

**CITIZEN CHARTER
NATIONAL SAFE MOTHERHOOD PROGRAM**

{NAME OF SERVICE}

ISSUANCE OF CLEARANCE AND PERMIT TO OPERATE FOR LYING-INS

{Description of the service}

The National Safe Motherhood Program issues clearance and permit to operate to private lying-ins after thorough data check and verification and certify that the client secures License to Operate from the Department of Health (DOH). It is a prerequisite for processing and renewal of business permit in the city.

Office or Division:	City Health Department – National Safe Motherhood Program
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may avail:	All government and private lying-ins

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and photocopy of License to Operate (LTO)	Department of Health (DOH)
Application form	Requesting party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly accomplished application form and documentary requirement	Receive and check the documentary requirements/application submitted If complete, prepare the necessary documents If incomplete, return the documents to applicant for completion	None	5 minutes	Maria Rowena R. Manahan, RM (NSMP Midwife Coordinator)
2	For client with complete requirements	Receive and log Recommend and	None	10 minutes	Maria Rowena R. Manahan, RM (NSMP Midwife)

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Wait for the issuance of clearance and Permit to Operate	prepare the issuance of clearance and Permit to Operate			Coordinator)
		Approve and sign the clearance and PTO	None	20 minutes	City Health Officer Dr. Tania Victoria O. Verora (NSMP Medical Coordinator) Marifelle B. Abapo, RN (NSMP Nurse Coordinator)
		Forward to NSMP Office	None	5 minutes	Maria Rowena R. Manahan, RM (NSMP Midwife Coordinator)
3	Receive the approved clearance and PTO	Record and release the approved clearance and PTO	None	5 minutes	Maria Rowena R. Manahan, RM (NSMP Midwife Coordinator)
TOTAL:			None	45 minutes	

**CITIZEN CHARTER
NATIONAL SAFE MOTHERHOOD PROGRAM**

{NAME OF SERVICE}

Provision of Information, Education and Communication (IEC) Materials for health centers, private lying-ins and hospitals

{Description of the service}

The National Safe Motherhood Program provides IEC materials and commodities for health centers, private lying-ins and hospitals

Office or Division:	City Health Department – National Safe Motherhood Program
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to Citizens
Who may avail:	Health Centers, Public and Private Health Facilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Id	Requesting entity

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Visit NSMP Office	Provide logbook to the client	None	5 minutes	NSMP Coordinators Marifelle B. Abapo, RN Maria Rowena R. Manahan, RM
2	Fill out the logbook provided	Check availability of the IEC materials	None	10 minutes	NSMP Coordinators Marifelle B. Abapo, RN Maria Rowena R. Manahan, RM
3	Receive and record all IEC materials to the logbook provided	Provide IEC materials	None	5 minutes	NSMP Coordinators Marifelle B. Abapo, RN Maria Rowena R. Manahan, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:			None	20 minutes	

**CITIZEN CHARTER
NATIONAL SAFE MOTHERHOOD PROGRAM**

{NAME OF SERVICE}

Release of requested logistics and commodities

{Description of the service}

The purpose of this service is to outline the steps that should take place throughout the distribution of goods and commodities

Office or Division:	City Health Department – National Safe Motherhood Program
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may avail:	Health Centers, Public and Private Health Facilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and issue slip	Requesting entity
Valid id	Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, COMELEC, LTO, PRC, NBI, PhilHealth, BIR

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit required documents	Receive and verify documents	None	5 minutes	NSMP Coordinators Marifelle B. Abapo, RN Maria Rowena R. Manahan, RM
2	Sign the stock card and record the logistics/commodities to the logbook provided	Issues requested commodities	None	10 minutes	NSMP Coordinators Marifelle B. Abapo, RN Maria Rowena R. Manahan, RM
3	Check all the requested commodities for completeness	Receive and file documents received	None	5 minutes	NSMP Coordinators Marifelle B. Abapo, RN Maria Rowena R. Manahan, RM

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:			None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill up the Customer Service Survey Form found at designated areas of concerned office and drop it in the Suggestion Box.
How feedback is processed	Our unit opens the Suggestion Box each week and gathers, documents, and categorizes all forms.
How to file a complaint	Fill up the Customer Service Survey Form found at designated areas of concerned office and drop it in the Suggestion Box.
How complaints are processed	Any complaints that call for action will be forwarded to the relevant official or employee of each unit for the necessary action. After receiving the complaint, a reply must be provided within five (5) days. The concerned individual will then be informed of the unit's answer.
Contact Information	Contact us through Email address: pasigcitynsmp@gmail.com Trunkline no.: 8642-7754