



URBAN BASIC SERVICES DIVISION

Bacolod City

3rd Floor, UBSD Office, Bacolod City Government Center, Barangay Villamonte, Bacolod City

ABOUT THE SERVICES

The Urban Basic Services Division (UBSD), a division under the Office of the City Mayor is tasked to implement the City's Nutrition Program where its main objective is to improve the nutritional status of children, pregnant, lactating mothers and other life stages in their respective barangay community through supplementary feeding, nutrition counselling and other programs under the Philippine Plan of Action for Nutrition.

VISION

To be a Nutritionally Improved City (To Achieve NICHood) whose people are well nourished, intelligent, socially and economically productive reaching its full potential with a high sense of human dignity.

MISSION

Provision of a comprehensive and well managed nutrition PPAs guided with policies, utilizing data-driven nutrition interventions, effective and responsive to make people Bacolodnon healthy and productive.

URBAN BASIC SERVICES DIVISION

EXTERNAL SERVICES

I. Availment of FOOD COMMODITIES for Targeted Supplementary Feeding

Dietary supplementation is an intervention that involves the provision of additional food to the regular meal of a target group for a specified calorie and protein level of supplementation and for a duration of at least 120 days. Identified undernourished children in the Operation Timbang Plus (OPT) conducted by the Barangay Nutrition Scholars (BNS) of Bacolod City and Undernourished or At-Risk Pregnancy Listing from the Target Client List (TCL) of the Barangay Health Stations

Division	Urban Basic Services Division			
Classification	<input type="checkbox"/> Simple <input type="checkbox"/> Complex <input checked="" type="checkbox"/> Highly Technical			
Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government			
Who may avail	Identified undernourished children in the Operation Timbang Plus (OPT) conducted by the Barangay Nutrition Scholars (BNS) of Bacolod City/ TCL Pregnancy List of Barangay Health Station			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Uw and SUw 0-59 Monthly Reports of BNS ▪ Feeding Monitoring Form 		UBSD NGC/ Identified Pick-up Location		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Nutrition Scholars submit Monthly Reports requested for Supplementary Feeding	1.1 UBSD accepts reports and include the listing for Supplementary Feeding release	None	10 minutes	<i>PROJECT DEVELOPMENT OFFICER IV & PROJECT DEVELOPMENT OFFICER II</i>
	1.2 UBSD release Feeding Forms to Barangay Nutrition Scholars	None	10 minutes	<i>UTILITY WORKER I</i>

2. Barangay Nutrition Scholars receives the Supplementary Feeding for undernourished children	2. UBSD release Feeding to Barangay Nutrition Scholars	None	10 minutes	<i>UTILITY WORKER I</i>
TOTAL		None	30 minutes	

II. Provision of Technical Assistance through the Conduct of Training

Barangay Nutrition Scholars and other requesting agencies/ groups shall be provided technical assistance through the conduct of training upon request.

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Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input checked="" type="checkbox"/> G2G – Government to Government			
Who may avail	Barangay Nutrition Scholars and other Requesting Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ For BNS, based on BNS Capacity Map ▪ For Citizens, TA Request Letter 		Barangay Nutrition Scholar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Nutrition Scholars/ Requesting Citizen to inquire on technical assistance that can be provided	1.1 Receive request letter	None	5 minutes	<i>UTILITY WORKER I</i>
	1.2 Assess and review request for training needs	None	5 minutes	<i>PROJECT DEVELOPMENT OFFICER IV</i>
	1.3 Verify and approve the requested assistance	None	5 minutes	<i>PROJECT DEVELOPMENT OFFICER IV</i>

	1.4 Set date and time for training	None	5 minutes	<i>PROJECT DEVELOPMENT OFFICER IV</i>
2. Prepare needed materials for the Training	2. After Approval, UBSD prepares the list of materials and other requirements needed for the requested training	None	30 minutes	<i>PROJECT DEVELOPMENT OFFICER IV & PROJECT DEVELOPMENT OFFICER II</i>
3. Barangay Nutrition Scholars/ Requesting Client will undergo Training	3. On the scheduled date of training, UBSD personnel or the speaker assigned will conduct the training proper.	None	8 hours (Training duration or depending on the type of training)	<i>PROJECT DEVELOPMENT OFFICER IV & PROJECT DEVELOPMENT OFFICER II</i>
TOTAL		None	8 hours & 50 minutes	

III. Public Assistance, Data Banking and Nutrition Counselling

The public and lined agencies may request data on nutrition and request for nutrition counselling.

Schedule of Availability of Service

Monday to Friday

8:00 AM to 5:00 PM, without noon break

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Type of Transaction	<input checked="" type="checkbox"/> G2C – Government to Citizen <input type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Request Letter for Data, Stating Purpose and Use of Data Request 		Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE

		BE PAID		
1. Submit letter request at the UBSD NGC Office for nutrition data, counseling or other nutrition service need	1.1 UBSD receives request	None	5 minutes	UTILITY WORKER I
	1.2 Review request and determine availability of data	None	5 minutes	PROJECT DEVELOPMENT OFFICER IV
	1.3 Identify and gather available data/ materials based on data requested	None	10 minutes	PROJECT DEVELOPMENT OFFICER IV
	1.4 UBSD will prepare materials	None	10 minutes	PROJECT DEVELOPMENT OFFICER II
2. Requesting client received requested data.	2.1 Request client to receive and log in the form acknowledging receipt of data	None	10 minutes	PROJECT DEVELOPMENT OFFICER II
	2.2 Release data requested or conducts nutrition counselling	None	5 minutes	PROJECT DEVELOPMENT OFFICER II
TOTAL		None	45 minutes	

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INTERNAL SERVICES

I. Supervision of Barangay Nutrition Scholars

Barangay Nutrition Scholar Program or BNSP is a strategy under the Philippine Plan of Action for Nutrition which involves the training and development and supervision of volunteer workers or Barangay Nutrition Scholars or most commonly known as BNSes in the community. They are tasked to assist in the delivery and implementation of the city's nutrition intervention services and other related activities such as community health, backyard food production, environmental sanitation, family planning and reproductive health amongst others to its people in the grass root level. The UBSD, serves as the supervisor for all the BNSes deployed in the barangays.

Barangay Nutrition Scholars are given forms intended for their Monthly and Quarterly Reports and Accomplishments.

Division	Urban Basic Services Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Barangay Nutrition Scholars of			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Reports and Accomplishments signed by their Nurses/Midwives and Barangay Captains 		Barangay Nutrition Scholars		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Nutrition Scholars submit reports to UBSD	1.1 UBSD accepts, evaluates, and checks reports	None	10 minutes	PROJECT DEVELOPMENT OFFICER II
	1.2 UBSD consolidates reports	None	2 hours	PROJECT DEVELOPMENT OFFICER II

2. Barangay Nutrition Scholars get forms from the UBSD NGC	2. UBSD release monthly forms to BNSes and sign the Record Book for records purposes	None	10 minutes	UTILITY WORKER I
TOTAL		None	2 hours and 20 minutes	

URBAN BASIC SERVICES DIVISION SUPPORT SERVICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Citizen may write feedback (commendations, suggestions and complaints) and drop it at the designated drop box outside the UBSD Office; or citizen may send an email at bacolodnutrition@gmail.com.
How feedbacks are processed?	Every Friday, the head of office opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are responded within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public.
How to file a complaint?	Answer the client Complaint Form and drop it at the designated drop box outside the UBSD Office. Complaints can be also filed via email. Make sure to provide the following information: - Name of person being complained, Incident and Evidence
How complaints are processed	The Head of Office opens the complaint drop box every Friday and evaluates each complaint. The Head of Office shall then start the investigation and will create a report after the investigation and/ or shall take necessary steps or appropriate action.

	Shall it be necessary, the Head of Office will give feedback to the client.
Contact Information of Public Assistance and Complaints Desk: CCB, PCC, ARTA:	<p>CSC Contact Center ng Bayan: 09088816565 email@contactcenterngbayan.gov.ph</p> <p>Presidential Complaints Center (PCC): 8888 pcc@malacanang.gov.ph</p> <p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 84785093</p>

URBAN BASIC SERVICES DIVISION

OFFICIAL EMAIL: bacolodnutrition@gmail.com/ ubsd.nutrition@bacolodcity.gov.ph

UBSD PERSONNEL

POSITION	NAME
Project Development Officer IV/ CNPC	Lora Maria Teresa E. Clarin
Project Development Officer II	Coleen Dorothy R. Mendoza
Utility Worker I	Elizabeth D. Del Castillo
Utility Worker I	Roel T. Del Castillo
Job Order Workers – BCGC	Nine (9)
Job Order Workers – INSUMIX	Nine (9)