



PROVINCIAL GENDER AND DEVELOPMENT CENTER



CITIZEN'S CHARTER

FRONTLINE SERVICE: RESIDENTIAL CARE FOR VAWC VICTIMS

Schedule of availability of Service: MONDAY TO SUNDAY (24/7)
8:00 AM to 5:00 PM without noon break

Who may avail of the Service:

1. Battered Wife/Women
2. Abuse Children
3. VAWC Victim

What are the Requirements:

1. Referral letter from CSWDO or MSWDO
2. Social Case Study (from the Social Worker)
3. Affidavit or Investigation Report from the PNP
4. Medical Certificate
5. Birth Certificate

Duration: Two (2) hours

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In charge	Fees	Forms
1	Register Client's Logbook (Mopirma sa Logbook)	Ask client to fill up the log book	3 minutes	Security Guard	None	

2	Present Client's problem (Mopadayag sa problema)	Ask for a referral letter from CSWDO/MSWDO	30 minutes	Social Welfare Officers	None	
3	Answers questions on the data of client's information sheet (Motubag sa mga pangutana sumala sa datus nga anaa sa Client information Sheet)	Guide the client in filling up of Information Sheet	10 minutes	SWO	None	Intake Form
4	Client to undergo initial assessment/evaluation (Ang kliyente moagi ug usa ka pasaiuna nga case evaluation)	Collect documents needed for the assessment, such as: Social Case Study Affidavit or investigation report from the police Medical Certificate, and Birth Certificate	1 hour	PGADC Head and the Social Welfare Officer	None	
5	Client undertake orientation on the center's policies, house rules and procedures (ang kliyente moagi ug usa ka proseso diin hisgutan ang mga balaod ug palisiya sa GAD Center)	Give orientation to client on the policies and house rules of the center (if client will be sheltered temporarily)	15 minutes	Administrative Officer	None	
6	Client sign admission slip (if minor to be signed by the accompanying guardian or Social Worker (Ang kliyente mopirma sa admission slip, kon ang kliyente usa ka bata ang guardian o social worker maoy mopirma niini)	Facilitate the signing of admission slip	2 minutes	Social Worker	None	Admission Slip for temporary shelter
END OF TRANSACTION						