



Republic of the Philippines  
Professional Regulation Commission  
Manila



PROFESSIONAL REGULATION COMMISSION  
**MEMORANDUM ORDER NO. 27**

Series of 2020  
May 18, 2020

TO : **ALL CONCERNED OFFICERS AND PERSONNEL**  
PRC Regional Offices under MECQ

SUBJECT : **Guidelines on the Provision of PRC Services in Mall-Based PRC Service Centers during the Modified Enhanced Community Quarantine**

Pursuant to Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF) Resolution No. 37 dated 15 May 2020, placing those transitioning high-risk areas of the country under Modified Enhanced Community Quarantine (MECQ), and approving the Omnibus Guidelines for the Implementation of Community Quarantine in the Philippines which further mandates the operation of mall-based government frontline services under skeleton workforce (minimum of 50% work-from-home and maximum of 50% on-site), the following guidelines on the provision of services during MECQ shall be observed:

- 1) All mall-based PRC Service Centers (SCs) opening and resuming frontline services during MECQ, shall be covered by this guideline;
- 2) Directors/Officers-In-Charge (OICs)/Coordinators of concerned SCs shall ensure that there is at least 50% staff complement during the operation and that the health and safety precautionary measures and protocols as provided under Memorandum No. 24 (s.2020), along with those imposed by mall administration are strictly complied with. Alternate Team Scheme may be adopted in the designation of personnel who will report on duty wherein two (2) teams will take turns of duty;
- 3) Shuttle Services shall be provided to ferry the assigned personnel to and from their place of residence and assigned place of duty. Appropriate Travel Order and other necessary travel documents shall be issued to assigned drivers;
- 4) Appropriate Personal Protective Equipment (PPE) such as face shields, face masks, latex gloves including disinfecting supplies such as 70% alcohol, hand sanitizers and other necessary supplies shall be provided to the assigned personnel;
- 5) In consideration of the skeleton work arrangement, the services to be offered shall be limited to the following:
  - a. **Renewal of Professional Identification Card**
  - b. **Application for Licensure Examination**
- 6) The following rules shall be observed in the provision of services:
  - a. Only those with confirmed appointments (with payment of fees) will be accommodated.
  - b. Transactions may only be made at the set appointment venues and shall be accommodated in a weekly basis in accordance with the following schedules:

<b>TRANSACTIONS</b>	<b>ORIGINAL APPOINTMENT</b>	<b>NEW APPOINTMENT</b>
Renewal of PIC, Application for Examination	March 17 - March 20	May 18 - May 22
	March 23 - 27	May 25 – May 29
	March 30 - April 3	June 1- June 5
	April 6 - April 8	June 8 – June 11
	April 13 - April 17	June 15 - June 19
	April 20 - April 24	June 22 – June 26
	April 27 – April 30	June 29 – July 3
	May 4 – May 8	July 6 - July 10
	May 11 – May 15	July 13 - July 17

- c. Transactions under the new appointment schedule shall be accommodated on the same day of the week as in the original schedule.
  - d. For the NCR applicants, those whose transaction/appointments were set at the PRC SCs in PICC or POEA may be accommodated in any SCs within NCR, in accordance with the new appointment schedule. In the same manner that for Region III applicants, those whose transaction/appointments were set at PRC-San Fernando, Clark OSSCO or Palayan OSSCO may be accommodated at Robinsons Starmills, in accordance with the new appointment schedule.
  - e. In case of non-appearance during the new schedule, the same shall be accommodated on the following day/s. Priority, however, will be given to transactions falling on the said date.
  - f. For receiving purposes, drop boxes shall be provided in every transaction window. In the submission of their application documents, applicants shall be required to place their documents in the drop boxes to minimize physical contact.
- 7) The Directors/OICs/Coordinators shall be responsible in the overall implementation of this Guideline.
  - 8) The General Services Division shall ensure the provision of shuttle service in the NCR and Region 3 Service Centers.
  - 9) The Procurement and Supply Division in the NCR and Supply and Property Section in other concerned Regional Offices shall ensure the provision of PPEs and other necessary disinfecting supplies.
  - 10) All other provisions of Memorandum Order No. 24 (s.2020) as may be applicable, shall likewise be implemented.

This Order shall take effect immediately.

For compliance.



**TEOFILO S. PILANDO, JR.**  
Chairman

