



**LOCAL GOVERNMENT UNIT OF SORSOGON PROVINCE**

**NUTRITION DIVISION  
OFFICE OF THE GOVERNOR**

**CITIZEN'S CHARTER**

## VISION

To be the premier provider of nutrition care to the community and to set the highest standards of excellence and integrity in the practice of public health

## MISSION

In order to achieve optimum nutrition, there has to be:

- Well organized innovative plan of action governed by effective utilization of resources
- Highest quality of nutrition care through the effective and efficient nutrition interventions
- Commitment to provide nutrition education to the community and;
- Continuing research and development on nutrition

LOCATION/CONTACT INFORMATION	Capitol Building, Sorsogon City Email: prov_nutrition@sorsogon.gov.ph
AVAILABILITY OF THE SERVICES	Monday to Friday (except holidays) From 8:00 A.M to 5:00 P.M
TOTAL FEES/CHARGES	None
ADDRESS COMMUNICATION REQUEST TO	Provincial Governor Attention: GRACE C. JARDIN Nutrition Officer IV / Provincial Nutrition Action Officers



**NUTRITION DIVISION  
OFFICE OF THE GOVERNOR  
EXTERNAL SERVICES**

## 1. NUTRITION ASSESSMENT AND COUNSELING

Nutrition Assessment – is the interpretation of anthropometric, biochemical (laboratory), clinical and dietary data to determine whether a person or groups of people are well nourished or malnourished (over or under malnourished).

Nutrition Counseling – listening closely and understanding where the client is, in terms of his/her lifestyle and diet.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Requirement	Person Responsible
Registers on the customer/client's logbook	1. Instruct client to fill-in required personal data 1.1 Check the requirements brought by the client, then refer to NO IV	None	5 minutes	Record of height and weight taken prior to visit (baseline nutritional status)	Clerk
Client approaches NO IV	2. Assess client/s based on his/her nutritional status the provide counseling with focus on the proper diet and nutrition practices  If identified with a need to be referred for further evaluation and assistance, do prefer.  Provide available information, education and communication materials that client could utilize while at home  Agree on time and date of next visit	None	30 minutes		Nutrition Officer IV
	<b>Total:</b>	<b>None</b>	<b>35 minutes</b>		

## 2. REQUEST FOR NUTRITION PROGRAM RELATED MATERIALS

Nutrition Program Related Materials – comprehensive and effective materials utilized in information dissemination, i.e., nutri-komiks, handouts, nutritional status results of the province.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Requirements	Person Responsible
Present request letter to the receiving clerk Registers in client's logbook	Receiving clerk receives the letter request Request client to register in client's logbook	None	10 minutes	Request letter, valid ID	Clerk
Client inquires availability of nutrition program related materials	2. Checks requirement brought (in case of records and reports and in bulk quantity) 2.1 If available, provides client the exact quantity of requested material/s 2.2 If not available, agree on definite date for clients to secure the needed materials	None	5 minutes		Nutrition Aide
			5 minutes		Nutrition Aide
If available, client receives the requested materials and signs the acknowledgment receipt / logbook of issued item/s	3. Provides brief description of the materials issued to client and check completeness of entries at the acknowledgement receipt/logbook	None	15 minutes		Nutrition Officer IV
	<b>Total:</b>	<b>None</b>	<b>35 minutes</b>		

### 3. REQUEST FOR SPEAKERSHIP OR TECHNICAL ASSISTANCE

Speakership – one who makes a public speech, one who acts as a spokesperson.

Technical Assistance – a non-financial assistance provided by specialists. It can take a form of sharing information and expertise, instruction, skills, training, transmission of working knowledge and consulting services and may also involve transfer of technical data.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Requirements	Person Responsible
Present request letter to the receiving clerk  Registers in client's logbook	1.1 Receiving clerk receives the letter request 1.2 Request client to register in client's logbook	None	10 minutes	Request letter	Clerk
Program partner/s or stakeholder/s submit letter of request	2. Review request and determine availability / capacity to provide requested assistance 2.1 Discuss details for the provision of assistance	None	15 minutes		Nutrition Officer IV
Request then secures approval of travel from Office of the Governor	3. Releases transmittal to Nutrition Division	None	20 minutes		Office of the Governor
	4. Once approved prepares necessary travel training materials and other requisites	None	4 hours		Nutrition Officer IV / Nutrition Aide
	5. Provide requested technical assistance	None	1 day to 3 days (depending on type and duration of requested technical assistance)		Nutrition Officer IV
	<b>Total:</b>	<b>None</b>	<b>1 day to 3 days, 4 hours and 45 minutes</b>		

#### 4. SECURE FOR BNS RATING

- Barangay Nutrition Scholar – a barangay-based volunteer worker responsible for delivering nutrition services and other related activities, such as community health, backyard food production, environmental sanitation, culture, mental feeding and family planning to the barangay.
- BNS who rendered at least 2 years of service and with a very satisfactory rating administered by the District Nutrition Program coordinator can avail of second grade civil service eligibility.

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Requirements	Person Responsible
Register on the customer/ client's logbook	1. Instructs client to fill in required personal data 1.1 Check the requirements brought by the client, then refer to NO IV	None	15 minutes	1. BNS Action Plan 2. Monthly Accomplishment Report 3. Family Profile 4. Barangay Profile 5. Monthly measurement of 0 -23 months and undernourished 0 -59 months 6. Quarterly measurement of 24 -59 months 7. Spot Map 8. BNS Diary 9. Documentations	Clerk / Nutrition Aide
Present required documents to NO IV	2. Review and evaluate documents 2.1 Discuss with the client areas for improvement 2.2 Provide appropriate rating	None	3 hours		Nutrition Officer IV / DNPC
	<b>Total:</b>	<b>None</b>	<b>3 hours and 15 minutes</b>		



**NUTRITION DIVISION  
OFFICE OF THE GOVERNOR  
INTERNAL SERVICES**



## 1. PRIORITIZING PROGRAM BENEFICIARIES

- Identifying and locating beneficiaries for nutrition interventions is a crucial process for an effective program implementation. The assessment greatly rely on the recent Operation Timbang Plus(OPT+) result and other demographic data of an area. Result of Operation Timbang Plus shows the magnitude and geographic location of most vulnerable 0 – 5 year old children.

Anthropometric method of nutrition assessment – entails measuring physical dimensions and gross composition of the body. It provides a profile of growth as a change in body size overtime. This is the most common method used in assessing nutritional status.

Agency Actions	Client Steps	Fees to be Paid	Processing Time	Requirements	Person Responsible
1. Orientation to Nutrition Action Officers and BNS Presidents on OPT+ updates	1. Attend the orientation OPT+ updates	None	1 day	EOPT+ program power point presentation	Nutrition Officer IV / Nutrition Aide
2. Provide schedule of submission, act as speaker during the re - echo	2. Re – echo updates to BNSes 2.1 Provide forms 2.2 Inform schedule of submission	None	3 days	OPT+ forms, power point presentation	NAO's, BNS Presidents, Nutrition Officer IV
3. Consolidate and analyze result of OPT+ 3.1 Identifying target for nutrition interventions 3.2 Identifying nutritionally depressed and high-risk barangays	3. Submit OPT+ result after 4 months of anthropometric assessment. 3.1 Validation of result	None	5 months	OPT+ result, electronic and printed copy	Nutrition Officer IV, Nutrition Aide
4. Present final OPT+ result and number of identified targets to NAO's, Provincial Nutrition Committee members and Governor	4. Provide recommendation/s or revision/s	None	3 days	Electronic and printed copy of OPT+ result.	Nutrition Officer IV, Nutrition Aide
5. Revision of target areas and beneficiaries and presentation of proposed program / projects to client / stakeholders	5. If amenable, prepare masterlist of beneficiaries	None	5 days	Electronic and printed copy of revised OPT+ result, proposed project proposal	Nutrition Officer IV
	<b>Total:</b>	<b>None</b>	<b>5 months and 12 days</b>		

## 2. NUTRITION INTERVENTION

a. Dietary Supplementation – provision of nutritious rations to targeted individuals that supplement the energy and nutrients missing from the diet of those with higher nutritional needs, or those who are wasted. It normally provides a ration that is additional to food provided in the household.

Operation Timbang Plus (OPT+) is the annual weighing and height measurement of all preschoolers 0 – 59 months old or below five years old in a community to identify and locate the malnourished children. Data generated through OPT Plus are used for local nutrition action planning, particularly in quantifying the number of malnourished and identifying who will be given priority interventions in the community.

Agency Actions	Client Steps	Fees to be Paid	Processing Time	Requirements	Person Responsible
1. Estimate number of target beneficiaries based on submitted recent OPT+ result.	1. Submit result of OPT+	None	20 minutes	Result of OPT+	Nutrition Officer IV
2. Secure master list of identified beneficiaries	2. Prepare masterlist of identified beneficiaries	None	3 days	Masterlist of identified beneficiaries	Nutrition Aide
3. Prepare project proposal and submit to the Governor for approval	3. The Governor reviews, analyze and provide recommendation/s	None	2 days	Project proposal	Nutrition Officer IV
4. Revision of project proposal and submission for final approval	4. The Governor approved the revised project proposal	None	2 days	Revised project proposal	Nutrition Officer IV
5. Approved project proposal presented to the Nutrition Action Officers and Provincial Nutrition Committee members through a dialogue conference	5. Nutrition Action Officers and PNC members attend the dialogue conference	None	1 day	Printed copy of approved project proposal	Nutrition Officer IV
6. Act as resource speaker	6. Nutrition Action Officers conduct orientation to the BNS as the focal and direct service provider of the program.	None	5 days	Masterlist of beneficiaries, project proposal	Nutrition Officer IV, Nutrition Action Officer
7. Implementation, management and monitoring of the program 7.1 Orientation and advocacy to	7. a. BNS - distribute the food commodities and monitor nutritional status of recipients b. NAOs – supervise	None	130 days	Daily attendance of beneficiaries, monthly progress report	Nutrition Officer IV, Nutrition Aide and Staff

barangay officials  
7.2 Delivery of food commodities to the LGUs  
7.3 Monitoring of nutritional status of recipients to randomly selected areas.

the feeding program and conduct of nutritional assessment

**Total:**

**None**

**143 days and 20 minutes**