



ADVISORY

PRA's New Normal Guidelines in the Processing of Transactions and other Services

As a continuing safety measure to minimize the spread of the coronavirus disease (COVID-19), please be guided of the following measures that will be implemented starting **08 June 2020** until further notice:

1. PRA Office Hours will be from 7:00 am to 4:00 pm every Monday, Tuesday, Thursday and Friday.
PRA Cashier will accept payments from 7:00 am to 3:00 pm on the same days above.
PRA office will be closed every Wednesday for routine disinfection.
2. A strict **"By Appointment Only Policy"** will be implemented for majority of the Authority's services in order to observe physical distancing and limit the person-to-person transactions at the PRA premises.
3. **Only clients with confirmed appointments will be allowed entry.** No walk-in guests will be allowed entry at the PRA Head Office (Makati) or any of its' Satellite Offices (Baguio, Subic/Clark, Cebu and Davao).
4. Facemask is required when transacting with PRA.
5. Visitors will go through the safety and disinfection process being implemented by the PRA Management.

For scheduling of appointments, please contact the following:

Transaction/s	Department/Division	Contact Information
Filing of SRRV Application	Marketing - CRPD Division	Book through the PRA Facebook Page Mobile No. +63-917-873-6841 Tel No. +632-8-8481412 loc. 2025 to 2027 clientrelations@pra.gov.ph
Release of Approved SRRV – BI Order, PRA ID & Passport	RRSD – Processing Division	Mobile No. +63-917-827-2126 processing@pra.gov.ph
ID Renewal	RRSD – Servicing Division	Mobile No. +63-917-855-6354 Tel. No. +632-8-8481412 Loc. 2009 servicing@pra.gov.ph
Re-stamping		
Investments		
Bank Transaction		
Cancellation		
Other services		

However, clients are strongly encouraged to transact PRA businesses through email, phone, FB Messenger, Viber and other messaging platforms. Please see attached Guidelines for your reference.

For your guidance,


ATTY. BIENVENIDO K. CHY
General Manager/CEO