the authorized regional legal officer/Secretary to the Director/OD | Receive Affidavit of Complaints and advice the complainant to pay the required docket fees. | 10-15 minutes | Legal Officer/Secretary to the Director/Officer of the Day | - | |
| 2. | Complainant pays the docket fee and legal research fee. | Collect payment and issue Official Receipt. Advice the complainant to go back to the legal officer/secretary to the Director/OD for submission of the documents. | 3-5 minutes | Cashier/ Collecting Officer | P235.00- Docket Fee P10.00 – Legal Research Fee | |
| 3. | Complainant waits for notice from the Legal Officer for whatever legal action. | Advice complainant to wait for any notice from the Legal Office for whatever legal action. | | Legal Officer/Secretary to the Director/Officer of the Day | | |

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| | | <p>Secretary/OD transmits documents to Legal Division, Central Office.</p> <p>The Legal Officer act on the complaints in accordance with the established rules.</p> | <p>Within the day (if there is no Legal Officer assigned in the region</p> <p>3-5 minutes (with Legal Officer)</p> | | | |
| END OF TRANSACTION | | | | | | |

PROFESSIONAL REGULATION COMMISSION
CITIZEN'S CHARTER TEAM
(Regional Office)

Team Leader - Commissioner Nilo L. Rosas
 Deputy Team Leader - Ms. Priscilla C. Reyes

Members:

| | |
|-------------------------------------|---------------------|
| | Regional Office |
| 1. Dir. Teofilo Gaius M. Sison, Jr. | Baguio City |
| 2. Dir. Rodrigo F. Balaqui, Jr. | Tuguegarao City |
| 3. Dir. Ma. Rhoda G. Gliane | Lucena City |
| 4. Dir. Elenita Tan | Legaspi City |
| 5. Dir. Lily Ann R. Baldago | Iloilo City |
| 6. Dir. Dan Malayang | Cebu City |
| 7. Dir. Edgar C. Costibolo | Tacloban City |
| 8. Dir. Senando N. Esteban | Zamboanga City |
| 9. Dir. Estrella C. Malik | Cagayan de Oro City |
| 10. Dir. Josephine V. Liamzon | Davao City |
| 11. Mr. Joaquin P. Atayza | Consultant |
| 12. Ms. Evangeline Marilyn Vergara | Baguio City |

Technical and Financial Support:

1. Mr. Sharo Lo - Office of Commission Member II
2. Ms. Jane R. Seveses - Budget Division