



CITIZENS' CHARTER

List of Services and Step by Step Procedure in Providing Services

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

Step	Client	Activity	Duration	Person Responsible
1	LGU Submits proposal for BNS funding assistance	Evaluate proposal as to completeness of the documents submitted If incomplete inform the LGU Call/write LGU if delivered through courier	1 hour 10-20 minutes (if personally delivered) 1-2 days if received through courier	Administrative Staff
2		If complete, forward the same to NNC Central Office	2 days	Administrative Staff
3		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)
4		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

Step	Client	Activity	Duration	Person Responsible
1	BNS submits request	Review request and prepare certification for signature by NNC Executive Director and memo endorsing the same to central office for Answer other queries and concerns of the BNS regarding BNS	1 day 30 minutes	Administrative Staff Technical Staff

		eligibility requirements and processing		
2		Validate request and process signing of certification by Executive Director and send signed certification to NNC-CAR	7 days	NNC-CO
3		Inform BNS concerned on the received certification	1 day	Administrative Staff
4		Release certification to BNS	10-20 minutes	Administrative Staff

C. Procurement of Goods/Services

Step	Client	Activity	Duration	Person Responsible
1		Prepares Purchase Request (PR) Approves PR	1 day	Administrative Staff Regional Nutrition Program Coordinator (RNPC)
2	Suppliers submits quotations	Publish through Philgeps request for quotations or distributes to existing suppliers	3-7 days	Administrative Staff
3		Receives quotations and prepares abstract of bids, selects winning bidder and prepare PO/Contract	1 day	Administrative Staff
4		Approval of contract/Purchase Order (PO)	1 day	RNPC
5		Issues PO to winning bidder	1 day	Administrative Staff
6		Posting of winning bidder at PhilGEPS	1 day	Administrative Staff
7		Delivery of goods/services by winning bidder	3-15 days (depends on PO)	
8		Acceptance of goods/services	10-30 minutes	Administrative Staff
9	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	2 days	Administrative Staff

		documents are complete		
10		Prepare checks	30 minutes	Administrative Staff
11		Approval of checks	1 day	RNPC
12		Releases check to the supplier	30 minutes	Administrative Staff

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

Step	Client	Activity	Duration	Person Responsible
1	General Public	Receives request and determines availability of materials	10-30 minutes	Technical Staff
2		Gathers/Prepares the available materials based on the information	10-40 minutes	Technical Staff
3		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

Step	Client	Activity	Duration	Person Responsible
1	General Public	Receives phone request/inquiry Acknowledges email/text request Reviews request and refer to staff in-charge	5-10 minutes	Receiver of request (call, text, Email)
2		Determines availability of the material/information	30 minutes	Staff In-charge
3		Prepares and provides information to the requesting party by phone, text of email	5 minutes to 1 hour (duration depends on the type of information requested)	Staff In-Charge

F. Requests from Nutrition Partners for technical assistance

Step	Client	Activity	Duration	Person Responsible
1	Nutrition partners (LGUs, Other National Government Agencies/NGOs) Submit Request for technical assistance (as resource person,	Review Request and determine availability/capacity of NNC staff to provide the requested assistance	20 minutes	Technical Staff

	conduct of training, workshop, etc)			
2		Communicate to nutrition partner status of request If request is granted, discuss other details for the provision of assistance	10 minutes to 1 hour 10 minutes to 1 hour	Technical Staff
3		Provide technical assistance as agreed	1 hour – 2 days (depends on the type of technical assistance requested)	Technical Staff

G. Requested for On-the-Job Training (OJT)

Step	Client	Activity	Duration	Person Responsible
1	Interested Schools/students submit request together with the objectives for the practicum	Evaluate request and Request students to submit resume Ask students to report for orientation and meeting on the details of the OJT	1 hour 1 hour	Staff In-charge Staff In-charge

H. Inquiries from Interested Job Applicants

Step	Client	Activity	Duration	Person Responsible
1	Calls and inquires about possible job vacancies	Provide basic information on any vacancy and its qualification requirements	20 minutes	AA VI

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

1. Accomplish our client satisfaction form for the service we provided/ you availed from our office.
2. Send your feedback through e-mail nationalnutritioncouncilcar@yahoo.com, call us at (074) 444-9874 or text/call us at 0939-5546536(SMART)/0997-5168058 (TM).
3. Talk to our Officer of the Day.

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended by the Officer of the Day at the Public Assistance and Complaint Desk.

THANK YOU for helping us continuously improve our services.