

A. Service Description

Service Provided:	Issuance of Mother Baby Friendly Workplace Certificate(DOH)
Simple, Complex, or Highly Technical	Highly Technical
Internal or External	External
Who may avail of Service	Hospitals and Companies in Taguig with existing breastfeeding/lactation station

FINAL CITIZEN'S CHARTER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Self Assessment Tool	Nutrition Office
Letter of Intent	Client
Company Profile, Vision, Mission to include number of women workers	Client
Workplace policy for breastfeeding	Client
Documentation of proofs of lactation station	Client
Self Assessment Tool	Nutrition Office

Client Steps(List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1.Client inquires through phone, email or walk in.	1.1 Send the assessment tool to client (Email) 1.2 Assist on the setting up of the breastfeeding station.	Free	1 hour	none	IRR of RA 10028	Joann O. Espiritu
2.Submit requirements.	2.Receive the documents, review and schedule the assessment and validation visit.	Free	5-7 days	2.1 Letter of Intent for Mother Baby Friendly Workplace Accreditation 2.2 Self-Assessment tool. 2.3 Company Profile 2.4 Workplace Policy for Breastfeeding 2.5 Documentation of Lactation Station.		Joann O. Espiritu
3.Prepare for validation visit. interview and documentation, receive feedback on site (as scheduled)	3.1 Visit the workplace to validate inspect and interview.. Feedbacking on the results of the assessment to client. - prepare the DOH Endorsement and send to DOH (Email). -along with the assessment tool used during the validation visit. 3.2 DOH will release certificate to Nutrition office (Email) 3.3 - Nutrition office will release certificate to client.		4-6 hours for the validation visit 10 days	- Documentation Report of Orientation on Breastfeeding (photo and attendance.)- Breastfeeding/ Lactation Station minimum standards:	IRR of RA 10028	

A. Service Description

Service Provided:	Referral to Taguig City Human Milk Bank for free pasteurized breast-milk
Simple, Complex, or Highly Technical	Simple
Internal or External	External
Who may avail of Service	Indigent families in Taguig with newborns confined in NICU or those with low birth weight, premature and/or critically ill

FINAL CITIZEN'S CHARTER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Abstract of the infant	Attending Physician/ Hospital where the infant is confined
Breast-milk Prescription	Attending Physician / Hospital where the infant is confined

Client Steps(List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Submit requirements	Receive and Review documents Give referral letter to client	Free	1-2 hours	<ul style="list-style-type: none"> • Medical Abstract of the infant • *Breast-milk prescription 	Manual of Operations on Human Milk Banking	Joann O. Espiritu
Receive referral letter and present referral letter to milk bank						