

18. City Gender and Development/Balay Bukas Palad

18.1. AVAILMENT OF ASSISTANCE FOR VICTIMS OF DOMESTIC VIOLENCE

ABOUT THE SERVICES:

The City Gender and Development (GAD) Focal Point System extends assistance to victim of all kinds of domestic violence –physical (rape, acts of Lasciviousness, battering), emotional and economic abuse by providing counseling sessions, referral medical examination, legal and paralegal services.

CLIENT GROUPS:

Residents of Sorsogon City

REQUIREMENT:

Barangay Certification of Residency

SERVICE SCHEDULES:

Monday to Sunday (24 hours a day)

TOTAL PROCESSING TIME:

15 minutes (client/s interview not included)

TOTAL FEES/CHARGES:

None

PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the GADFPS	Transaction Time	Responsible Person
1. Go to the GADFPS / Balay Bukas Palad and convey your complaints problem.	Accomplishes Intake Form	5 Minutes	MA. ROSY L. ABAY SWO III
2. Wait while the staff evaluate the case and identifies the necessary actions to be done.	Evaluates the case	10 minutes	MA. ROSY L. ABAY SWO III
3. Pay attention while the attending staff gives a briefing on the processes and requirements needed for the following: Undergoing medical examination Securing medical certificate Filing of case against the abuser.	Briefs the client on the process, and the requirements needed for each particular action.	Depends on the readiness of the client to answer query/ies	MA. ROSY L. ABAY SWO III CPO(PNP)
4. Proceed to the concerned	Issues referrals and provides		MA. ROSY L. ABAY SWO III

office/agency to secure necessary documents such as : Medical Certificate Certificate of File Action Birth Certificate Sworn Statement of Complaint.	necessary assistance in securing documents from concerned offices /agencies		CPO(PNP)
5. File the case to the Court	Accompanies the client to the court and assists in the filing of case.		MA. ROSY L. ABAY SWO III CPO(PNP)

18.2. AVAILMENT OF TEMPORARY SHELTER TO VICTIMS OF DOMESTIC VIOLENCE

ABOUT THE SERVICES:

The Balay Bukas Palad (Crisis Center for Women and Children) extends assistance to victims of violence by providing them temporary shelter/ protective custody including the provision the basic needs (food, clothing, medicines)

CLIENTS GROUPS:

Residents of Sorsogon City

REQUIREMENTS:

Bonafide resident of the city

SERVICES SCHEDULES:

Monday to Sunday (24 Hours a day)

TOTAL PROCESSING TIME:

10 minutes

TOTAL FEES CHARGES:

None

PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the GADFPS	Transaction Time	Responsible Person
1. Go to the Balay Bukas Palad(Crisis Center for Women and Children) and state your intent to avail of the temporary	Evaluate whether client is eligible to avail of the Temporary Shelter Assistance. If client is eligible accomplishes the admission slip	5 Minutes	MA. ROSY L. ABAY SWO III

Shelter Assistance.			
2. Sign the Admission Slip	Secures other necessary signature to complete the Admission Form	2 Minutes	MA. ROSY L. ABAY SWO III
3. Wait for the attending staff to give your room assignment.	Accompanies the client to his/her room and brief him/her of the house rules and regulations implemented by Balay Bukas Palad.	3 Minutes	MA. ROSY L. ABAY SWO III