

CITIZEN CHARTER
PASIG CITY NUTRITION OFFICE - CITY HEALTH DEPARTMENT

NAME OF SERVICES

Provision of Nutrition Specific Program:

I. Infant and Young Child Feeding Program (IYCF)

II. National Nutrition Promotion Program for Behavior Change

Office or Division:	Pasig Health Department
Classification:	Services
Type of Transaction:	Government to Citizen
Who may Avail:	Residents of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctors prescription or request letter	Room 4, 5th floor, Pasig City Hall

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Infant and Young Child Feeding Program (IYCF) Services: Counseling and Request of Breastmilk					
1	Request for breastmilk				
	a.) Client/s to proceed Nutrition office and present the request letter for breastmilk requirement b.) Bring ice box with ice	Interview the client.	₱ 0.00	5-10 minutes	Monday - Flor Anne Catara Tuesday - Alvin Limbauan Wednesday - Imelda Bonoc Thursday - Melinda Angele Friday - Joyce Tejada
2	IYCF Counseling				
	a.) Client to proceed to Nutrition Office in need of counseling (present referral slip if postpartum from PCGH)	Provide IYCF counseling and other services	₱ 0.00	15-30 minutes	Monday - Flor Anne Catara Tuesday - Alvin Limbauan Wednesday - Imelda Bonoc Thursday - Melinda Angele Friday - Joyce Tejada
II. National Nutrition Promotion Program for Behavior Change					
	a.) Client to proceed to Nutrition Office (For patient with NCD, GDM, weight management etc.)	Interview the client. Check anthropometric measurements and laboratory results. Provide IEC materials. Refer to health center for follow-up.	₱ 0.00	15-30 minutes	Monday - Flor Anne Catara Tuesday - Alvin Limbauan Wednesday - Imelda Bonoc Thursday - Melinda Angele Friday - Joyce Tejada

Feedback

and
Complaints

FEEDBACK AND COMPLAIN S MECHANISM	
How to send feedback	Feedbacks can be written in the logbook provided by the nutrition office
How feedback is processed	Positive and negative feedbacks are brought to the attention of Nutrition Action Officer for proper action
How to file a complaint	Written or email complaints can be addressed to the Nutrition Action Officer
How complaints are processed	Complaints are reviewed and investigated for attention by the Grievance Committee and appropriate action recommended/endorsed as necessary.
Contact Information	Pasig City Nutrition Office Landline # 86411934