



NUTRITION ACTION DIVISION

I. **Mandate:**

PD 491; to formulate, monitor, coordinate and evaluate the nutrition programs.

II. **Mission:**

Provision of comprehensive and well managed nutrition programs, projects and activities guided with policies, utilizing nutrition interventions that are effective and responsive to make people of Kasibu healthy and productive.

III. **Vision:**

Nutritionally healthy and productive people of Kasibu.

IV. **Service Pledge:**

We commit:

- To lead the Nutrition Planning Core Group
- To ensure the integration of the MNAP in the Local Development Investment Plan.
- To coordinate the implementation of the MNAP and initiate periodic interagency visits to the barangays to assess the progress of the implementation.
- To submit reports and regularly update the Mayor on the local nutrition situation and status of MNAP implementation.
- to see to it that the BNC & BNS are functional through regular monitoring & evaluation.
- To provide technical and administrative supervision to the Barangay Nutrition Scholars (BNS).
- To implement the plan of the office

1. Conduct of PABASA sa Nutrisyon

PABASA sa Nutrisyon is an advocacy started a decade ago, has helped fight malnutrition. It is a fun learning activity where parents are encouraged to read aloud the portions of the nutri-guide and share personal experiences of related topics. Different exercises, demonstrations, and games are among the activities in the PABASA sa Nutrisyon which helps parents understand the importance of right nutrition and the dangers of malnutrition on their children.

Office or Division:	Municipal Mayor's Office-Municipal Nutrition Action Office (MMO-MNAO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Mothers/guardians of malnourished children, lactating mothers and pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive invitation	1. Distribute invitation	None	1 day	<i>Cliedy Bhing T. Dangilan</i> Maricel M. Atole MMO-MNAO
	2. Prepare venue	None	2 hours	<i>Shimei Lei D. Infante</i> Maricel M. Atole MMO-MNAO
	3. Prepare logistics	None	3 hours	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> Maricel M. Atole MMO-MNAO

2. Attend PABASA sa Nutrisyon	4. Conduct PABASA sa Nutrisyon	None	3 days	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
	5. Awards certificate of participation to participants	None	1 day	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
TOTAL		None	4 days	

2. Review and consolidation of Operation Timbang (OPT) Reports

OPT (Operating timbang) is conducted by the BNSs in their respective barangays every first quarter and last quarter of the year wherein all preschool children 0-59 mos. old will be weighed and height measurements are taken. OPT reports/ results will serve as baseline data.

Office or Division:	Nutrition Division			
Classification:	Simple			
Type of Transaction:	BNS to Government			
Who may avail:	Government to Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BNS OPT reports				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the client/visitors logbook	1. Let the client sign the client/visitors logbook	None	1 minute	<i>Maricel M. Atole MMO-MNAO</i>

2. Submit OPT (Operation Timbang) reports	2. Receive, check for completeness, record in the logbook & forward to the person in-charge	None	4 minutes	<i>Maricel M. Atole</i> MMO-MNAO
	3. Review OPT (Operation Timbang) reports	None	30 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
	4. Encode OPT (Operation Timbang) reports	None	2 hours	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
	5. Consolidate OPT (Operation Timbang) reports	None	20 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
3. Receive final OPT result	6. Print out OPT (Operation Timbang) result	None	5 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
TOTAL		None	3 hours	

3. Distribution of Dietary Supplements

A dietary supplement is a manufactured product intended to supplement the diet when taken by mouth as a pill, capsule, tablet or liquid. A supplement can provide nutrients either extracted from food sources or synthetic, individually or in combination, in order to increase the quantity of their consumption.

Office or Division:	Nutrition Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	6-23 months malnourished children

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consolidated OPT results				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the client/visitors logbook	1. Let the client sign the client/visitors logbook	None	1 minute	<i>Shimei Lei D. Infante</i> MMO-MNAO
2. Present the Final OPT (Operation Timbang) result	2. Review the final (Operation Timbang) result	None	3 minutes	<i>Shimei Lei D. Infante</i> MMO-MNAO
3. Wait for the result of the review	3. Identify 6-23 months malnourished children	None	3 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
	4. Prepare & print out master list of beneficiaries/ receiving form	None	5 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
4. Receive dietary supplements/ Sign master list of beneficiaries/ receiving form	5. Distribute dietary supplements through the Barangay Nutrition Scholar	None	10 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO
	6. Take documentations during the distribution	None	1 minute	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO
5. Take note of the instructions	7. Instruct the Barangay Nutrition Scholar on the distribution of dietary supplement	None	5 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO

6. Receive Monitoring Form	8. Print out monitoring form	None	2 minutes	<i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO
TOTAL		None	30 minutes	

4. Distribution of Micronutrient Supplementation

Micronutrient supplementation is the provision of pharmaceutically prepared vitamins & minerals for treatment or prevention of specific micronutrient deficiency.

Office or Division:	Nutrition Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	24-59 months malnourished children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consolidated OPT results				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the client/visitors logbook	1. Let the client sign the client/visitors logbook	None	1 minute	<i>Shimei Lei D. Infante</i> MMO-MNAO
2. Present the Final (Operation Timbang) results	2. Review the final (Operation Timbang) results	None	3 minutes	<i>Shimei Lei D. Infante</i> MMO-MNAO
3. Wait for the result of the review	3. Identify 24-59 months malnourished children	None	3 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> MMO-MNAO

	4. Prepare & print out master list of beneficiaries/ receiving form	None	5 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan MMO-MNAO</i>
4. Receive dietary supplements/ and Sign master list of beneficiaries/ receiving form	5. Distribute micronutrient supplements through the Barangay Nutrition Scholar	None	10 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan MMO-MNAO</i>
	6. Take documentations during the distribution	None	1 minute	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
5. Take note of the instructions	7. Instruct the Barangay Nutrition Scholar on the distribution of micronutrient supplements	None	5 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
6. Receive Monitoring Form	8. Print out monitoring form	None	2 minutes	<i>Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
TOTAL		None	30 minutes	

5. Conduct of Barangay Nutrition Committee (BNC) Monitoring

BNC monitoring is conducted every year to monitor the implementation of their Barangay Nutrition Action Plans and to monitor the functionality of the BNC.

Office or Division:	Nutrition Division
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail:	Barangay Nutrition Committee (BNC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Barangay Nutrition Committees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive communication letter	1. Distribute communication letters and coordinate to the barangays	None	10 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
	2. Prepare forms/checklists and supplies needed for the monitoring	None	15 minutes	<i>Shimei Lei D. Infante MMO-MNAO</i>
2. Attend and participate during the Barangay Nutrition Committee monitoring	3. On site visitation at the barangay (Ocular inspection), Take documentations	None	30 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
3. Present the reports	4. Check reports & Fill up monitoring forms/ checklist	None	2 hours	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
4. Take note of the findings and recommendations	5. Feed backing; give findings and recommendations	None	1 hour	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
5. Receive a copy of the monitoring form/ checklist	6. Give the Barangay Nutrition Committee a copy of the monitoring form/ checklist	None	5 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
TOTAL		None	4 hours	

6. Conduct of Barangay Nutrition Scholar (BNS) Monitoring

BNS monitoring is conducted every year to monitor the implementation of the Barangay Nutrition Scholar Action Plan.

Office or Division:	Nutrition Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Barangay Nutrition Scholars (BNS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Barangay Nutrition Scholars				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive communication letter	1. Distribute communication letters and coordinate to the Barangay Nutrition Scholar	None	10 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
	2. Prepare forms/checklists and supplies needed for the monitoring	None	15 minutes	<i>Shimei Lei D. Infante MMO-MNAO</i>
2. Attend and participate during the Barangay Nutrition Scholar monitoring	3. On site visitation at the barangay (Ocular inspection), Take documentations	None	30 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
3. Present the reports	4. Check reports & Fill up monitoring forms/ checklist	None	2 hours	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>

4. Take note of the findings and recommendations	5. Feed backing; give findings and recommendations	None	1 hour	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
5. Receive a copy of the monitoring form/ checklist	6. Give the Barangay Nutrition Scholar a copy of the monitoring form/ checklist	None	5 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
TOTAL		None	4 hours	

7. Conduct of Barangay Nutrition Committee (BNC) evaluation

BNC evaluation is conducted every year to evaluate the implementation of their Barangay Nutrition Action Plans and the functionality of the BNC.

Office or Division:	Nutrition Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Barangay Nutrition Committee (BNC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Barangay Nutrition Committees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive communication letter	1. Distribute communication letters and coordinate to the barangay	None	10 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>

	2. Prepare forms and supplies needed for the evaluation	None	15 minutes	<i>Shimei Lei D. Infante</i> MMO-MNAO
2. Attend and participate during the Barangay Nutrition Committee evaluation	3. On site visitation at the barangay (Ocular inspection), Take documentations	None	30 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO
3. Present the reports	4. Check reports & Fill up MELLPI (Monitoring and Evaluation of Local Level Plan Implementation) Pro Tool	None	2 hours	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO
4. Take note of the findings and recommendations	4. Feed backing; give findings and recommendations	None	1 hour	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO
5. Receive a copy of the MELLPI (Monitoring and Evaluation of Local Level Plan Implementation) Pro Result	5. Give the Barangay Nutrition Committee a copy of the MELLPI (Monitoring and Evaluation of Local Level Plan Implementation) Pro Result	None	5 minutes	<i>Shimei Lei D. Infante</i> <i>Cliedy Bhing T. Dangilan</i> <i>Maricel M. Atole</i> MMO-MNAO
TOTAL		None	4 hours	

8. Conduct of Barangay Nutrition Scholar (BNS) Evaluation

BNS evaluation is conducted every year to evaluate the implementation of the Barangay Nutrition Scholar Action Plan and the functionality of the BNS.

Office or Division:	Nutrition Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Barangay Nutrition Scholar (BNS)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of Barangay Nutrition Scholars				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive communication letter	1. Distribute communication letters and coordinate to the Barangay Nutrition Scholar	None	10 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
	2. Prepare forms and supplies needed for the evaluation	None	15 minutes	<i>Shimei Lei D. Infante MMO-MNAO</i>
2. Attend and participate during the Barangay Nutrition Scholar evaluation	3. On site visitation at the barangay (Ocular inspection), Take documentations	None	30 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
3. Present the reports	4. Check reports & Fill up MELLPI (Monitoring and Evaluation of Local Level	None	2 hours	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole</i>

	Plan Implementation) Pro Tool			MMO-MNAO
4. Take note of the findings and recommendations	5. Feed backing; give findings and recommendations	None	1 hour	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
5. Receive a copy of the MELLPI (Monitoring and Evaluation of Local Level Plan Implementation) Pro Result	6. Give the Barangay Nutrition Scholar a copy of the MELLPI (Monitoring and Evaluation of Local Level Plan Implementation) Pro Result	None	5 minutes	<i>Shimei Lei D. Infante Cliedy Bhing T. Dangilan Maricel M. Atole MMO-MNAO</i>
TOTAL		None	4 hours	

9. Submission & Review of BNS Monthly Accomplishment Reports

BNS Monthly accomplishment reports are submitted by the BNSs from the Barangays wherein all the services they have provided/ given to all our target clients (lactating, pregnant, malnourished children, 0-59 mos. Old PS are reported.

Office or Division:	Nutrition Division
Classification:	Simple
Type of Transaction:	BNS to Government
Who may avail:	Barangay Nutrition Scholar (BNS)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

BNS Monthly accomplishment reports				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the client/visitors logbook	1.Let the client sign the client/visitors logbook	None	1 minute	<i>Maricel M. Atole</i> MMO-MNAO
2.Submit BNS monthly accomplishment reports	2.Receive, check for completeness, record in the logbook & forward to the person in-charge	None	2 minutes	<i>Maricel M. Atole</i> MMO-MNAO
	3.Review BNS monthly accomplishment reports	None	5 minutes	<i>Shimei Lei D. Infante</i> MMO-MNAO
	4.Sign BNS monthly accomplishment report	None	1 minute	<i>Shimei Lei D. Infante</i> MMO-MNAO
3.Receive a copy of the approved BNS Monthly Accomplishment report	5.Give the BNS a copy of the approved report	None	1 minute	<i>Maricel M. Atole</i> MMO-MNAO
TOTAL		None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p>For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk: Human Resource Management Office:</p>	<p>0975-565-8265 0916-831-4804</p>

Office of the Municipal Mayor:
Anti-Red Tape Authority (ARTA):
Presidential Complaints Center (PCC):
CSC Contact Center ng Bayan:

0997-325-8807
(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
09088816565 / 1-6565*