



Republika ng Pilipinas  
KAGAWARAN NG KALUSUGAN  
**PAMBANSANG SANGGUNIAN SA NUTRISYON**  
**(NATIONAL NUTRITION COUNCIL)**  
**Cordillera Administrative Region**

#103 Lyman Ogilby Centrum, No. 358 Magsaysay Avenue, Baguio City



## CITIZENS' CHARTER

### A. Processing and Evaluation of Barangay Nutrition Scholar (BNS) Proposal for Funding Assistance/ Medical Assistance and Survivorship Assistance

NNC-CAR evaluates and processes documents of BNSs Financial Assistance request, Medical Assistance and Survivorship Assistance received in the office and endorses it to NNC-Central Office for final validation and approval of the request.

<b>Office or Division:</b>	NNC-CAR Office
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G- Government to Government and G2C- Government to Clients
<b>Who may avail:</b>	All Municipalities/ Provinces and all designated Barangay Nutrition Scholars in the region
CHECKLIST OF REQUIREMENTS	
<b>For financial assistance</b> Request letter signed by the Mayor or Governor  BNS Project Work and Financial Plan   Masterlist of BNSs signed by the M/PNAO and Mayor/ Governor	<b>WHERE TO SECURE</b>  Requesting Municipality or Province can get hardcopy from the NNC-CAR office; they can request copy via NNC-CAR email add <a href="mailto:nationalnutritioncouncilcar@yahoo.com">nationalnutritioncouncilcar@yahoo.com</a> or facebook NNC-Cordillera or download at the NNC-CAR website  Requesting Municipality or Province
<b>For medical assistance</b> Endorsement letter by Local Chief Executive Certified copy of BNS Masterlist Photocopy of one (1) valid ID of BNS Letter request of BNS applicant Original medical certificate	MLGU Requesting BNS Requesting BNS Hospital where BNS was confined
<b>For survivorship assistance</b> Endorsement letter by Local Chief Executive Certified copy of BNS Masterlist Photocopy of one (1) valid ID of BNS Letter request of beneficiary of deceased BNS Photocopy of one (1) valid ID of BNS' beneficiary Certified true copy of death certificate	MLGU MLGU Requesting party  Requesting party  PSA

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
LGU/ BNS submits proposal for BNS funding / medical/ survivorship assistance	Evaluate proposal as to completeness of the documents submitted  If incomplete inform the LGU  Call/write LGU if delivered through courier	None	1 hour   10-20 minutes(if personally delivered 1-2 days if received through courier	Administrative Staff
	If complete, forward the same to NNC Central Office		2 days	Administrative Staff
	Process Approval, prepare check for the LGU and send check to NNC- Regional Office		5 days	NNC-CO (NPPD, FMD, Admin-Cash, Admin-Records, OED)
	Records and send check to LGU concerned through NNC Staff or LGU staff upon receipt of the check from NNC-CO		1-15 days	Administrative Staff

## B. Assistance to BNSs for Service Eligibility

By virtue of PD 1569, the Barangay Nutrition Scholars who barangay-based volunteers, are granted a civil service eligibility equivalent to second grade after the completion of at least two years of continuous and satisfactory service in the barangay. BNSs are required to secure certification as BNS from NNC-Co through NNC-CAR.

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<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G- Government to Government and G2C- Government to Clients
<b>Who may avail:</b>	All Municipalities and all designated Barangay Nutrition Scholars in the region
<b>CHECKLIST OF REQUIREMENTS</b>	
Original endorsement letter from local chief executive	MLGU
Request letter from BNS	Requesting party
Photocopy of designation/ appointment paper signed by the Barangay Caption/ Mayor (start as BNS and recent year of service)	MLGU or BLGU
Photocopy of the payroll in recent two (2) consecutive years	MLGU or BLGU
Photocopy of BNS ID card or government issued ID card with birthdate and address	Requesting party

Certificate of Completion for the BNS Training and Practicum	MLGU/ BLGU or requesting party
At least two (2) certificate of attendance/ participation from relevant training	MLGU/ BLGU or requesting party
NSO certified Birth Certificate	PSA

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
BNS submits request	Review request and prepare certification for signature by NNC Executive Director and memo endorsing the same to central office for	None	1 day	Administrative Staff
	Answer other queries and concerns of the BNS regarding BNS eligibility requirements and processing		30 minutes	Technical Staff
	Validate request and process signing of certification by Executive Director and send signed certification to NNC-CAR		7 days	NNC-CO
	Inform BNS concerned on the received certification		1 day	Administrative Staff
	Release certification to BNS		10-20 minutes	Administrative Staff

### C. Procurement of Goods/Services

The office process required documents in engaging transactions from various suppliers.

<b>Office or Division:</b>	NNC-CAR Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B- Government to Business, G2C- Government to Client and G2G- Government to Government
<b>Who may avail:</b>	Suppliers and Contractors and other Government Offices
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
	Prepares Purchase Request (PR)	None	1 day	Administrative Staff

	Approves PR			Regional Nutrition Program Coordinator (RNPC)
Suppliers submits quotations	Publish through Philgeps request for quotations or distributes to existing suppliers		3-7 days	Administrative Staff
	Receives quotations and prepares abstract of bids, selects winning bidder and prepare PO/Contract		1 day	Administrative Staff
	Approval of contract/Purchase Order (PO)		1 day	RNPC
	Issues PO to winning bidder		1 day	Administrative Staff
	Posting of winning bidder at PhilGEPS		1 day	Administrative Staff
	Delivery of goods/services by winning bidder		3-15 days (depends on PO)	
	Acceptance of goods/services		10-30 minutes	Administrative Staff
Supplier submits bill/statement of account and request for payment	Receives and reviews request for payment and processing of payment as soon as all supporting documents are complete		2 days	Administrative Staff
	Prepare checks		30 minutes	Administrative Staff
	Approval of checks		1 day	RNPC
	Releases check to the supplier		30 minutes	Administrative Staff

#### D. Request for Nutrition Program Related Materials to Walk-in Clients

NNC provides nutrition program related materials (eg. IEC material, nutrition information, etc.) to walk-in clients going in the office.

<b>Office or Division:</b>	NNC-CAR Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Client	
<b>Who may avail:</b>	Nutrition workers/ partners and interested individual	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request letter as necessary		Requesting Party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
General Public	Receives request and determines availability of materials	None	10-30 minutes	Technical Staff
	Gathers/Prepares the available materials based on the information		10-40 minutes	Technical Staff
	Provides brief description of materials to be given and signs acknowledgement receipt as applicable		15 minutes	Technical Staff

### E. Phone-In/Emailed/Texted Request for Nutrition Program Related Materials/Information

The office responds to request of clients/ general public via phone, email, SMS or other social media.

<b>Office or Division:</b>	NNC-CAR Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	Nutrition workers/ partners and interested individual
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
None	

F.

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
General Public	Receives phone request/inquiry Acknowledges email/text request Reviews request and refer to staff in-charge	None	5-10 minutes	Receiver of request (call, text, Email)
	Determines availability of the material/information		30 minutes	Staff In-charge
	Prepares and provides information to the requesting party by phone, text or email		5 minutes to 1 hour (duration depends on the type of information requested)	Staff In-Charge

## G. Requests from Nutrition Partners for technical assistance

NNC provides technical assistance to the local/ regional/ national nutrition partners as requested.

<b>Office or Division:</b>	NNC-CAR Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Client and G2G- Government to Government
<b>Who may avail:</b>	LGUs/ Regional Line Agencies and NGOs
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Request letter as applicable	Requesting party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
Nutrition partners (LGUs, Other National Government Agencies/NGOs) Submit Request for technical assistance (as resource person, conduct of training, workshop, etc)	Review Request and determine availability/capacity of NNC staff to provide the requested assistance		20 minutes	Technical Staff
	Communicate to nutrition partner status of request		10 minutes to 1 hour	Technical Staff
	If request is granted, discuss other details for the provision of assistance		10 minutes to 1 hour	
	Provide technical assistance as agreed		1 hour – 2 days (depends on the type of technical assistance requested)	Technical Staff

## H. Requested for On-the-Job Training (OJT)

<b>Office or Division:</b>	NNC-CAR Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	Interested schools/ individuals
<b>CHECKLIST OF REQUIREMENTS</b>	
Request Letter	Requesting party

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
Interested Schools/students submit request together with the objectives for the practicum	Evaluate request and Request students to submit resume	None	1 hour	Staff In-charge
	Ask students to report for orientation and meeting on the details of the OJT		1 hour	Staff In-charge

## J. Inquiries from Interested Job Applicants

NNC CAR responds to inquiries on Job vacancy posted by the office.

<b>Office or Division:</b>	NNC-CAR Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	Interested individuals
<b>CHECKLIST OF REQUIREMENTS</b>	
None	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
Calls and inquires about possible job vacancies	Provide basic information on any vacancy and its qualification requirements	None	20 minutes	AA VI

## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Accomplish our client satisfaction form for the service we provided/ you availed from our office.
How feedback is processed	Accomplished client satisfaction forms are consolidated every Friday and feedback requiring answers or actions are informed to the Regional Nutrition Program. Coordinator. The RNPC forwards the matter to concerned staff for appropriate action.

How to file a complaint	Submit complaint through email at <a href="mailto:nationalnutritioncouncilcar@yahoo.com">nationalnutritioncouncilcar@yahoo.com</a> , call us at (074) 444-9874 or text/call us at 0939-5546536(SMART)/0997-5168058 (TM).
How complaints are processed	The assigned focal person shall be responsible to forward the complaints filed by the client and provide feedback for the action taken on the complaint.
Contact information of CCB, PCC, ARTA	Presidential Complaint Center – 8888 CSC Contact Center ng Bayan – 0908-88146565 Anti-Red Tape Authority – 8478-5093

Prepared by:



**BELLA M. BASALONG**  
Nutrition Officer III

Approved:



**RITA D. PAPEY**  
Regional Nutrition Program Coordinator