

CITIZEN CHARTER
Bahay Kalinga ng Pasiguena (BKP)

1) Availing Counselling and/or Psychotherapy Service

(paghingi ng tulong para sa serbisyong psychotherapy/ pagpapayo)

BKP provides this service to women and LGBT's in distressful conditions/ situation. Counselling Service is defined as giving of professional guidance to victim with family and personal adjustment issues from a qualified person. Psychotherapy Service is the treatment of mental disorders through psychological methods which does not involve medication.

Office or Division:	Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail (Maaring Kumuha ng serbisyo) :	Gender Based Violence (GBV) victims which include women & LGBTs preferably residing in Pasig City. Age requirement must be 18-59 years old <i>(Mga Kababaihan at miyembro ng LGBT naninirahan sa Pasig City, may edad na 18-59 taon gulang na nakakaranas ng ibat-ibang uri ng pang-aabuso / karahasan)</i>

CHECKLIST OF REQUIREMENTS <i>(Listahan ng mga requirements/ hihingin)</i>	WHERE TO SECURE <i>(Saan Kukunin)</i>
1. Referral Letter	from referring barangay or agency <i>(barangay o ahensiya nag endorso sa kliyente)</i>
2. Social Case Summary if referred by other Social Service agencies	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and fill-up Intake Sheet <i>(kumuha at punan ang intake sheet)</i>	Provide Intake Sheet <i>(magbigay ng intake sheet)</i>	None	10-20 min	Carmen Rago
2	Submit accomplished Intake Sheet <i>(ipasa ang natapos na punan na intake sheet)</i>	Review the completeness of entries <i>(suriin ng mabuti ang mga entry)</i>		5 min	
3.	Participate in the initial interview based on what were written in the Intake form <i>(lumahok sa paunang panayam)</i>	Conduct initial interview <i>(magsagawa ng paunang panayam)</i> Perform initial assessment about the case of the client, if client is qualified for counselling service <i>(magsagawa ng paunang assessment sa kaso kung ang kliyente ay nararapat para sa counseling service)</i>		10-15 min.	Carmen Rago / Mary Grace Wandag

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.	Write a sworn statement and affix signature over printed name of client (<i>gumawa ng sinumpaang salaysay at lagdaan ito</i>)	<p>Identify case category (<i>ilagay ang kategorya ng Kaso</i>)</p> <p>Gather other pertinent information related to the case through clarification and continued interview with the client. (<i>magsagawa ng masusing pakikipagpanayam, tandaan at kunin ang mga mahahalagang impormasyon ukol sa kaso ng kliyente</i>)</p> <p>Affix signature in the “Interviewed by” portion of the Intake Sheet. (<i>isulat ang pangalan at lagdaan ng incharge na tagapakinayam sa bahagi ng “interviewed by”</i>)</p> <p>Forward Intake Sheet and Sworn Statement to Social Worker / Psychologist (<i>ipasa ang intake sheet at sinumpaang salaysay sa nakatalagang social worker o psychologist</i>)</p>	None	20 -30 mins	Carmen Rago / Mar Grace Wandag
5.	Wait to be called (<i>hintaying tawagin</i>)	<p>Assess case (<i>suriin ang kaso</i>)</p> <p>Write assessment on Intake Sheet (<i>isulat ang assessment sa intake sheet</i>)</p> <p>Formulate a plan of action (<i>magsagawa ng planong pagkilos</i>)</p> <p>Affix signature in the “Assessed by” portion of the Intake Sheet (<i>isulat ang pangalan at lagdaan ng nakatalagang social worker or psychologist sa bahagi ng “assessed by”</i>)</p> <p>Forward Intake Sheet & sworn statement to the Officer-In-Charge (<i>ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang opisyal na namamahala</i>)</p>		10 mins.	Mary Grace Wandag
		Make decision & implement proper case		10 mins.	Grace Wandag Agnes M. Relles

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		management (<i>magsagawa ng desisyon at ipatupad ang wastong pamamahala sa kaso</i>)			
6.	Participate in Initial Counselling (<i>lumahok sa paunang pagpapayo</i>)	Conduct Initial Counselling (<i>pagsagawa ng paunang pagpapayo</i>) Determine if the client would need to undergo regular counselling / psychotherapy sessions (<i>tukuyin kung ang kliyente ay kailangang sumailalim sa regular na pagpapayo o sesyon ng psychotherapy</i>)		30-45mins	Grace Wandag Agnes M. Relles
7.	Receive schedule of regular counselling (<i>pagtanggap ng regular na iskedyul ng pagpapayo</i>)	Schedule client for counseling and provide regular counselling / psychotherapy sessions (<i>pagbigay ng regular na iskedyul at pagsagawa ng pagpapayo o sesyon ng psychotherapy</i>)		3 mins.	Grace Wandag Agnes M. Relles
TOTAL:			None	2 ½ hours	

2) Availing Temporary Shelter/ Protective Custody

(paghingi ng tulong ukol sa proteksyon sa pangangalaga / pansamantalang pag iingat)

Alternative diagnostic home care for women victims of gender based violence or those vulnerable to abuse and exploitation. Victims are provided with protective services that will promote healing & recovery.

Office or Division:	Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Gender Based Violence (GBV) victims which include women & LGBTs preferably residing in Pasig City. Age requirement must be 18-59 years old <i>(Mga Kababaihan at miyembro ng LGBT naninirahan sa Pasig City, may edad na 18-59 taon gulang na nakakaranas ng ibat-ibang uri ng pang-aabuso / karahasan) \</i>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Referral Letter Social Case Summary (if referred by other Social Service agencies) 	from the referring agency / barangay (<i>barangay o ahensiya nag endorso sa kliyente</i>)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and fill-up Intake Sheet (<i>kumuha at punan ang intake sheet</i>)	Provide intake sheet (<i>magbigay ng intake sheet</i>)	None	10-20 mins.	Carmencita Rago
2	Submit accomplished Intake Form (<i>ipasa ang natapos na punan na intake sheet</i>)	Review the completeness of entries (<i>suriin ng mabuti ang mga entry</i>)		5 mins.	
3	Participate in the initial interview based on what were written in the Intake form (<i>lumahok sa paunang panayam</i>)	Conduct initial interview (<i>magsagawa ng paunang panayam</i>) Perform initial assessment about the case of the client, if client is qualified for availing temporary shelter . (<i>magsagawa ng paunang assessment sa kaso kung ang kliyente ay nararapat para sa pansamantalang pangangalaga</i>) \		25-30 mis.	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Write a sworn statement and affix signature over printed name (<i>gumawa ng sinumpaang salaysay at lagdaan ito</i>)	<p>Identify case category (<i>ilagay ang kategorya ng Kaso</i>)</p> <p>Gather other pertinent information related to the case through clarification and continued interview with the client. (<i>magsagawa ng masusing pakikipagpanayam, tandaan at kunin ang mga mahahalagang impormasyon ukol sa kaso</i>)</p> <p>Affix signature in the “Interviewed by” portion of the Intake Sheet. (<i>isulat ang pangalan at lagdaan ng incharge na tagapakinayam sa bahagi ng “interviewed by”</i>)</p> <p>Forward Intake Sheet and Sworn Statement to Social Worker / Psychologist (<i>ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang social worker o psychologist</i>)</p>		30 -45 mins	Carmencita Rago
5	Wait to be called (<i>hintaying tawagin</i>)	<p>Assess case (<i>suriin ang Kaso</i>)</p> <p>Write assessment on Intake Sheet (<i>isulat ang assessment sa intake sheet</i>)</p> <p>Formulate a plan of action (<i>magsagawa ng planong pagkilos</i>)</p> <p>Affix signature in the “Assessed by” portion of the Intake Sheet (<i>isulat ang pangalan at lagdaan ng nakatalagang social worker or psychologist sa bahagi ng “assessed by”</i>)</p>		15 mins.	Mary Grace Wandag
		<p>Forward Intake Sheet to the Officer-In-Charge (<i>ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang opisyal nanamamahala</i>)</p> <p>Make decision & implement proper case management (<i>magsagawa ng desisyon at ipatupad ang wastong pamamahala sa kaso</i>)</p>		35 mins.	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Admit the client for temporary shelter (<i>tanggapin ang kliyente para sa pansamantalang pangangalaga</i>)			Carmencita Rago / Mary Grace Wandag
		TOTAL:	None	2 ½ hours	

3) Availing Paralegal Assistance

(*paghingi ng tulong para sa paralegal na serbisyo*)

An aid given by a person who is not a lawyer but is knowledgeable in the laws concerning women, children, and family and the legal procedures

Office or Division:	Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Gender Based Violence (GBV) victims which include women & LGBTs preferably residing in Pasig City. Age requirement must be 18-59 years old (<i>Mga Kababaihan at miyembro ng LGBT naninirahan sa Pasig City, may edad na 18-59 taon gulang na nakakaranas ng ibat-ibang uri ng pang-aabuso / karahasan</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Referral Letter	from referring agency / barangay (<i>barangay o ahensiya nag endorso sa kliyente</i>)
4. Social Case Summary (if referred by other Social Service agencies)	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and fill-up Intake Sheet (<i>kumuha at punan ang intake sheet</i>)	Provide Intake Sheet (<i>magbigay ng intake sheet</i>)	none	15 mins	Carmencita Rago
2	Submit accomplished Intake Sheet (<i>ipasa ang natapos na punan na intake sheet</i>)	Review the completeness of entries (<i>suriin ng mabuti ang mga entry</i>)		5mins	
3	Participate in the initial interview based on what were written in the Intake form (<i>lumahok sa paunang panayam</i>)	Conduct initial interview (<i>magsagawa ng paunang panayam</i>) Perform initial assessment about the case of the client, if		10 mins	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>client is qualified for paralegal service (<i>magsagawa ng paunang assessment sa kaso kung ang kliyente ay nararapat para sa paralegal na serbisyo</i>)</p>			
4	<p>Write a letter of appeal and affix signature over printed name (<i>gumawa ng apela at lagdaan ito</i>)</p>	<p>Identify case category (<i>ilagay ang kategorya ng Kaso</i>)</p> <p>Gather other pertinent information related to the case through clarification and continued interview with the client. (<i>magsagawa ng masusing pakikipagpanayam, tandaan at kunin ang mga mahahalagang impormasyon ukol sa kaso ng kliyente</i>)</p> <p>Affix signature in the "Interviewed by" portion of the Intake Sheet. (<i>isulat ang pangalan at lagdaan ng incharge na tagapakinayam sa bahagi ng "interviewed by"</i>)</p> <p>Forward Intake Sheet and Sworn Statement to Social Worker / Psychologist (<i>ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang social worker o psychologist</i>)</p>		20-30mins	<p>Carmencita Rago</p> <p>Carmencita Rago</p>
5	<p>Wait to be called (<i>hintaying tawagin</i>)</p>	<p>Assess case (suriin ang kaso)</p> <p>Write assessment on Intake Sheet (<i>isulat ang assessment sa intake sheet</i>)</p> <p>Formulate a plan of action (<i>magsagawa ng planong pagkilos</i>)</p> <p>Affix signature in the "Assessed by" portion of</p>		10 mins	Mary Grace Wandag

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>the Intake Sheet (<i>isulat ang pangalan at lagdaan ng nakatalagang social worker or psychologist sa bahagi ng “assessed by”</i>)</p> <p>Forward Intake Sheet to the Officer-In-Charge (<i>ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang opisyal nanamamahala</i>)</p>			
		<p>Make decision & implement proper case management (<i>magsagawa ng desisyon at ipatupad ang wastong pamamahala sa kaso</i>)</p>		10 mins	Agnes Relles
6	Attend a brief discussion re the status of the case (<i>lumahok sa paunang pagpapayo</i>)	<p>Conduct a brief discussion/ explanation about the legal process to undertake. (<i>pagpapaliwanag patungkul sa legal na prosesong gagawin</i>)</p>		45 mins -1hr.	
7	<p>Participate in the legal procedures to be undertaken (<i>lumahok sa legal na proseso gagawin</i>)</p> <p><i>Note: In case of client with accomplished legal documents: Submit copies of the documents at hand.</i></p>	<p>Assist in filing the legal case . (<i>tumulong sa pag sampa ng legal na reklamo</i>)</p> <p>Follow-up procedures from the documents submitted and implement necessary actions (<i>siguraduhing maayos at tama ang mga dukomentong ipinasa at ipatupad ang kinakailangang aksyon ukol dito</i>)</p>		<p>7 working days</p> <p>10 mins</p>	Carmencita Rago / Mary Grace Wandag
		Total:	none	8 .5 working Days	

4.) Requesting referral for appropriate assistance to other institutions / agencies / other professionals

(paghingi ng referral para sa iba pa tulong sa labas ng ahensiya)

The issuance of a document signed by the Officer-In-Charge of BKP which endorses the facilitation of proper or further case management of the person/s in need of it by other institutions, agencies, or professionals

Office or Division:	Bahay Kalinga ng Pasiguena (BKP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Gender Based Violence (GBV) victims which include women & LGBTs preferably residing in Pasig City. Age requirement must be 18-59 years old <i>(Mga Kababaihan at miyembro ng LGBT naninirahan sa Pasig City, may edad na 18-59 taon gulang na nakakaranas ng ibat-ibang uri ng pang-aabuso / karahasan)</i>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Referral Letter	from referring agency / barangay <i>(sa barangay o ahensiya nag endorso sa kliyente)</i>
6. Social Case Summary (if referred by other Social Service agencies)	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and fill-up Intake Sheet <i>(kumuha at punan ang intake sheet)</i>	Provide Intake Sheet <i>(magbigay ng intake sheet)</i>		5-10mins	Carmencita Rago
2	Submit accomplished Intake Form <i>(ipasa ang natapos na punan na intake sheet)</i>	Review the completeness of entries <i>(suriin ng mabuti ang mga entry)</i>		5mins	
3	Participate in the initial interview based on what were written in the Intake form <i>(lumahok)</i>	Conduct initial interview <i>(magsagawa ng paunang panayam)</i> Perform initial assessment		5-10 mins	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>sa paunang panayam)</i>	<p>about the case of the client, if client is qualified for referral service. <i>(magsagawa ng paunang assessment sa kaso kung ang kliyente ay nararapat para sa paghingi ng referral para sa iba pa tulong sa labas ng ahensiya)</i></p>			
4	<p>Write a sworn statement and affix signature over printed name <i>(isulat ang sinumpaang salaysay at lagdaan ito ng kliyente)</i></p>	<p>Identify case category <i>(ilagay ang kategorya ng Kaso)</i></p> <p>Gather other pertinent information related to the case through clarification and continued interview with the client. <i>(magsagawa ng masusing pakikipagpanayam, tandaan at kunin ang mga mahahalagang impormasyon ukol sa kaso ng kliyente)</i></p> <p>Affix signature in the "Interviewed by" portion of the Intake Sheet. <i>(isulat ang pangalan at lagdaan ng incharge na tagapakinayam sa bahagi ng "interviewed by")</i></p> <p>Forward Intake Sheet and Sworn Statement to Social Worker / Psychologist <i>(ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang social worker o psychologist)</i></p>		20-30mins	Carmencita Rago
5	<p>Wait to be called <i>(hintaying tawagin)</i></p>	<p>Assess case (suriin ang kaso)</p> <p>Write assessment on Intake Sheet <i>(isulat ang assessment sa intake sheet)</i></p> <p>Formulate a plan of action <i>(magsagawa ng planong pag kilos)</i></p> <p>Affix signature in the "Assessed by" portion of the Intake Sheet <i>(isulat ang pangalan at lagdaan ng nakatalagang social</i></p>		15-20mins	Mary Grace Wandag

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p><i>worker or psychologist sa bahagi ng "assessed by")</i></p> <p>Forward Intake Sheet & sworn statement to the Officer-In-Charge (<i>ipasa ang nasabing intake sheet at sinumpaang salaysay sa nakatalagang opisyal nanamamahala</i>)</p>			
		<p>Make decision & implement proper case management (<i>magsagawa ng desisyon at ipatupad ang wastong pamamahala sa kaso</i>)</p>		10-15mins	Agnes Relles
		<p>Facilitate procedures for referral (<i>gumawa ng referral letter</i>)</p>		45mins-1hr.	Mary Grace Wandag
6	<p>Received the referral letter and sign in the logbook (<i>tanggapin ang referral letter at lumagda sa logbook</i>)</p>	<p>Issue the referral letter or form (<i>ibigay ang referrral letter</i>)</p> <p>Secure the signature of the client signifying acceptance of the referral letter or form (<i>siguraduhing nakalagda ang kliyente sa pagtanggap ng referral letter</i>)</p>	None		Carmencita Rago / Mary Grace Wandag
		Total:	None	2-2 ½ Hrs.	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Clients are encourage to accomplish feedback form & drop them at the designated drop box located mainly at BKP lobby</p> <p style="text-align: center;">or</p> <p>Feedback may be sent to: Agnes M. Relles OIC, Bahay Kalinga ng Pasiguena (BKP) Telephone No.: 86410824 E-mail: bahaykalingangpasiguena@gmail.com</p>
<p>How feedback is processed</p>	<p>Feedback is gathered, collated and processed by the office. A report of client feedback is prepared to document action plan and monitor actions taken.</p>
<p>How to file a complaint</p>	<p>Accomplish client complain form and drop it at the designated drop box mainly at BKP lobby</p> <p style="text-align: center;">or</p> <p>Complants may be sent to: Agnes M. Relles OIC, Bahay Kalinga ng Pasiguena (BKP) Telephone No.: 86410824 E-mail: bahaykalingangpasiguena@gmail.com</p>
<p>How complaints are processed</p>	<p>Complaint/s receive whether verbal/written should be act & provide feedback to the concerned client on the action taken</p>
<p>Contact Information</p>	<p style="text-align: center;">Agnes M. Relles OIC, Bahay Kalinga ng Pasiguena (BKP) Telephone No.: 86410824 E-mail: bahaykalingangpasiguena@gmail.com</p>