



11. Provision of assistance to Women Experiencing Difficult Circumstances

They are victim survivors from different forms of abuse, neglect and exploitation. We provide them proper assistance to address their needs and to be able to start life anew full of hope and dignity as a woman.

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|---|---|--|------------------------|---|
| Office/ Division | Municipal Social Welfare and Development Office (MSWDO) | | | |
| Classification | Complex | | | |
| Type of Transaction | G2C – Government to Citizen | | | |
| Who may avail | Specially Disadvantaged Women | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Battered, Victims survivor of Sexual Abuse, Victims survivor of Voluntary Prostitution: | | | | |
| Referral from PNP -WCPD/Barangay VAWC desk. (1 Original) | | Municipal Police Station – WCPD/Barangay VAWC desk | | |
| A copy of the result of the Medico-legal examination (if it is already available). (1 Original and Photocopy) | | Hospital | | |
| For those who need to be recovered/rescued: | | | | |
| Report from a family member about the incident. | | Family member at legal age | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Log Book in the office. | 1. Give the Log Book to the client | None | 1 Minute | <i>Officer of the Day</i> MSWD Office |
| 2. Comply and submit the requirements | 2. Check and validate the submitted requirements. | None | 10 Minutes | <i>Social Worker for Special Cases</i> <i>/Office Staff</i> MSWD Office |
| 3. Undergo interview about the incident | 3. Conducts interviews to be able to determine what type of assistance is needed by the client 3.1 Asked the client to undergo Medico-legal examination when needed but she has to secure a request for the Medico-legal examination from the PNP-WCPD office. | None | 1 Hour | <i>Social Worker for Special Cases</i> <i>/Office Staff</i> MSWD Office |



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| <p>4. Will have to decide if she is going to file a case against the person or if she will enter into an amicable settlement.</p> | <p>4. Give advice to the client and at the same time ask her to make a decision.</p> <p>4.1 If she is going to pursue the case she will be advised for the next steps she has to do.</p> <p>4.2 In case, the client decided to enter into an amicable settlement, this office will no longer handle the matter.</p> | <p>None</p> | <p>5 Minutes</p> | <p><i>Social Worker for Special Cases /Office Staff MSWD Office</i></p> |
| <p>TOTAL</p> | | <p>None</p> | <p>1 Hour and 16 Minutes</p> | |

- **For those who need to be recovered/rescued:**

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|--------------------|-------------------------|---|
| <p>1. Sign in the Log Book in the office.</p> | <p>1. Give the Log Book to the client</p> | <p>None</p> | <p>1 Minute</p> | <p><i>Officer of the Day MSWD Office</i></p> |
| <p>2. Family member of legal age should report the incident in our office.</p> | <p>We will refer them to the PNP for proper assistance.</p> | <p>None</p> | <p>3 minutes</p> | <p><i>Social Worker for Special Cases /Office Staff MSWD Office</i></p> |
| <p>TOTAL</p> | | <p>None</p> | <p>4 Minutes</p> | |

Provision of assistance to Women Experiencing Difficult Circumstances is qualified for multi-stage processing