



OFFICE OF THE MUNICIPAL NUTRITION OFFICER



I. MANDATE

Municipal Nutrition Office is mandated to oversee nutrition program implementation in the municipality to include the conduct of inter-sectoral planning and implementation of municipal and nutrition action plans (MNAP) aligned with the Philippine Plan of Action on Nutrition (PPAN), capacity building for nutrition workers, nutrition, and monitoring and evaluation of nutrition program and provision of nutrition services.

II. VISION

Nutritional well-being for all age groups, healthy, productive, and empowered communities.

III. MISSION

- Provide overall direction and management of the municipal nutrition program and ensure implementation of programs/services for the reduction of malnutrition in the municipality

IV. SERVICE PLEDGE

We, the official and employees of the Office of the Municipal Administrator do hereby pledge and commit to deliver quality service as promised in this Citizen's Charter. Specifically, we will:

- Treat everyone equally.
- Ensure the delivery of nutrition services in 18 barangays.
- Aid in reducing the number of malnourished children under – five years of age.
- Implement Nutrition specific programs and nutrition sensitive programs.
- Conduct nutrition promotion/advocacy activities.
- Initiate action in rendering technical and support assistance to clientele.
- Ensure availability of staff to attend to the clients' concern/s even during lunch break.
- Assure and comply to the provision of RA11032, specifically on Section 21 (F), stating: **“All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to”**.



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OFFICE OF THE MUNICIPAL NUTRITION OFFICER
EXTERNAL SERVICES



1. Nutrition Assessment and Intervention

Municipal Nutrition Office conducts Nutrition assessment to determine whether a person or groups of people are well-nourished (over-nourished or under-nourished).

Nutritional assessment can be done using the ABCD methods. These refer to the following:

- Anthropometry
- Biochemical methods
- Clinical methods
- Dietary methods

Nutrition Intervention is defined as any type of intervention to improve their overall nutritional status.

Office/Division:	Municipal Nutrition Action Office – Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Malnourished children, pregnant & lactating women, and children aged 0-59 months and school children.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral if available		OTC/ITC		
2. Child Record (Baby Booklet or ECCD Card)		RHU/CDC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Customer Assistance Sheet	1.1 Checks the referrals or requirements brought by the clients	None	5 Minutes	<i>Ma. Carmela B. Romantico</i> <i>Nutrition Officer II/MNAO</i> <i>Erlyn May C. Galas</i> <i>Nutrition Officer I</i>
	1.2 Assess the client's nutritional status and determine the severity of malnutrition	None	10 Minutes	<i>Ma. Carmela B. Romantico</i> <i>Nutrition Officer II/MNAO</i> <i>Erlyn May C. Galas</i> <i>Nutrition Officer I</i>
	1.3 Counsel the parent/caregiver of child and pregnant or lactating adolescent/women Provide necessary and appropriate nutrition intervention: <ul style="list-style-type: none"> • For underweight and stunted children; <ul style="list-style-type: none"> ➤ Provide micronutrient supplement and age appropriate food supply (if available). • For Moderate Acute Malnutrition (MAM); <ul style="list-style-type: none"> ➤ Provide micronutrient supplement and/or Ready-To-Use Supplementary Food (if available). 	None	1 Hour	<i>Ma. Carmela B. Romantico</i> <i>Nutrition Officer II/MNAO</i> <i>Erlyn May C. Galas</i> <i>Nutrition Officer I</i>



	<ul style="list-style-type: none"> • For Severe Acute Malnutrition; a) With complications refer to hospital for in-patient care. • For pregnant and lactating women; ➤ Provide Ready-to-Use Supplementary Food for mothers and/or micronutrient supplement. (If available) 			
	1.4 Provide growth recording sheet and monitoring schedule.	None	10 Minutes	<p style="text-align: center;"><i>Ma. Carmela B. Romanticico</i> Nutrition Officer II/MNAO</p> <p style="text-align: center;"><i>Erllyn May C. Galas</i> Nutrition Officer I</p>
	1.5 Coordinate with BNS for follow-up and monitoring visit.	None	10 Minutes	<p style="text-align: center;"><i>Ma. Carmela B. Romanticico</i> Nutrition Officer II/MNAO</p> <p style="text-align: center;"><i>Erllyn May C. Galas</i> Nutrition Officer I</p>
	TOTAL:	None	1 Hour, 35 Minutes	



2. Providing Data and Reports (Operation Timbang Plus).

Office/Division:	Municipal Nutrition Action Office – Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Barangay or Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Request to the Municipal Nutrition Office	1. Review the request	None	3 minutes	MNAO Staff:
2. Received requested data	2. Print or send via email or personally to the requesting Barangay or Agency	None	10 minutes	MNAO Staff:
TOTAL:		None	13 Minutes	

3. Availment of Nutrition Pack and Micronutrient Supplements.

Office/Division:	Municipal Nutrition Action Office – Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government, G2C–Government to Citizens			
Who may avail:	Identified malnourished children in the OPT Plus Record and BEANS per Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPT Plus Record for BEANS		Barangay		
2. For citizens – no requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the list of children with nutrition status of the following: a) Underweight and Severely Underweight b) Stunted and Severely Stunted c) Wasted and Severely Wasted	1.1 Receive and evaluate list of children	None	20 Minutes	MNAO Staff:
	1.2 Provide Nutrition Packs or Multivitamins	None	5 Minutes	MNAO Staff:
TOTAL:		None	25 Minutes	



OFFICE OF THE MUNICIPAL NUTRITION ACTION OFFICER
INTERNAL SERVICES



1. Processing of BEANS Payroll.

Office/Division:	Municipal Nutrition Action Office-Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BEANS Volunteers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter) Logbook of Duty		Barangay Health Station		
2. Reports of BNS		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Logbook and Reports to the Municipal Nutrition Office	1.1 Validate documents presented	None	10 minutes	MNAO Staff:
	1.2 Encode BEANS payroll and forward to the Accounting Office.	None	20 Minutes	MNAO Staff:
2. Received the Quarterly incentives	2. Assist the BEANS to the Treasury Office-Disbursing Officer	None		<i>Disbursing Officer</i> Office of the Municipal Treasurer
	TOTAL:	NONE	30 Minutes	

2. Issuance of forms for BEANS

Office/Division:	Municipal Nutrition Action Office-Nutrition Unit			
Classification:	Simple to Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BEANS Volunteers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Barangay BEANS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request Form	1. Receive the Form	None	3 Minutes	MNAO Staff
2. Wait for the Requested Form	2. Print Request Form as listed in the Request Letter	None	10 minutes	MNAO Staff
3. Received the Requested Form	3. Give the Request Forms and sign the Record Book For records purposes	None	3 Minutes	MNAO Staff
	TOTAL:	NONE	16 Minutes	



NUTRITION OFFICE SUPPORT SERVICE

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send A feedback?	<p>Answer the client feedback form and drop it at the designated drop box/suggestion box located at the Office of the Municipal Nutrition Action Officer.</p> <p>Contact info: Ma. Carmela B. Romantico, RN, MSN No.: 0917 130 8961/0975 321 9538 Email Add: mnaoelnido@gmail.com</p>
How feedbacks are processed?	<p>Every Monday morning, Nutrition Officer I will open the drop box/suggestion box, then compiles, records and secures all feedback forms submitted.</p> <p>Feedback requiring answers will be answered by the MNAO. The MNAO is required to answer within three (3) days from the receipt of the feedback.</p> <p>The answer of the concerned Office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following: Contact info: Ma. Carmela B. Romantico, RN, MSN No.: 0917 130 8961/0975 321 9538 email at mnaoelnido@gmail.com</p>
How to file a complaint?	<p>Answer the client complain form and drop it at the designated drop box/complaint box located at the Office of the Municipal Nutrition Action Officer. Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained. - Incident - Evidence - Contact No. of Client for updates/feedbacks purposes. <p>For inquiries and follow-ups, clients may contact the following: No.: 0917 130 8961/0975 321 9538 email at mnaoelnido@gmail.com</p>
How complaints are processed?	<p>The Complaints Officer/Nutrition Officer I will open the complaint drop box on daily basis (morning) and evaluates each complaint form. If via email, the complaints Officer/Nutrition Officer I will open the official email on daily basis. Reviews and evaluates each complaint. Upon evaluation, the Complaints Officer/Nutrition Officer I shall start the investigation and forward the complaint to the MNAO for further explanation. The complaints Officer/Nutrition Officer I will prepare a report after the investigation and shall submit it to the Head of Agency for appropriate action. After a thorough investigation and appropriate action, the Complaints Officer will give feedback to the client thru the client's given contact detail. For inquiries and follow-ups, clients may contact the following: No.: 0917 130 8961/0975 321 9538 email at mnaoelnido@gmail.com</p>
Contact Information of CCB,PCC,ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908 881 6565 (sms)</p>



OFFICE OF THE MUNICIPAL NUTRITION ACTION OFFICER
Official Contact No.: 0917 130 8961/0975 321 9538
Official E-mail Address: mnaoelnido@gmail.com

POSITION	NAME
Nutrition Officer II/MNAO	MA. CARMELA B. ROMANTICO
Nutrition Officer I	ERLYN MAY C. GALAS
Job Order III	CHARMAINE REA R. CAABAY
Job Order III	JOEL L. ARZAGA
Job Order II	SHERRYL S. IGAM
Job Order II	JOSE ANGEL C. ALIM
Job Order II	JONITO G. CASTRO