

IMPLEMENTATION OF THE SUPPLEMENTARY FEEDING PROGRAM

I. OFFICE OR DIVISON

PROTECTIVE SERVICES DIVISION – SUPPLEMENTARY FEEDING PROGRAM

II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY – FRIDAY (8:00 AM – 5:00 PM)

III. WHO MAY AVAIL OF THE SERVICE

G2G – GOVERNMENT TO GOVERNMENT

WHAT ARE THE REQUIREMENTS	WHERE TO SECURE
Duly signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)	Local Government Unit (Office of the Mayor/ C/MSWDO)
Certified True Copy of Sangguniang Bayan Resolution	Local Government Unit (Office of the Mayor)
Duly signed Project Proposal	Local Government Unit (Office of the Mayor/ C/MSWDO)
Weight Monitoring Report (Form 3.A)	C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Beneficiaries (Form 2.A)	C/MSWDO (Child Development Center/ Child Development Worker)/ (Supervised Neighborhood Play/ Supervised Neighborhood Play Worker)
Master list of Child Development Centers (Form 2.B)	Local Government Unit (C/MSWDO)

PROCEDURE FOR IMPLEMENTATION OF THE SUPPLEMENTARY FEEDING PROGRAM

IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Social Preparation for the Implementation of SFP (LGU to Field Offices)			
1. LGU to submit the required documents for the program inclusion per Day Care Centers/ Supervised Neighborhood Play	None	43 days	Glorymae M. Cuyos Administrative Assistant II
2. Comply with the necessary signatures /action needed for the processing of the documents.	None	100 days	Ma. Romilene C. Padilla DSWD Field Office SFP Focal Person
3. LGU to participate to the program orientation	None	1 day	Ma. Romilene C. Padilla DSWD Field Office SFP Focal Person
II. Creation of Cycle Menu and Supervision of Feeding Implementation			
4. Assist in the Conduct of Market Research	None	7days	SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)

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CLIENT STEPS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Participation in the creation of cycle menu	None	1 day	SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)
6. Finalization of the Cycle menu	None	20 days and 8 hours	Ma. Romilene C. Padilla DSWD Field Office SFP Focal Person
7. Implement the approved cycle menu	None	20 days	SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)

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IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Receives and the food and assist in the delivery of foods to the beneficiaries based on distribution plan	None	123 days	SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)
9. Submit the Accomplishment Report	None	7 days	SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)

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IV. HOW TO AVAIL

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
III. Monitoring and Evaluation (Field Office to Local Government Unit)			
10. Coordinate with the Field Office for technical assistance	None	12 days and 4 hours	SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)
11. Provide feedback, issues and concerns on the SFP implementation	None	3 days and 10 minutes	Ma. Romilene C. Padilla DSWD Field Office SFP Focal Person
12. Respond to Client Satisfaction Survey Form	None	10 minutes	Glorymae M. Cuyos Administrative Assistant II

V. PROCESSING TIME

337days, 12 hours and 20 minutes

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VI. FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	REQUESTOR TO FILL OUT THE CLIENT SATISFACTION SURVEY FORM AND EMAIL IT TO sfp.fo7@dswd.gov.ph
HOW FEEDBACKS ARE PROCESSED	FEEDBACK WILL BE CONSOLIDATED, TABULATED AND ANALYZED AS A BASIS FOR IMPROVEMENTS OR COMMENDATIONS.
HOW TO FILE A COMPLAINT	<p>COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION:</p> <ul style="list-style-type: none">- NAME OF PERSON BEING COMPLAINED- INCIDENT- EVIDENCE <i>IF THERE'S ANY</i> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261 LOCAL 17104 TELEFAX: (032) 231-2172 EMAIL: sfp.fo7@dswd.gov.ph</p>
HOW COMPLAINTS ARE PROCESSED	<p>COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING.</p> <p>A VALIDATION SHALL BE CONDUCTED IF NECESSARY, AS THE BASIS OF THE REPORT WHICH WILL BE SIGNED BY THE REGIONAL DIRECTOR. SUCH REPORT WILL BE SENT TO THE COMPLAINANT WITHIN THREE (3) DAYS UPON RECEIPT OF THE COMPLAINT VIA EMAIL OR SNAIL MAIL WHICHEVER IS APPLICABLE.</p> <p>FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO:</p> <p>TEL NO.: (032) 232-9505, (032) 233-0261 LOCAL 17104 TELEFAX: (032) 231-2172 Email: sfp.fo7@dswd.gov.ph</p>
CONTACT INFORMATION OF CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478-5093/ 8478-5099</p> <p>PACe: pace@op.gov.ph 8888</p> <p>CCB: SMS: 0908-881-6565 Email: email@contactcenterbayan.gov.ph WEB: https://contactcenterngbayan.gov.ph FACEBOOK: https://facebook.com/civilservicegovph CALL: 165 65 (P5+VAT PER CALL ANYWHERE IN THE PHILIPPINES VIA PLDT LANDLINES)</p>