

CITIZEN'S CHARTER

MUNICIPAL NUTRITION OFFICE (MNO)

Municipality of Paombong, Province of Bulacan

In compliance with Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018)

I. MANDATE

The Municipal Nutrition Office (MNO) of Paombong is mandated to plan, coordinate, implement, monitor, and evaluate nutrition programs and services in the municipality to improve the nutritional status of the population, especially nutritionally-at-risk groups such as infants, children, pregnant and lactating women, and the elderly, in accordance with national policies and guidelines of the National Nutrition Council (NNC).

II. VISION

Bisyon

Ang nangangasiwa...

Ang nangunguna...

Ang tagapag-ugnay...

Upang makamit ang wastong kalagayan pang-NUTRISYON ng bawat Pilipino sa lahat ng oras.

III. MISSION

1. Manguna sa paglikha ng epektibo at makabagong pamamaraan sa pagplano, pagsasagawa, at pagtatasa ng mga programang pang-nutrisyon.
2. Siguruhing angkop, epektibo at malawak ang pagpapatupad ng mga programang pang-nutrisyon.
3. Paigtingin ang pagbibigay ng tamang impormasyon sa publiko para sa wastong nutrisyon.
4. Palakasin ang pamamalakad at kakayahan ng mga tagapagpatupad ng programa.
5. Gumamit ng lahat ng kinakailangang suporta upang makabuo ng masagana, masaya, malusog, matatag, at produktibong komunidad.

IV. SERVICE PLEDGE

We, the officials and staff of the Municipal Nutrition Office of Paombong, commit to:

- Deliver timely, efficient, and quality nutrition services
 - Treat all clients with courtesy, respect, and fairness
 - Provide accurate information and transparent processes
 - Continuously improve our services for the welfare of the community
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V. LIST OF SERVICES

1. Nutrition Assessment and Monitoring (Operation Timbang Plus)
 2. Nutrition Counseling and Education
 3. Implementation of Supplementary Feeding Program
 4. Technical Assistance to Barangay Nutrition Committees and Barangay Nutrition Scholars (BNS)
 5. Issuance of Nutrition-Related Certifications and Endorsements
 6. Nutrition Program Planning, Monitoring, and Evaluation
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VI. SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday

8:00 AM – 5:00 PM

VII. CLIENTS

- Parents and caregivers
 - Pregnant and lactating women
 - Children (0–59 months)
 - Barangay officials and Barangay Nutrition Scholars
 - General public
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VIII. SERVICE DETAILS

1. NUTRITION ASSESSMENT AND MONITORING (OPERATION TIMBANG PLUS)

| Step | Client Action | MNO Action | Processing Time | Person Responsible |
|------|---------------------------|---|-----------------|--------------------|
| 1 | Register child/individual | Receive and verify data | 5 minutes | BNS/MNO Staff |
| 2 | Allow measurement | Conduct weighing and height measurement | 5 minutes | BNS |
| 3 | Wait for results | Compute and explain nutrition status | 10 minutes | MNO Staff |

Total Processing Time: 20 minutes

Fees: None

2. NUTRITION COUNSELING AND EDUCATION

| Step | Client Action | MNO Action | Processing Time | Person Responsible |
|------|------------------------|--------------------------|-----------------|---|
| 1 | Request counseling | Assess concern | 5 minutes | MNO Staff |
| 2 | Participate in session | Provide nutrition advice | 15–30 minutes | Municipal Nutrition Action Officer/ MNO STAFF |

Total Processing Time: 20–35 minutes

Fees: None

3. SUPPLEMENTARY FEEDING PROGRAM

| Step | Client Action | MNO Action | Processing Time | Person Responsible |
|------|------------------------------|------------------------------|------------------|--------------------|
| 1 | Submit list of beneficiaries | Validate eligibility | 1–2 days | MNO Staff |
| 2 | Attend feeding | Distribute meals/supplements | Program duration | BNS/MNO Staff |

Fees: None

4. TECHNICAL ASSISTANCE TO BARANGAYS

| Step | Client Action | MNO Action | Processing Time | Person Responsible |
|------|---------------------|------------------------------|-----------------|--------------------|
| 1 | Submit request | Review request | 1 day | MNO |
| 2 | Coordinate schedule | Provide technical assistance | As scheduled | MNO |

Fees: None

5. ISSUANCE OF NUTRITION-RELATED CERTIFICATIONS/DATA

| Step | Client Action | MNO Action | Processing Time | Person Responsible |
|------|------------------|---------------------|-----------------|--------------------|
| 1 | Submit request | Evaluate request | 10 minutes | MNO Staff |
| 2 | Wait for release | Issue certification | 10 minutes | MNAO |

Total Processing Time: 20 minutes

Fees: None

IX. FEEDBACK AND COMPLAINTS MECHANISM

Clients may submit feedback, suggestions, or complaints through:

- Municipal Nutrition Office, Paombong Municipal Hall
- Suggestion Box
- Email: paombongnutritionoffice@gmail.com

All feedback will be acted upon promptly to improve service delivery.

X. ANTI-FIXING POLICY

The Municipal Nutrition Office strictly prohibits fixing and/or accepting gifts, favors, or bribes. Transactions must follow the prescribed procedures only.

XI. CONTACT INFORMATION

Municipal Nutrition Office

RHU 1 2nd Floor Nutrition Office Poblacion, Paombong Bulacan

Office Hours: Monday–Friday, 8:00 AM–5:00 PM

MNAO: Elsa G. Santos

NUTRITION STAFF: John Arvin B. Alejo

NUTRITION STAFF: Rosa Dela Cruz

Email: paombongnutritionoffice@gmail.com

This Citizen's Charter shall be reviewed and updated regularly to ensure relevance and effectiveness.