





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
	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)
Naster 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)















IV. HOW TO AVAIL

CLIENT STEPS	FEES TO P BE PAID	ROCESSING	PERSON RESPONSIBLE
I. Social Preparation for the Imp	olementation	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		Glorymae M. Cuyos Administrative Assistant II
2. Comply with the necessary signatures /action needed for the processing of the documents.	None		Ma. Romilene C. Padilla DSWD Field Office SFP Focal Person
3. LGU to participate to the program orientation	None		Ma. Romilene C. Padilla DSWD Field Office SFP Focal Person
II. Creation of Cycle Menu and 4. Assist in the Conduct of Market Research	None	7days	nplementation SFP PDO /ND Mary Ann C. Espina (Cebu) Michelle O. Duran (Bohol) Caryl S. Nocete (Negros Oriental) Janine A. Simbulas (Siquijor)
ADTA Maagap at #DC\\/	DMayMalacakit		



















IV. HOW TO AVAIL

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















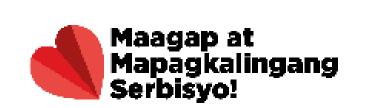




IV. HOW TO AVAIL

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

















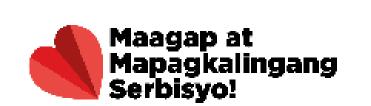
IV. HOW TO AVAIL

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

V. PROCESSING TIME

337days, 12 hours and 20 minutes





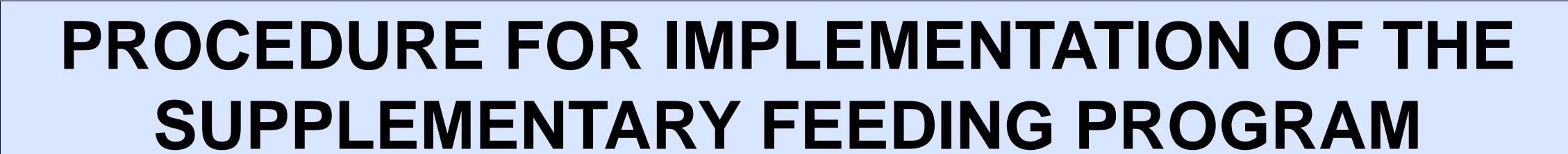












VI. FEEDBACK AND COMPLAINTS MECHANISM

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	COMPLAINTS CAN BE FILED THROUGH A LETTER ADDRESS TO THE REGIONAL DIRECTOR. MAKE SURE TO PROVIDE THE FOLLOWING INFORMATION: - NAME OF PERSON BEING COMPLAINED - INCIDENT - EVIDENCE IF THERE'S ANY FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO: TEL NO.: (032) 232-9505, (032) 233-0261 LOCAL 17104 TELEFAX: (032) 231-2172 EMAIL: sfp.fo7@dswd.gov.ph
HOW COMPLAINTS ARE PROCESSED	COMPLAINTS RECEIVED ARE REVIEWED BY THE GRIEVANCE FOCAL. IT WILL BE RELAYED AND DISCUSSED DURING THE STAFF MEETING. 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. FOR INQUIRES AND FOLLOW-UPS, CLIENT MAY CONTACT THE FOLLOWING CONTACT INFO: TEL NO.: (032) 232-9505, (032) 233-0261 LOCAL 17104
CONTACT INFORMATION OF CCB, PCC, ARTA	TELEFAX: (032) 231-2172 Email: sfp.fo7@dswd.gov.ph ARTA: complaints@arta.gov.ph 8478-5093/ 8478-5099 PACe: pace@op.gov.ph 8888 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)







