



Republic of the Philippines
PROVINCE OF QUIRINO
 Cabarroguis
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**CITIZENS CHARTER
 INFORMATION GUIDE
 (PGO–NUTRITION PROGRAM SERVICES DIVISION)**

VISION

PNC as prime mover on the promotion, protection and sustenance of a nutritionally improved Quirino, with self-sustaining people, who live in a happy, healthy and productive environment, through community united in action.

GOAL

1. Improved Nutritional Status of the populace
2. Self-sustained healthy community
3. Strengthened partnership among stakeholders and end users/clients
4. Readily accessible nutrition services

MISSION

To foster convergence among stakeholders, through strengthened partnership, towards the provision of holistic and integrated programs and services, that will realize a healthy and well-nourished community.

FUNCTIONS OF THE PNC SECRETARIAT

1. Ensure efficient and effective secretariat services for the Provincial Nutrition Program by ensuring complete and accurate documents and data
2. Promote good nutrition among general populace by organizing and coordinating Nutrition Information, Communication and Education (NICE) activities

OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS /SUPPORTING DOCUMENTS	FEES Collected, if any	LOCATION
		CLIENT	SERVICE PROVIDER					
A. SERVICE : CONDUCT NUTRITION EVENTS IN COORDINATION WITH PARTNER AGENCIES <i>CLIENT :Populace, Students, Mothers/Parents</i>								
PGO – Nutrition Program Services Division	1.	Receives the information for a particular activity	Takes appropriate action by making initial steps prior to the event	PGO-NPSD Staff	1 week before schedule of activity	None	-	PGO-NPSD Office QPMC Bldg, Mangandingay, Cabarroguis, Quirino)

			Coordinate with Partner Agencies to come up with a plan and for tasking support	Ms. Luningning P. Rhodes	1 Day	None	-	PGO-NPSD Office
OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS /SUPPORTING DOCUMENTS	FEES Collected, if any	LOCATION
		CLIENT	SERVICE PROVIDER					
PGO – Nutrition Program Services Division	2.	Participates in the activity	Facilitates the conduct of the activity	PGO-NPSD Staff Partner Agencies	Depending on the duration of the activity	None	-	Venue of the Activity
			Prepare reports of accomplishments	PGO-NPSD Staff	2 days	None	-	PGO-NPSD Office (
B. SERVICE : PROVIDES INFORMATION DISSEMINATION ON NUTRITION PROGRAM <i>CLIENT : MNPC, Teachers, Students, Parents/Mothers</i>								
PGO – Nutrition Program Services Division	1.	Presents invitation and program of activity/schedule	Acknowledges the request Verify Calendar of Activities if there's no conflict of schedules	PGO-NPSD Staff	2 mins.	-	-	PGO-NPSD Office
		Signs in the Logbook						
PGO – Nutrition Program Services Division	2.	Listens/Participates/ Clarifies unclear topics	Attends classes/Discusses topics assigned			Fuel	-	Venue of Activity
C. SERVICE : PROVIDES TECHNICAL ASSISTANCE ON NUTRITION PROGRAM MANAGEMENT <i>CLIENT : Walk in</i>								
PGO – Nutrition Program Services Division	1.	Presents letter request for assistance	Acknowledges the request and asks the clients sign in the visitors logbook	PGO-NPSD Staff	2 mins.			PGO-NPSD Office
PGO – Nutrition Program Services Division	2.	Registers in the logbook indicating his/her purpose	Attaches Action Slip for Nutrition Officer to approve such request	PGO-NPSD Staff	2 mins.			PGO-NPSD Office
PGO – Nutrition Program Services Division	3.	Waits for the result of the request	Nutrition Officer decides and assigns responsible person to provide assistance	Ms. Luningning P. Rhodes	5 mins.			PGO-NPSD Office

OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS /SUPPORTING DOCUMENTS	FEES Collected, if any	LOCATION
		CLIENT	SERVICE PROVIDER					
PGO – Nutrition Program Services Division	4.	Leaves the office with the request letter acted upon	Responsible person prepares the necessary technical assistance needed	Ms. Luningning P. Rhodes & PGO-NPSD Staff	Depending on the assistance requested			PGO-NPSD Office
D. SERVICE : SERVES AS SECRETARIAT TO THE PNC/MNPC MEETINGS/NUTRITION MONTH CULMINATING ACTIVITIES <i>CLIENTS : Representative of partner Agencies/MNPCs, MNCs, BNCs, BNSs</i>								
PGO – Nutrition Program Services Division	1.	Acknowledges letter of invitation and gives confirmation	Prepare letter of invitation	PGO-NPSD Staff	20 mins.			PGO-NPSD Office
			Disseminates letters of invitation and gets confirmation	PGO-NPSD Staff	1 day	Transportation expenses		PGO-NPSD Office
PGO – Nutrition Program Services Division	2.	Attends scheduled meeting	Prepares minutes of previous meetings, Attendance Sheet, Venue Prepare materials needed	PGO-NPSD Staff	1 day			PGO-NPSD Office
PGO – Nutrition Program Services Division	3.	Participates actively in the discussion of agenda	Facilitates the conduct of the meetings	Ms. Luningning P. Rhodes	1 day			PGO-NPSD Office
			Take proceedings of the meetings/conferences/activities	PGO-NPSD Staff	1 day			

ORGANIZATIONAL STRUCTURE

PGO–NUTRITION PROGRAM SERVICES DIVISION

JUNIE E. CUA
Provincial Governor

LUNINGNING P. RHODES, RSW, IMPA
Nutrition Officer IV/Chief, Nutrition Program Coordinator

RHEA JOYCE C. SADANG, RND
Nutrition Officer I

NOEL B. TAGUDING
Administrative Assistant IV

RIZZA ANNE D. PALAPUS
Process Server

SAMUEL L. PIMENTEL
Administrative Aide I

JOSE B. BAROSO
Driver II