

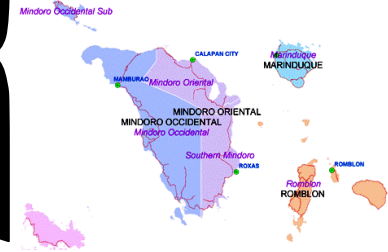


PROFESSIONAL REGULATION COMMISSION

Lucena Regional Office



CITIZEN'S CHARTER



Republic Act No. 9485
ANTI-RED TAPE ACT (“ARTA”)

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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 – PROFESSIONALISM AND INTEGRITY
R - RESPONSIBILITY, UNITY AND ACCOUNTABILITY
C - COMPETENCE & EXCELLENCE

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 (a) 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.

**GOOD GOVERNANCE CODE OF ETHICS FOR
PROFESSIONAL REGULATION COMMISSION (PRC)
OFFICIALS AND EMPLOYEES AND
THE PROFESSIONAL REGULATORY BOARDS (PRBs)**

ALL PRC OFFICIALS AND EMPLOYEES SHALL ENDEAVOR TO FULFILL THEIR ETHICAL OBLIGATIONS
THROUGH THE FOLLOWING ETHICAL STANDARDS:

1. **Commitment to Public Interest, Objectivity, and Transparency.** As public servants, we do not live for ourselves and our families alone. We are part of the society to which we owe definite responsibilities. We will always, therefore, uphold the public interest over the above personal interest.
2. **Integrity, Accountability, and Impartiality.** As government servants, we bear the unassailable stamp of integrity. We, at all times, (vow to) practice the highest standards of good morals in order to effectively discharge our functions. We will, likewise, be exemplars of integrity and honesty. We denounce all forms of nefarious activities that impinge upon the integrity of the licensure examinations and the professional license and documents. We will never discriminate against anyone and extend service to every professional in need of the institution's services, specially the underprivileged. We will be just, charitable, and courteous but dignified in our dealings with the public.
3. **Professional Competence.** We will strive to attain the highest level of efficiency, effectiveness, and economy in public service. We commit ourselves to change, reform, and innovation, where needed, in order to continually enhance the quality of service.
4. **Service to Professionals and Other Publics.** We will accord the professionals the dignity and comfort that they deserve. We adhere to a conduct committed to a customer-focused, efficient and committed service to the professional. Our service must be a measure of professionalism, and we, therefore, always extend prompt, courteous, and quality service to the professional.
5. **Positive Work Ethics.** We will develop positive work ethic, always loving their calling and working cheerfully, thoroughly, and well. Striving to be efficient at all times, we will not leave for tomorrow what we can do today. Give the people the best service with honesty and dedication.
6. **Solidarity and Teamwork.** We will work in unison and collectively, because in cooperation there is strength and unity. We, at all times (commit to) respect the rights of other fellow employees and peers, and promote the atmosphere of mutual respect and cooperation to serve the public efficiently and effectively.
7. **Social Responsibility.** All PRC officials and employees will contribute to the welfare of society and promote social justice. We at all times be mindful of the consequences on society of any of their acts and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. We will perform our tasks with utmost consideration of the consequences it may incur on public interest and welfare.

8. **Nationalism and Patriotism**. We, at all times, will be dedicated to the national interest. We will push for the protection and promotion of Filipino Professionals to guarantee their competitiveness edge in the global arena.

PERFORMANCE PLEDGE

- **We, the officials and employees of the Professional Regulation Commission - Lucena Regional Office (PRC-Lucena), commit to:**
 - **Provide** quality service to stakeholders and with special concern to differently-abled, pregnant/nursing women, senior citizens, and Overseas Filipino Workers (OFWs) from Mondays to Fridays, 8:00 a.m. to 5:00 p.m.
 - **Regulate** the practice of all Professions through the strict adherence to the rules and regulations embodied in Republic Act No. 8981 (PRC Modernization Act of 2000) and various professional regulatory laws;
 - **Commit** the ideals of integrity, competence, and transparency through an effective customer feedback mechanism and easy access to information through our PRC Central Office website (www.prc.gov.ph) and regional website (www.prclucena.weebly.com), email address (prc.lucena@gmail.com), and telephone numbers (042) 373-73-05, (042) 373-73-16

All these we pledge, because YOU deserve IT.

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 Public Assistance and Complaints Desk (PACD) and drop it in the Suggestions Drop Box.
- Send your feedback through e-mail at prc.lucena@gmail.com
- Talk to our Officer of the Day or you may call (042) 373-73-16/373-73-05

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk (PACD), Administrative Officer or Regional Director.

THANK YOU for helping us continuously to improve our services and serve you efficiently and effectively.

LIST OF REGIONAL OFFICES FRONTLINE SERVICES

SCHEDULE OF AVAILABILITY OF SERVICES: MONDAY TO FRIDAY 8:00 AM – 5:00PM

- I. APPLICATION FOR LICENSURE EXAMINATIONS (WITH/WITHOUT EXAMINATION)
- II. REGISTRATION (WITH/WITHOUT EXAMINATION)
- III. RENEWAL OF PROFESSIONAL IDENTIFICATION CARD (PIC)
 - A. RENEWAL AND PETITION FOR CHANGE OF NAME/CIVIL STATUS DUE TO MARRIAGE
 - B. RENEWAL AND PETITION FOR CORRECTION OF NAME/DATE OF BIRTH
- IV. CERTIFICATION/AUTHENTICATION including Authentication for DFA purposes
- V. STATEBOARD VERIFICATIONS
- VI. RELEASING OF PROFESSIONAL IDENTIFICATION CARDS (PIC)/ BOARD CERTIFICATES
- VII. FILING OF COMPLAINTS IN RELATION TO REQUESTS AND APPLICATIONS
- VIII. FILING OF COMPLAINTS AGAINST ERRING PROFESSIONALS
- IX. COMPLAINTS, SUGGESTIONS, RECOMMENDATIONS

*****Updated October 7, 2016**

I. APPLICATION FOR LICENSURE EXAM/REGISTRATION WITHOUT EXAMINATION

Availability of Service: 8:00 AM to 5:00 PM

BASIC REQUIREMENTS:

1. Original and Photocopy of Transcript of Records (TOR);
2. Original and Photocopy of Birth Certificate in Security Paper from PSA
3. Original and Photocopy of Current Community Tax Certificate (Cedula)
4. Original and Photocopy of Marriage Certificate, for Married Female only
5. Examination Fee: P900.00 for Baccalaureate/P600.00 for Non-Baccalaureate/P450.00 for Conditioned
6. Passport size picture with white background and with complete nametag (Last Name, First Name Middle Name)
7. Documentary Stamp (*from BIR)
8. Other requirements as required by the concerned Professional Regulatory Board

PROCEDURES:

DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter.

| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | UNIT/PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|------|---|--|----------------------|-----------------------------|---|
| 1 | Apply on-line through the OnLine Application system (OAS) http://www.prc.gov.ph/online/application/ for applicants for licensure examinations and http://www.prc.gov.ph/online/applicationwithoutexam/ for applicant for registration without exam For walk-in applicants: Proceed to OAS Kiosk (Counters A,B,C), encode data and save record | | | | None |
| 2 | Submit picture at Counter 1 | Scan picture and save file | 2 min/5 pics | Scanner | None |
| 3 | Proceed to Counter 11 or 12 and submit complete basic requirements for validation and processing | Check documentary requirements and data submitted on-line; process, print application form (AF), assess payment and affix initials therein. Issue Permanent Examination Record Card (PERRC) and instruct to pay exam fee at Counter 17. If repeater, pull-out PERRC from files | 3 – 5 minutes | OAS Processors | None |
| 4 | Pay exam fee to Cashier at Counter 17 and wait for the issuance of Official Receipt (OR). | Accept payment, issue Official Receipt (OR) affix initial on the form, enter payment in the LERIS, then instruct client to proceed to designated profession counter. | 2 – 3 minutes | Cashier | P900.00-Bac P600.00-Non-Bac; P450.00 (Cond/Remvl) |
| 5 | Submit all documents to Issuing Officer at Counter 1 or 9 for final evaluation and issuance of notice of admission (NOA) | Check and evaluate all documents and if found in order, print and issue NOA, staple OR and affix signature on the AF. For Registration w/o Exam – Issue Filer’s Copy | 3 – 5 minutes | OAS Issuing Officers | None |
| 6 | Keep NOA & verify school assignment one week before exam at PRC-Lucena website, www.prclucena.weebly.com or www.prc.gov.ph | NOTE: Additional counters and staff will be assigned during peak periods END OF TRANSACTION | | | |

II. INITIAL REGISTRATION (WITH AND WITHOUT EXAMINATION)

Availability of Service: 8:00 AM to 5:00 PM

BASIC REQUIREMENTS:

1. OATH FORM (Panunumpa ng Propesyonal)
2. Two (2) pcs. passport size colored pictures with white background and with complete nametag (Middle Name spelled out)*
3. Documentary Stamp*
4. Current Community Tax Certificate (Cedula)
5. Registration Fee: For Bacca - P600.00 (Registration Fee) For Non-Bacca -P450.00 [(Registration Fee)
- P450.00 (Annual Fee for 3 years) P420.00 (Annual Fee for 3 years)

Total: P1050.00

Total: P 870.00

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| <p>Units-in-Charge of PROFESSION CLUSTER Unit A – Teachers Unit B – Health w/ selected techno/ eng’g professions Unit C – Techno/Eng’g/Business/Social/w/ selected health professions</p> |
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PROCEDURES:

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| <p>DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter..</p> |
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| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | UNIT/PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|----------------------------|---|--|-----------------------------|-------------------------------|--|
| 1 | <p>For New Passers download Oath Form from http://www.prc.gov.ph/online/registration and print OATH FORM: Present OATH FORM at the designated profession counters for verification and assessment: - Counters 10 & 8 for Unit A - Counters 5 & 3 for Unit B - Counter 2 for Unit C</p> <p>For walk-in: Present NOA/ID at designated counters for verification, printing of OATH FORM and assessment.</p> | Check entries, pictures on the Oath Form, verify name in the database/LERIS/table of results, assess payment, affix initial; pull-out PERRC and record ratings, exam date and exam number therein, and instruct client to take Professional Oath with the Regional Director/OIC inside the office. | 5 minutes | Units A-B-C Processors | None |
| 2 | Take Professional Oath with the Regional Director/OIC | Administer Oath, instruct client to pay prescribed fee to Cashier at Counter 17 | 1 – 2 minutes | Regional Director/OIC | None |
| 3 | Pay prescribed fee to Cashier at Counter 17 and wait for the issuance of OR. | Accept payment, issue OR and affix initial on the Oath Form, enter payment in the LERIS; Instruct client to proceed to designated profession counter | 2 – 3 minutes | Cashier | P1,050.00/ Bac;P870.00- Non- Bac |
| 4 | <p>Affix signature and thumb mark on the Oath Form. Submit Oath Form and OR to designated profession counters: - Counters 10 & 8 for Unit A - Counters 5 & 3 for Unit B - Counter 2 for Unit C</p> | Check entries on the Oath Form; Print Registry Sheet, copy License Number on the Oath Form, indicate schedule/date to claim PIC; Detach Claim Slip and release to client. | 3 – 5 minutes | Units A-B-C Processors | None |
| 5 | Receive the CLAIM SLIP and come back to claim the PIC on scheduled date at designated counter | | | | None |
| END OF TRANSACTION | | | | | |

III. RENEWAL OF PROFESSIONAL IDENTIFICATION CARD (PIC)

Availability of Service: 8:00 AM to 5:00 PM

BASIC REQUIREMENTS:

1. Two (2) colored passport size pictures with white background and with complete nametag (Middle Name Spelled Out)
2. If current PIC is lost, submit Affidavit of Loss.
3. Certificate of Good Standing from Accredited Professional Organization (APO) as required by concerned Professional Regulatory Boards.
4. RENEWAL FORM
5. Fee: P450.00 If PIC is updated (Annual Fee for 3 years) Baccalaureate
P 420.00 If PIC is updated (Annual Fee for 3 years) Non-Baccalaureate
ASSESSMENT TABLE (reference for those with arrears in annual fees)

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| <p>Units-in-Charge of PROFESSION CLUSTER</p> <p>Unit A – Teachers Unit B – Health w/ selected tech/eng’g professions Unit C – Techno/Eng’g/Business/Social/w/ selected health professions</p> |
| <p>DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter..</p> |

PROCEDURES:

| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|---------------------------|--|--|---|---|--|
| 1 | Secure RENEWAL FORM at Public Assistance and Complaints Desk (PACD) or download renewal form at www.prc.gov.ph , and fill it out | Issue RENEWAL FORM to client and give instructions. | 1 second | Officer-of-the-Day | None |
| 2 | Submit accomplished RENEWAL FORM for assessment for fees: - Counters 7 or 8 for Unit A - Counters 3 & 4 for Unit B - Counters 1 & 2 for Unit C | Check entries, pictures and verify name in the Database/LERIS, assess payment, affix initial on the Renewal Form, and instruct client to pay at the Cashier at Counter 17. | 3 - 5 Minutes | Units A-B-C Processors | None |
| 3 | Submit prescribed picture at Counter 1 | Scan picture and save file | 2 min/5 pics | Scanner | |
| | | Backroom processing (cropping of pictures and updating of data, as may be needed) | 2-5 min | Backroom Processors | |
| 4 | Pay prescribed fee to Cashier at Counter 17 and wait for issuance of OR | Accept payment, issue OR, affix initial on the form, and enter payment in the LERIS; Instruct client to submit Renewal Form & OR to designated counters | 2 – 3 minutes | Cashier | P450.00/ P420 or depending on the expiry date of ID. |
| 5 | Submit renewal form to designated counter and wait for the new Professional ID When called, sign on the releasing book and receive new Professional ID Card. | Process renewal in the LERIS, ask client to wait for the his/her new PIC; Print the new Professional ID Card Release new Professional ID Card | 5-10 Minutes 5-10 minutes 1-3 minutes | Units A-B-C Processors In-charge of ID printing Units A-B-C Processors | None |
| END OF TRANSACTION | | | | | |

A. RENEWAL & PETITION FOR CHANGE OF SURNAME/LAST NAME DUE TO MARRIAGE

Availability of Service: 8:00 AM to 5:00 PM

BASIC REQUIREMENTS:

1. Original copy of Marriage Certificate in Security Paper from PSA
 2. Three (3) copies of recent passport pictures with white background and complete name tag(middle name spelled out)*
 3. Community Tax Certificate (Cedula)
 4. Fee: P450.00 If PIC is updated (Annual Fee for 3 years) Bacalaureate
 P420.00 If PIC is updated (Annual Fee for 3 years) Non-Bacalaureate
 P250.00 – Duplicate PIC
 P225.00 – Petition Fee
- ASSESSMENT TABLE (reference for those w/ arrears in annual fees)
4. FORM: Petition for Change of Name Due to Marriage Form
 Renewal Form
 5. Documentary Stamps*

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| Units-in-charge of PROFESSION CLUSTER: Unit A – Teachers Unit B – Health w/ selected techno/eng’g professions Unit C – Techno/Eng’g/Business/Social/w/ selected Health professions |
| DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter.. |

PROCEDURES:

| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | UNIT/PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|----------------------------|---|---|-----------------------------|---|---|
| 1 | Secure PETITION FOR CHANGE OF REGISTERED NAME DUE TO MARRIAGE and RENEWAL FORM at PACD or download forms at www.prc.gov.ph . | Issue the necessary forms and instruct to fill them out. | 1 second | Officer-of-the-Day | None |
| 2 | Fill out the FORMS , paste pictures and documentary stamps and submit to designated counter for evaluation and assessment: - Counters 8 or 7 for Unit A - Counters 3 or 4 for Unit B - Counters 1 or 2 for Unit C | Check entries, pictures and verify name in the Database/LERIS, process, assess payment, affix initial and instruct clients to pay at the Cashier at Counter 17 | 5 – 10 Minutes | Units A-B-C Processors | None |
| 3 | Pay prescribed fee to Cashier at Counter 17 and wait for issuance of OR | Accept payment, issue OR, affix initial on the forms; enter payment for renewal on the LERIS; Instruct client to submit the documents to designated profession counter | 2 – 3 minutes | Cashier | Renewal - Depends on the expiration date of ID as assessed..... Petition fee – P225.00 |
| 4 | Submit the FORMS with complete documentary requirements | Re-validate requirements, detach claim stub and instruct client to come back for the PIC on scheduled date indicated on the stub. | 2 – 3 minutes | Same persons-in-charge in Step 2 | None |
| END OF TRANSACTION | | | | | |

B. RENEWAL & PETITION FOR CORRECTION OF DATA/ENTRIES (NAME & DATE OF BIRTH) Availability of Service: 8:00 AM to 5:00 PM

BASIC REQUIREMENTS:

1. Original copy of Birth Certificate / Marriage Certificate in security paper from the PSA
2. Certificate of Death (in case of death)
3. Certified true copy of Court's Decision (in case of annulment or presumptive death)
4. Certificate of Finality or Entry of Judgment (in case of annulment or presumptive death)
5. Community Tax Certificate (Cedula)
6. Personal Affidavit of Discrepancy
7. Three (3) copies of recent pictures with white background and complete name tag(middle name spelled out)*
8. Documentary Stamp*
9. Fee: P 450.00 If PIC is updated (Annual Fee for 3 years) Baccalaureate
 P 420.00 If PIC is updated (Annual Fee for 3 years) Non-Baccalaureate
 P 250.00 –Duplicate PIC
 P 225.00 - Petition Fee

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| Units-in-charge of PROFESSION CLUSTER Unit A – Teachers Unit B – Health w/ selected techno/eng'g professions Unit C – Techno/Eng'g/Business/Social/ w/ selected Health professions |
| DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter.. |

PROCEDURES:

| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | UNIT/PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|---------------------------|--|---|----------------------|-------------------------------|--|
| 1 | Secure PETITION FOR CORRECTION OF DATA/ENTRIES and RENEWAL FORMS at PACD or download form at www.prc.gov.ph . | Issue the necessary FORMS and instruct client to fill out. | 1 second | Officer-of-the-day | None |
| 2 | Fill out the FORMS , paste your picture and documentary stamps and submit to designated counters for assessment and processing: - Counters 8 or 7 for Unit A - Counters 3 or 4 for Unit B - Counters 1 or 2 for Unit C | Check entries, pictures and verify name in the Database/LERIS, assess payment, affix initial on the form and instruct clients to pay at the Cashier at Counter 17. | 3 – 5 minutes | Units A-B-C Processors | None |
| 3 | Pay prescribed fee to Cashier at Counter 17 and wait for OR | Accept payment, issue OR, affix initial on the form; enter payment for renewal in the LERIS; Instruct client to go back to designated profession counters to submit the documents | 2 – 3 minutes | Cashier | Ren Fee - Depends on the expiration date of ID. & Petition fee – P225.00 |
| 4 | Submit the FORMS with complete documentary requirements | Re-validate requirements, detach claim stub and instruct client to come back for the PIC on scheduled date indicated in the stub. | 2 – 3 minutes | Same persons in Step 2 | None |
| END OF TRANSACTION | | | | | |

IV. CERTIFICATION / AUTHENTICATION

Availability of Service: 8:00 AM to 5:00 PM

BASIC REQUIREMENTS:

1. Unexpired Professional ID Card
2. Original and photocopy of PRC documents (for AUTHENTICATION)
3. ACTION SHEET
4. Certification Fee: P75.00/copy
5. Documentary Stamp

DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter..

PROCEDURES:

| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|---------------------------|--|--|----------------------|---|-------------------|
| 1 | Secure ACTION SHEET at PACD | Issue ACTION SHEET and instruct client to fill out form. | 1 second | Officer-of-the-day | None |
| 2 | Submit accomplished ACTION SHEET and documents at designated counters with valid PIC for verification and assessment: <u>For Authentication:</u> Submit original and photocopies of documents to be authenticated <i>Note: Documents for use in Middle East should use A4 size bond paper.</i> | Verify necessary data in the database/LERIS/Table of Results. Indicate assessment fee and instruct client to pay at Counter 17 | 3 – 5 minutes | Units A-B-C Processors | None |
| 3 | Pay prescribed fee to Cashier at Counter 17 and wait for issuance of OR | Accept payment, issue OR, affix initial on the form; Instruct client to submit documents to designated counter | 1 minute | Cashier | P75.00 /copy |
| 4 | Submit ACTION SHEET with complete documentary requirements at designated counters and wait for the name to be called. When called, proceed to counter, sign on the Releasing Log Book and receive documents. <i>Note: Representative must present Special Power of Attorney if not registered with PRC; Authorization Letter if registered with PRC</i> | For Authentication – Accept documents, stamp Certification on the document, paste documentary stamp, print payment details, dry seal, bring to RDs office for signature, record on the Releasing Log Book and release documents to client. For Certification –Accept the documents, verify data on the LERIS, print the Certification, paste documentary stamp, print payment details, bring to RDs office for signature record on the Releasing Logbook and release documents to client. | 10-15 minutes | Same persons-in-charge in Step 2 | None |
| END OF TRANSACTION | | | | | |

V. STATEBOARD VERIFICATIONS FOR ALL PROFESSIONS

Availability of Service: 8:00 A.M. to 5:00 PM

BASIC REQUIREMENTS:

1. Unexpired Professional ID Card
2. Fee: P75.00/copy
3. Documentary Stamp/s
4. FORMS: State Board Verification Form
Verification Form from Foreign Countries/ Request Letter of Cert. of Good Standing
5. Mailing/Courier Fee – to be paid by client to his/her choice of Courier provider

PROCEDURES:

DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter..

| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|----------------------------|--|--|-----------------------------|---------------------------|-----------------------------|
| 1 | Secure STATEBOARD VERIFICATION FORM at PACD | Issue STATEBOARD VERIFICATION FORM and instruct client to fill out. | 1 second | Officer-of-the-day | None |
| 2 | Submit STATEBOARD VERIFICATION FORM, VERIFICATION FORMS FROM FOREIGN COUNTRIES/ REQUEST LETTER OF CERTIFICATION OF GOOD STANDING at Counter 3 for assessment. | Verify License/Rating in the database/LERIS, Indicate assessment fee and instruct client to pay at Counter 17 | 5 -10 minutes | SBV Processor | None |
| 3 | Pay prescribed fee to Cashier at Counter 17 and wait for issuance of OR. | Accept payment, issue Official Receipt, affix initial on the form; Instruct client to go back to Counter 3. | 1 minute | Cashier | P75.00 /copy |
| 4 | Submit all FORMS with complete documentary requirements and receive CLAIM SLIP. | Receive forms and other requirements, release CLAIM SLIP and instruct the client to come back on a specified date | 1 – 3 mins | SBV Processor | None |
| 5 | Come back in 2-3 days after application for the mailing of the document thru chosen courier and pay the Courier Fee | Mail the document thru the chosen courier and in his/her presence witness the payment of Courier Fee to Courier Provider | 1 – 3 mins | SBV Processor | Charged by Courier Provider |
| END OF TRANSACTION | | | | | |

VI. RELEASING OF BOARD CERTIFICATES (BC) / PROFESSIONAL ID

Availability of Service: 8:00 A.M. to 5: 00 P.M.

BASIC REQUIREMENTS:

For Professional Identification Card (PIC):

1. CLAIM STUB (if lost, any valid ID with photo)
(Representative must present Special Power of Attorney if not registered with PRC, and Authorization Letter if registered with PRC together with the CLAIM STUB)

For Board Certificates (BC):

1. Valid ID
2. One (1) colored passport size picture with white background and with complete nametag (middle name spelled out)*
3. Documentary Stamp

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| <p>Units-in-Charge of PROFESSION CLUSTER</p> <p>Unit A – Teachers Unit B – Health w/ selected techno/eng’g professions Unit C – Techno/Eng’g/Business/Social/ w/ selected Health professions</p> |
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| <p>DURATION OF ACTIVITY: starts when client is already face-to-face with the Person-in-Charge at the Counter..</p> |
|---|

PROCEDURES:

| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | Unit/PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|---------------------------|---|--|----------------------|---|-------------------|
| 1 | <p>RELEASING OF PROF. ID CARD</p> <p>Present CLAIM SLIP/Valid ID at the following windows:</p> <ul style="list-style-type: none"> - Counter 6 for Unit A - Counters 3 or 4 for Unit B - Counter 2 for Unit C <p>Note: <i>Representative must submit Special Power of Attorney/Letter of Authorization together with the CLAIM STUB</i></p> | <p>Print PIC and release the same in the LERIS.</p> <p>Record in the logbook.</p> <p>Instruct client to sign in the logbook.</p> | 5 - 10 minutes | Units A-B-C Processors | None |
| 2 | Sign in the Logbook. | Release the PIC | 1 minute | Same persons-in-charge in Step 1 | None |
| 1 | <p>RELEASING OF BOARD CERTIFICATE (BC)</p> <p>Present valid PIC at the following counters:</p> <ul style="list-style-type: none"> - Counter 8 for Unit A - Counters 5 & 3 Unit B - Counter 2 for Unit C | <p>Retrieve Board Certificate from files</p> <p>Accept picture. Scan picture and attach to the BC; Paste documentary stamp and seal on the Board Certificate.</p> | 10 – 15 Minutes | Same persons-in-charge in Step 1 above | None |
| 2 | Submit prescribed picture and Documentary Stamp (Representative to submit Special Power of Attorney if not registered with PRC; Letter of Authorization plus valid ID if registered professional) | Record in the Releasing Logbook and instruct client to sign. | | | |
| 3 | Sign in the Releasing Logbook and receive the BC. | Release the Board Certificate to client. | | | |
| END OF TRANSACTION | | | | | |

VII. FILING COMPLAINTS IN RELATION TO REQUESTS AND APPLICATIONS

Availability of Service: 8:00 A.M. to 5: 00 P.M.

REQUIREMENTS:

1. Written Complaint/"AKSYON BILIS FORM"
No Fee.

PROCEDURES:

| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | AMOUNT TO BE PAID |
|------------------|--|--|----------------------|---|-------------------|
| 1 | Submit written complaints addressed to the Regional Director which include details of action and person responsible to such action at Counter 11 | Accept and act immediately on complaints. | 5 - 10 Minutes | Regional Director Administrative Officer | None |
| 2 | For complaints regarding delayed issuance of Professional ID/Board Certificate/Board Rating, fill out AKSYON BILIS FORM and submit to the Office of the Regional Director / Administrative Officer. | Accept AKSYON BILIS FORM , check out details. Coordinate with PRC-Manila if necessary to solve the complaint. | 5 - 10 Minutes | Regional Director Administrative Officer | None |
| 2 | For feedback mechanism, recommendation, inquiries or suggestions, approach or contact the Regional Director / the Administrative Officer at tel. No. (042)373-7316 / 373-7305 | Take note of the recommendations/suggestion and study for implementation. Act immediately on the inquiries as well as complaints. | | Regional Director Administrative Officer | None |

VIII. FILING OF COMPLAINTS AGAINST ERRING PROFESSIONALS**Availability of Service: 8:00 AM to 5:00 PM****REQUIREMENTS:**

1. Notarized Complaint-affidavit with verification and Certification of Non-Forum Shopping and should state the following:
 - full names and complete address of the complainant and respondent
 - the respondent's profession together with his Certificate of Registration or License, or permit number and date of issuance, if available
 - in case the respondent is an examinee, the licensure examination he/she has applied for or taken and the date/s thereof;
 - a brief narration of the material facts which show the acts or omissions allegedly committed by the respondent constituting the charge, offense or cause of action;
 - the disciplinary action prayed for
 - certified true copies of documentary evidence and the affidavit/s of witness/es, if any.
2. Docket Fee: P245.00

PROCEDURES:

| S T E P | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON-IN- CHARGE | AMOUNT TO BE PAID |
|----------------------------|---|--|---------------------------------|------------------------------|------------------------------|
| 1 | Submit three (3) copies of Complaint-Affidavit with supporting documents. | Review the Complaint-affidavit Return back to complainant his/her receiving copy. | 10 – 15 Minutes | Legal Staff | None |
| 2 | Receive Order of payment | Issue the order of payment | 1 minute | Legal Staff | None |
| 3 | Pay the docket fees at window 17 | Receive the payment and issue Official Receipt | 1 minute | Cashier | P245.00 |
| 4 | File the Complaint with Receipt and signed Order of payment | Receive the Complaint and the Signed Order of Payment | 2 minutes | Legal Staff | None |

FOR “AKSYON BILIS” FORM

(Please accomplish the Form in duplicate copies)

PROFESSIONAL REGULATION COMMISSION

Lucena Regional Office

Lucena City

Tel Nos: (042)373-7316/373-7305

“AKSYON BILIS” FORM

DATE: _____

LAST NAME: _____

FIRST NAME: _____

MIDDLE NAME: _____

MAIDEN NAME: _____

PROFESSION: _____ LICENSE NO. _____

CONTACT NO. _____

REQUEST FOR VERIFICATION: (please check)

_____ PROFESSIONAL IDENTIFICATION CARD

_____ BOARD CERTIFICATE

_____ BOARD RATING

_____ OTHERS

FOR PRC ACTION:

TRANSACTION MADE: _____

DATE OF TRANSMITTAL TO PRC-MLA _____

TRANSMITTAL No. _____

OTHERS: _____

Received By: _____ DATE: _____

PROFESSIONAL REGULATION COMMISSION

Lucena Regional Office

Lucena City

Tel Nos: (042)373-7316/373-7305

FOR 'AKSYON BILIS'

DATE : _____

LAST NAME : _____

FIRST NAME : _____

MIDDLE NAME : _____

MAIDEN NAME : _____

PROFESSION : _____ LIC # : _____

CONTACT # : _____

VERIFICATION/WHEREABOUT OF (please check)

| | |
|-------|----------------------------------|
| _____ | Professional Identification Card |
| _____ | Board Certificate |
| _____ | Board Rating |
| _____ | Others |

FOR PRC REMARKS :

TRANSACTION MADE : _____

DATE OF TRANSMITTAL : _____

TRANSMITTAL # : _____

OTHERS : _____

Received by: _____

Date: _____

PROFESSIONAL REGULATION COMMISSION

Lucena Regional Office

Lucena City

Tel Nos: (042)373-7316/373-7305

FOR 'AKSYON BILIS'

DATE : _____

LAST NAME : _____

FIRST NAME : _____

MIDDLE NAME : _____

MAIDEN NAME : _____

PROFESSION : _____ LIC # : _____

CONTACT # : _____

VERIFICATION/WHEREABOUT OF (please check)

| | |
|-------|----------------------------------|
| _____ | Professional Identification Card |
| _____ | Board Certificate |
| _____ | Board Rating |
| _____ | Others |

FOR PRC REMARKS :

TRANSACTION MADE : _____

DATE OF TRANSMITTAL : _____

TRANSMITTAL # : _____

OTHERS : _____

PROFESSIONAL REGULATION COMMISSION

Lucena Regional Office

Lucena City

Tel Nos: **(042)373-7316/373-7305**

FOR 'AKSYON' BILIS

DATE : _____
LAST NAME : _____
FIRST NAME : _____
MIDDLE NAME : _____
MAIDEN NAME : _____
PROFESSION : _____ LIC # : _____
CONTACT # : _____

VERIFICATION/WHEREABOUT OF (please check)

_____ Professional Identification Card
_____ Board Certificate
_____ Board Rating
_____ Others

FOR PRC REMARKS :

TRANSACTION MADE : _____
DATE OF TRANSMITTAL : _____
TRANSMITTAL # : _____
OTHERS : _____

Received by:

PROFESSIONAL REGULATION COMMISSION

Lucena Regional Office

Lucena City

Tel Nos: **(042)373-7316/373-7305**

FOR 'AKSYON' BILIS

DATE : _____
LAST NAME : _____
FIRST NAME : _____
MIDDLE NAME : _____
MAIDEN NAME : _____
PROFESSION : _____ LIC # : _____
CONTACT # : _____

VERIFICATION/WHEREABOUT OF (please check)

_____ Professional Identification Card
_____ Board Certificate
_____ Board Rating
_____ Others

FOR PRC REMARKS :

TRANSACTION MADE : _____
DATE OF TRANSMITTAL : _____
TRANSMITTAL # : _____
OTHERS : _____

Received by:

PRC – LUCENA REVISED CITIZENS' CHARTER

**PREPARED BY : REYNALDO V. CRISTOBAL
Officer-in-charge**

ASSISTED BY : Regional ARTA Committee

UPDATED ON : October 7, 2016