

H. PROFESSIONAL REGULATION COMMISSION

Appropriations/Obligations

(In Thousand Pesos)

<u>Description</u>	<u>(Obligation-Based)</u>		<u>(Cash-Based)</u>
	<u>2017</u>	<u>2018</u>	<u>2019</u>
New General Appropriations	<u>799,515</u>	<u>827,567</u>	<u>1,049,649</u>
General Fund	799,515	827,567	1,049,649
Automatic Appropriations	<u>12,895</u>	<u>14,129</u>	<u>19,878</u>
Retirement and Life Insurance Premiums	12,895	14,129	19,878
Continuing Appropriations	<u>79,220</u>		
Unobligated Releases for Capital Outlays			
R.A. No. 10717	23,050		
Unobligated Releases for MOOE			
R.A. No. 10717	56,170		
Budgetary Adjustment(s)	<u>9,202</u>		
Transfer(s) from:			
Miscellaneous Personnel Benefits Fund	4,185		
Pension and Gratuity Fund	<u>5,017</u>		
Total Available Appropriations	900,832	841,696	1,069,527
Unused Appropriations	<u>(33,573)</u>		
Unreleased Appropriation	(6,864)		
Unobligated Allotment	<u>(26,709)</u>		
TOTAL OBLIGATIONS	<u>867,259</u>	<u>841,696</u>	<u>1,069,527</u>
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**EXPENDITURE PROGRAM
(in pesos)**

GAS / STO / OPERATIONS / PROJECTS	(Obligation-Based)		(Cash-Based)
	2017 Actual	2018 Current	2019 Proposed
General Administration and Support	189,963,000	191,463,000	270,621,000
Regular	189,963,000	191,463,000	270,621,000
PS	72,010,000	57,876,000	117,064,000
MOOE	93,139,000	93,683,000	153,557,000
CO	24,814,000	39,904,000	
Operations	627,842,000	650,233,000	798,906,000
Regular	627,842,000	629,523,000	791,206,000
PS	276,035,000	341,061,000	395,454,000
MOOE	304,802,000	288,462,000	367,500,000
CO	47,005,000		28,252,000
Projects / Purpose		20,710,000	7,700,000
CO		20,710,000	7,700,000
Projects / Purpose	49,454,000		
MOOE	2,734,000		
CO	46,720,000		
TOTAL AGENCY BUDGET	867,259,000	841,696,000	1,069,527,000
Regular	817,805,000	820,986,000	1,061,827,000
PS	348,045,000	398,937,000	512,518,000
MOOE	397,941,000	382,145,000	521,057,000
CO	71,819,000	39,904,000	28,252,000
Projects / Purpose	49,454,000	20,710,000	7,700,000
MOOE	2,734,000		
CO	46,720,000	20,710,000	7,700,000

STAFFING SUMMARY

	2017	2018	2019
TOTAL STAFFING			
Total Number of Authorized Positions	1,075	1,075	1,075
Total Number of Filled Positions	412	426	426

Proposed New Appropriations Language

For general administration and support, and operations, including locally-funded projects, as indicated hereunder.....

.....P 1,049,649,000

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OPERATIONS BY PROGRAM	PROPOSED 2019 (Cash-Based)			
	PS	MOOE	CO	TOTAL
PROFESSIONAL LICENSURE PROGRAM	305,848,000	303,685,000	7,700,000	617,233,000
PROFESSIONAL REGULATION PROGRAM	69,124,000	43,309,000		112,433,000
PROFESSIONAL DATABASE MANAGEMENT PROGRAM	9,691,000	20,506,000	28,252,000	58,449,000

REGION	EXPENDITURE PROGRAM BY CENTRAL / REGIONAL ALLOCATION, 2019 (Cash-Based) (in pesos)			
	PS	MOOE	CO	TOTAL
CENTRAL OFFICE	389,203,000	521,057,000	35,952,000	946,212,000
Regional Allocation	103,437,000			103,437,000
National Capital Region (NCR)	32,474,000			32,474,000
Cordillera Administrative Region (CAR)	4,909,000			4,909,000
Region II - Cagayan Valley	6,412,000			6,412,000
Region III - Central Luzon	14,790,000			14,790,000
Region IVA - CALABARZON	5,102,000			5,102,000
Region V - Bicol	7,264,000			7,264,000
Region VI - Western Visayas	7,019,000			7,019,000
Region VII - Central Visayas	4,783,000			4,783,000
Region VIII - Eastern Visayas	5,392,000			5,392,000
Region IX - Zamboanga Peninsula	2,790,000			2,790,000
Region X - Northern Mindanao	5,391,000			5,391,000
Region XI - Davao	7,111,000			7,111,000
TOTAL AGENCY BUDGET	492,640,000	521,057,000	35,952,000	1,049,649,000

SPECIAL PROVISION(S)

1. Reporting and Posting Requirements. The Professional Regulation Commission (PRC) shall submit quarterly reports on its financial and physical accomplishments, within thirty (30) days after the end of every quarter, through the following:
 - (a) Unified Reporting System (URS) or other electronic means for reports not covered by the URS; and
 - (b) PRC's website.

The PRC shall send written notice when said reports have been submitted or posted on its website to the DBM, House of Representatives, Senate of the Philippines, House Committee on Appropriations, Senate Committee on Finance, and other offices where the submission of reports is required under existing laws, rules and regulations. The date of notice to said agencies shall be considered the date of compliance with this requirement.

2. Appropriations for Activities or Projects. The amounts appropriated herein shall be used specifically for the following activities or projects in the indicated amounts and conditions:

New Appropriations, by Programs/Activities/Projects (Cash-Based), by Operating Units

		Current Operating Expenditures			
		Personnel Services	Maintenance and Other Operating Expenses	Capital Outlays	Total
PROGRAMS					
1000000000000000	General Administration and Support	<u>107,977,000</u>	<u>153,557,000</u>		<u>261,534,000</u>
100000100001000	General Management and Supervision	<u>99,664,000</u>	<u>153,557,000</u>		<u>253,221,000</u>
	National Capital Region (NCR)	<u>77,478,000</u>	<u>153,557,000</u>		<u>231,035,000</u>
	Central Office	60,275,000	153,557,000		213,832,000
	Regional Office - NCR	17,203,000			17,203,000
	Cordillera Administrative Region (CAR)	<u>634,000</u>			<u>634,000</u>
	Regional Office - CAR	634,000			634,000
	Region II - Cagayan Valley	<u>2,031,000</u>			<u>2,031,000</u>
	Regional Office - II	2,031,000			2,031,000
	Region III - Central Luzon	<u>3,407,000</u>			<u>3,407,000</u>
	Regional Office - III	3,407,000			3,407,000
	Region IVA - CALABARZON	<u>2,873,000</u>			<u>2,873,000</u>
	Regional Office - IVA	2,873,000			2,873,000
	Region V - Bicol	<u>2,943,000</u>			<u>2,943,000</u>
	Regional Office - V	2,943,000			2,943,000
	Region VI - Western Visayas	<u>2,581,000</u>			<u>2,581,000</u>
	Regional Office - VI	2,581,000			2,581,000
	Region VII - Central Visayas	<u>523,000</u>			<u>523,000</u>
	Regional Office - VII	523,000			523,000
	Region VIII - Eastern Visayas	<u>1,925,000</u>			<u>1,925,000</u>
	Regional Office - VIII	1,925,000			1,925,000
	Region IX - Zamboanga Peninsula	<u>425,000</u>			<u>425,000</u>
	Regional Office - IX	425,000			425,000
	Region X - Northern Mindanao	<u>1,635,000</u>			<u>1,635,000</u>
	Regional Office - X	1,635,000			1,635,000
	Region XI - Davao	<u>3,209,000</u>			<u>3,209,000</u>
	Regional Office - XI	3,209,000			3,209,000

100000100002000	Administration of Personnel Benefits	<u>8,313,000</u>		<u>8,313,000</u>
	National Capital Region (NCR)	<u>8,313,000</u>		<u>8,313,000</u>
	Central Office	<u>8,313,000</u>		<u>8,313,000</u>
	Sub-total, General Administration and Support	<u>107,977,000</u>	<u>153,557,000</u>	<u>261,534,000</u>
3000000000000000	Operations	<u>384,663,000</u>	<u>367,500,000</u>	<u>35,952,000</u>
3100000000000000	00 : Highly ethical, globally competitive, and recognized Filipino professionals ensured	<u>384,663,000</u>	<u>367,500,000</u>	<u>35,952,000</u>
3101000000000000	PROFESSIONAL LICENSURE PROGRAM	<u>305,848,000</u>	<u>303,685,000</u>	<u>7,700,000</u>
310100100001000	Processing of applications for licensure examinations	<u>17,533,000</u>	<u>108,225,000</u>	<u>125,758,000</u>
	National Capital Region (NCR)	<u>7,204,000</u>	<u>108,225,000</u>	<u>115,429,000</u>
	Central Office	<u>2,818,000</u>	<u>108,225,000</u>	<u>111,043,000</u>
	Regional Office - NCR	<u>4,386,000</u>		<u>4,386,000</u>
	Cordillera Administrative Region (CAR)	<u>400,000</u>		<u>400,000</u>
	Regional Office - CAR	<u>400,000</u>		<u>400,000</u>
	Region II - Cagayan Valley	<u>484,000</u>		<u>484,000</u>
	Regional Office - II	<u>484,000</u>		<u>484,000</u>
	Region III - Central Luzon	<u>3,440,000</u>		<u>3,440,000</u>
	Regional Office - III	<u>3,440,000</u>		<u>3,440,000</u>
	Region IVA - CALABARZON	<u>694,000</u>		<u>694,000</u>
	Regional Office - IVA	<u>694,000</u>		<u>694,000</u>
	Region V - Bicol	<u>288,000</u>		<u>288,000</u>
	Regional Office - V	<u>288,000</u>		<u>288,000</u>
	Region VI - Western Visayas	<u>1,348,000</u>		<u>1,348,000</u>
	Regional Office - VI	<u>1,348,000</u>		<u>1,348,000</u>
	Region VII - Central Visayas	<u>288,000</u>		<u>288,000</u>
	Regional Office - VII	<u>288,000</u>		<u>288,000</u>
	Region IX - Zamboanga Peninsula	<u>1,020,000</u>		<u>1,020,000</u>
	Regional Office - IX	<u>1,020,000</u>		<u>1,020,000</u>
	Region X - Northern Mindanao	<u>1,484,000</u>		<u>1,484,000</u>
	Regional Office - X	<u>1,484,000</u>		<u>1,484,000</u>
	Region XI - Davao	<u>883,000</u>		<u>883,000</u>
	Regional Office - XI	<u>883,000</u>		<u>883,000</u>

310100100002000	Preparation of test questions and the conduct and the rating of licensure examinations	<u>276,533,000</u>	<u>189,232,000</u>	<u>465,765,000</u>
	National Capital Region (NCR)	<u>268,475,000</u>	<u>189,232,000</u>	<u>457,707,000</u>
	Central Office	268,475,000	189,232,000	457,707,000
	Cordillera Administrative Region (CAR)	<u>1,556,000</u>		<u>1,556,000</u>
	Regional Office - CAR	1,556,000		1,556,000
	Region II - Cagayan Valley	<u>963,000</u>		<u>963,000</u>
	Regional Office - II	963,000		963,000
	Region III - Central Luzon	<u>2,221,000</u>		<u>2,221,000</u>
	Regional Office - III	2,221,000		2,221,000
	Region IVA - CALABARZON	<u>798,000</u>		<u>798,000</u>
	Regional Office - IVA	798,000		798,000
	Region V - Bicol	<u>269,000</u>		<u>269,000</u>
	Regional Office - V	269,000		269,000
	Region VI - Western Visayas	<u>272,000</u>		<u>272,000</u>
	Regional Office - VI	272,000		272,000
	Region VIII - Eastern Visayas	<u>281,000</u>		<u>281,000</u>
	Regional Office - VIII	281,000		281,000
	Region IX - Zamboanga Peninsula	<u>798,000</u>		<u>798,000</u>
	Regional Office - IX	798,000		798,000
	Region X - Northern Mindanao	<u>617,000</u>		<u>617,000</u>
	Regional Office - X	617,000		617,000
	Region XI - Davao	<u>283,000</u>		<u>283,000</u>
	Regional Office - XI	283,000		283,000
310100100003000	Tabulation, computation, rating, release of examination results, collation and analysis of data on licensure exam	<u>11,782,000</u>	<u>6,228,000</u>	<u>18,010,000</u>
	National Capital Region (NCR)	<u>10,687,000</u>	<u>6,228,000</u>	<u>16,915,000</u>
	Central Office	9,466,000	6,228,000	15,694,000
	Regional Office - NCR	1,221,000		1,221,000
	Region II - Cagayan Valley	<u>1,095,000</u>		<u>1,095,000</u>
	Regional Office - II	1,095,000		1,095,000

	Project(s)			
	Locally-Funded Project(s)		<u>7,700,000</u>	<u>7,700,000</u>
310100200003000	Rehabilitation of the PRC Central Office's Building		<u>7,700,000</u>	<u>7,700,000</u>
	National Capital Region (NCR)		<u>7,700,000</u>	<u>7,700,000</u>
	Central Office		7,700,000	7,700,000
310200000000000	PROFESSIONAL REGULATION PROGRAM	<u>69,124,000</u>	<u>43,309,000</u>	<u>112,433,000</u>
310200100001000	Administrative investigations, hearings and decisions on complaints against professionals and illegal practitioners	<u>24,696,000</u>	<u>5,659,000</u>	<u>30,355,000</u>
	National Capital Region (NCR)	<u>11,252,000</u>	<u>5,659,000</u>	<u>16,911,000</u>
	Central Office	9,482,000	5,659,000	15,141,000
	Regional Office - NCR	1,770,000		1,770,000
	Cordillera Administrative Region (CAR)	<u>1,288,000</u>		<u>1,288,000</u>
	Regional Office - CAR	1,288,000		1,288,000
	Region III - Central Luzon	<u>266,000</u>		<u>266,000</u>
	Regional Office - III	266,000		266,000
	Region V - Bicol	<u>3,498,000</u>		<u>3,498,000</u>
	Regional Office - V	3,498,000		3,498,000
	Region VI - Western Visayas	<u>1,112,000</u>		<u>1,112,000</u>
	Regional Office - VI	1,112,000		1,112,000
	Region VII - Central Visayas	<u>3,972,000</u>		<u>3,972,000</u>
	Regional Office - VII	3,972,000		3,972,000
	Region X - Northern Mindanao	<u>972,000</u>		<u>972,000</u>
	Regional Office - X	972,000		972,000
	Region XI - Davao	<u>2,336,000</u>		<u>2,336,000</u>
	Regional Office - XI	2,336,000		2,336,000
310200100002000	Inspection of institutions and industrial establishments, and accreditation of professional organizations, firms and partnerships for the practice of professions, specialty societies and organizations	<u>23,705,000</u>	<u>10,885,000</u>	<u>34,590,000</u>
	National Capital Region (NCR)	<u>15,804,000</u>	<u>10,885,000</u>	<u>26,689,000</u>
	Central Office	14,670,000	10,885,000	25,555,000
	Regional Office - NCR	1,134,000		1,134,000
	Cordillera Administrative Region (CAR)	<u>1,031,000</u>		<u>1,031,000</u>
	Regional Office - CAR	1,031,000		1,031,000

	Region III - Central Luzon	<u>2,266,000</u>		<u>2,266,000</u>
	Regional Office - III	2,266,000		2,266,000
	Region IVA - CALABARZON	<u>737,000</u>		<u>737,000</u>
	Regional Office - IVA	737,000		737,000
	Region VIII - Eastern Visayas	<u>3,186,000</u>		<u>3,186,000</u>
	Regional Office - VIII	3,186,000		3,186,000
	Region IX - Zamboanga Peninsula	<u>281,000</u>		<u>281,000</u>
	Regional Office - IX	281,000		281,000
	Region XI - Davao	<u>400,000</u>		<u>400,000</u>
	Regional Office - XI	400,000		400,000
310200100003000	Issuance to initial registrants of professional identification cards and registration certificates	<u>17,653,000</u>	<u>10,281,000</u>	<u>27,934,000</u>
	National Capital Region (NCR)	<u>12,773,000</u>	<u>10,281,000</u>	<u>23,054,000</u>
	Central Office	6,283,000	10,281,000	16,564,000
	Regional Office - NCR	6,490,000		6,490,000
	Region II - Cagayan Valley	<u>1,839,000</u>		<u>1,839,000</u>
	Regional Office - II	1,839,000		1,839,000
	Region III - Central Luzon	<u>1,366,000</u>		<u>1,366,000</u>
	Regional Office - III	1,366,000		1,366,000
	Region V - Bicol	<u>266,000</u>		<u>266,000</u>
	Regional Office - V	266,000		266,000
	Region VI - Western Visayas	<u>726,000</u>		<u>726,000</u>
	Regional Office - VI	726,000		726,000
	Region X - Northern Mindanao	<u>683,000</u>		<u>683,000</u>
	Regional Office - X	683,000		683,000
310200100004000	Renewal of professional identification cards	<u>3,070,000</u>	<u>10,457,000</u>	<u>13,527,000</u>
	National Capital Region (NCR)		<u>10,457,000</u>	<u>10,457,000</u>
	Central Office		10,457,000	10,457,000
	Region III - Central Luzon	<u>1,824,000</u>		<u>1,824,000</u>
	Regional Office - III	1,824,000		1,824,000
	Region VI - Western Visayas	<u>980,000</u>		<u>980,000</u>
	Regional Office - VI	980,000		980,000

	Region IX - Zamboanga Peninsula	<u>266,000</u>		<u>266,000</u>
	Regional Office - IX	266,000		266,000
310200100005000	Negotiation and implementation of the professional regulation aspect of all international trade agreements where the Philippines is a signatory		<u>6,027,000</u>	<u>6,027,000</u>
	National Capital Region (NCR)		<u>6,027,000</u>	<u>6,027,000</u>
	Central Office		6,027,000	6,027,000
310300000000000	PROFESSIONAL DATABASE MANAGEMENT PROGRAM	<u>9,691,000</u>	<u>20,506,000</u>	<u>28,252,000</u>
310300100001000	Computerization of licensure examination processes and regulation services	<u>9,691,000</u>	<u>20,506,000</u>	<u>28,252,000</u>
	National Capital Region (NCR)	<u>9,691,000</u>	<u>20,506,000</u>	<u>28,252,000</u>
	Central Office	9,421,000	20,506,000	28,252,000
	Regional Office - NCR	270,000		270,000
	Sub-total, Operations	<u>384,663,000</u>	<u>367,500,000</u>	<u>35,952,000</u>
	TOTAL NEW APPROPRIATIONS	P 492,640,000	P 521,057,000	P 35,952,000
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		P 1,049,649,000		

Obligations, by Object of Expenditures

CYs 2017-2019
(In Thousand Pesos)

	(Obligation-Based)		(Cash-Based)
	<u>2017</u>	<u>2018</u>	<u>2019</u>
Current Operating Expenditures			
Personnel Services			
Civilian Personnel			
Permanent Positions			
Basic Salary	113,193	117,731	165,640
Total Permanent Positions	<u>113,193</u>	<u>117,731</u>	<u>165,640</u>
Other Compensation Common to All			
Personnel Economic Relief Allowance	8,944	8,880	10,224
Representation Allowance	2,677	1,362	1,722
Transportation Allowance	2,105	1,362	1,722
Clothing and Uniform Allowance	1,865	1,850	2,556
Honoraria	157,436	223,935	267,390
Mid-Year Bonus - Civilian	8,878	9,812	13,801
Year End Bonus	9,849	9,812	13,801
Cash Gift	1,851	1,850	2,130
Productivity Enhancement Incentive	1,853	1,850	2,130
Performance Based Bonus	4,184		
Step Increment		294	411
Collective Negotiation Agreement	9,891		
Total Other Compensation Common to All	<u>209,533</u>	<u>261,007</u>	<u>315,887</u>
Other Compensation for Specific Groups			
Magna Carta for Public Health Workers			

Anniversary Bonus - Civilian		2,419	
Total Other Compensation for Specific Groups	12	2,419	
Other Benefits			
Retirement and Life Insurance Premiums	12,894	14,129	19,878
PAG-IBIG Contributions	445	443	503
PhilHealth Contributions	1,110	1,100	1,794
Employees Compensation Insurance Premiums	446	443	503
Loyalty Award - Civilian	783	265	
Terminal Leave	5,449	1,105	8,313
Total Other Benefits	21,127	17,485	30,991
Other Personnel Benefits			
Pension, Civilian Personnel	4,180		
Total Other Personnel Benefits	4,180		
Non-Permanent Positions		295	
TOTAL PERSONNEL SERVICES	348,045	398,937	512,518
Maintenance and Other Operating Expenses			
Travelling Expenses	32,319	39,407	55,029
Training and Scholarship Expenses	7,087	6,210	8,224
Supplies and Materials Expenses	79,654	79,030	132,488
Utility Expenses	20,394	22,535	25,075
Communication Expenses	12,128	17,946	28,035
Confidential, Intelligence and Extraordinary Expenses			
Extraordinary and Miscellaneous Expenses	1,877	2,598	2,295
Professional Services	5,345	6,368	8,985
General Services	172,092	131,102	162,607
Repairs and Maintenance	5,363	7,023	8,448
Taxes, Insurance Premiums and Other Fees	2,627	1,910	4,375
Other Maintenance and Operating Expenses			
Advertising Expenses	3,037	3,065	3,242
Printing and Publication Expenses		145	383
Representation Expenses	2,326	3,425	5,808
Transportation and Delivery Expenses	83	80	710
Rent/Lease Expenses	53,698	55,631	66,918
Subscription Expenses	190	3,064	4,935
Other Maintenance and Operating Expenses	2,455	2,606	3,500
TOTAL MAINTENANCE AND OTHER OPERATING EXPENSES	400,675	382,145	521,057
TOTAL CURRENT OPERATING EXPENDITURES	748,720	781,082	1,033,575
Capital Outlays			
Property, Plant and Equipment Outlay			
Infrastructure Outlay	5,175		13,000
Buildings and Other Structures	46,164	20,710	7,700
Machinery and Equipment Outlay	47,102	28,718	5,315
Transportation Equipment Outlay		6,600	
Furniture, Fixtures and Books Outlay	2,183	4,586	
Intangible Assets Outlay	17,915		9,937
TOTAL CAPITAL OUTLAYS	118,539	60,614	35,952
GRAND TOTAL	867,259	841,696	1,069,527

STRATEGIC OBJECTIVES

SECTOR OUTCOME : Income-earning ability increased

ORGANIZATIONAL
OUTCOME : Highly ethical, globally competitive, and recognized Filipino professionals ensured

PERFORMANCE INFORMATION

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	2017 GAA Targets	2017 Actual
Highly ethical, globally competitive, and recognized Filipino professionals ensured		
Fields of professional disciplines accredited/ recognized in the practice of the professions in the ASEAN and other countries	16	5
Increased number of professionals qualified/ admitted to practice professions under Mutual Recognition Arrangements (MRAs) with ASEAN and other countries	125 ASEAN Certified Professional Engineers accredited	72

MFO / Performance Indicators	2017 GAA Targets	2017 Actual
MFO 1: REGULATION OF PROFESSIONAL SERVICES		
Number of license registration and certification applications acted upon (initial registration)	193,789	185,904
Percentage of licensed professionals with one or more complaints in the last three (3) years	0.0022%	0.00037%
Percentage of applications acted upon within two (2) days of filing	100%	100% of 511,662
Number of investigations on administrative complaints	1,768	1,806
Number of licensed, registered or certified professionals with three or more recorded complaints or breaches over the last three (3) years as a percentage of the total number of professionals with one or more recorded breaches or complaints	0%	0%
Percentage of complaints against professionals responded to within two (2) days after filing of complaint	100%	100% of 679
Percentage of cases resolved within three (3) months	4%	5.7%

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	2018 GAA Targets	Baseline	2019 Targets
Highly ethical, globally competitive, and recognized Filipino professionals ensured			
PROFESSIONAL LICENSURE PROGRAM			
Outcome Indicator			
1. Percentage of graduates in all certificate courses given professional certification	56%	56%	56%
Output Indicators			
1. Percentage of applications for licensure examinations acted upon within two (2) days from filing	100%	100%	100%
2. Percentage of test items prepared/formulated/peer reviewed by the Professional Regulatory Boards	98%	98%	98%
3. Percentage of statistical data for monitoring of school performance generated within one day after the release of examination results	100%	100%	100%

PROFESSIONAL REGULATION PROGRAM

Outcome Indicators

1. Percentage increase in number of professionals registered under various mutual recognition arrangements within ASEAN and other countries including international trade agreements where the Philippines is a signatory	5%	5%	6%
2. Percentage of cases resolved within three (3) months	4%	4%	8%

Output Indicators

1. Percentage of request for professional identification cards (PICs) and registration certificates acted upon within the prescribed timeframe	100%	100%	100%
2. Percentage of complaints with investigations conducted	100%	100%	100%
3. Number of institutions and establishments where professionals are employed that are inspected and monitored	1,062	1,062	1,160

PROFESSIONAL DATABASE MANAGEMENT PROGRAM

Outcome Indicator

1. Percentage reduction of process cycle time of frontline services upon conversion to online services	95%	95%	96%
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Output Indicator

1. Percentage increase in the number of applicants and professionals provided with online services	28.22%	60.80%	30.54%
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