

PHILIPPINE NATIONAL POLICE

investigation & police services

PNP

**PERFORMANCE STANDARDS AND ASSESSMENT TOOLS FOR SERVICES
ADDRESSING VIOLENCE AGAINST WOMEN IN THE PHILIPPINES**



**PERFORMANCE STANDARDS AND
ASSESSMENT TOOL FOR**
police services addressing
cases of violence against women

**Philippine National Police
National Commission on the Role of Filipino Women
United Nations Population Fund
2008**

**Performance Standards and
Assessment Tool for
Police Services Addressing
Cases of Violence Against Women**

Published by

National Commission on the Role of Filipino Women (NCRFW)

In cooperation with

Philippine National Police (PNP)

With support from

United Nations Population Fund (UNFPA)

Cover Photo by

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Acknowledgment

The National Commission on the Role of Filipino Women (NCRFW), in partnership with frontline agencies with direct mandate to provide services addressing violence against women (VAW), conceptualized and developed the performance standards to serve as indicators for the delivery of anti-VAW services of government agencies and local government units (LGUs). Partner agencies are the Department of Justice (DOJ), Department of Social Welfare and Development (DSWD), Department of Health (DOH), Philippine National Police (PNP) and the Department of the Interior and Local Government (DILG). Each agency has a Performance Standard which is accompanied by an Assessment Tool. The assessment tool, which has the same parameters and indicators as the performance standards, aims to determine the degree that the set standards are adhered to by the concerned agency and its sub-national and local instrumentalities.

The development and finalization of the Performance Standards and Assessment tool for the police services in the investigation and handling of VAW was a result of the combined efforts of the Philippine National Police–Directorate for Investigation and Detective Management (PNP-DIDM), through the Women and Children’s Concern Division and the NCRFW. The development of this tool was assisted by Sentro ng Alternatibong Lingap Panlignal (SALIGAN), an alternative law group. The project was supported by the United Nations Population Fund (UNFPA).

Special thanks are given to the following groups and individuals for their contribution and support in the development of this document.

The Chief Executive Officer and Chief of WCCD PCSUPT YOLANDA TANIGUE, for her valuable support and guidance in the preparation of the PNP VAW performance indicators and baseline report. To PCI FE RAGA of the WCCP and all the police officers and police stations who provided their support and valuable inputs during the development and validation of the PNP Performance Standards.

The NCRFW Executive Director Emmeline L. Verzosa and her staff from the NCRFW-UNFPA Project Management Office and Policy Development and Advocacy Division for providing the necessary technical expertise and administrative support to partner agencies and consultants in the course of developing this document.

The members of the Inter-Agency Council Against Trafficking (IACAT) and the Inter-Agency Council on Violence Against Women and Their Children (IAC-VAWC) for their supervision and direction in the course of developing this document.

The VAW Performance Standards editor Ms. Estrella Maniquis and lay-out artist Ms. Joanna Tripon, for their commitment in reviewing, editing and packaging the documents.

Acronyms

Agencies/organizations

CIDG	Criminal Investigation and Detection Group
DIDM	Directorate for Investigation and Detective Management
DILG	Department of the Interior and Local Government
DOJ	Department of Justice
DOH	Department of Health
DPCR	Directorate for Police Community Relations
DPHRDD	District Personnel and Human Resources Development Division
DSWD	Department of Social Welfare and Development
FJGSD	Family, Juvenile and Gender Sensitivity Division
IACVAWC	Inter-Agency Council on Violence Against Women and Children
NCRFW	National Commission on the Role of Filipino Women
NCRS	National Crime Information Service
NAPOLCOM	National Police Commission
PGH	Philippine General Hospital
PGH-CPU	Philippine General Hospital-Child Protection Unit
PNP	Philippine National Police
PNPA	Philippine National Police Academy
PPA	Philippine Ports Authority
PPSC	Philippine Public Safety College
TUCP	Trade Union Congress of the Philippines
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UP	University of the Philippines
WCCD-DIDM	Women's and Children Concerns Division- Directorate for Investigation and Detective Management
WCCD-CIDG	Women and Children Complaints Division-Criminal Investigation and Detection Group
WCCPC	Women's Crisis and Child Protection Center
WCPD	Women and Children Protection Desk
WCPU	Women and Children Protection Unit

Others

BPFA	Beijing Platform for Action
BPO	Barangay protection order
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
DEVAW	Declaration on the Elimination of Violence Against Women
GST	Gender Sensitivity Training
LGU	Local government unit
MHO	Municipal health officer

NGO	Non-government organization
POI	Program of instructions
PPGD	Philippine Plan for Gender-Responsive Development
PS	Police station
RA/IRR	Republic Act/Implementing Rules and Regulations
STIs	Sexually transmitted infections
UDHR	Universal Declaration on Human Rights
VAW/VAWC	Violence against women/violence against women and children
VMGO	Vision, mission, goals, objectives

Executive Summary

Background

As signatory to international conventions and declarations upholding gender equality and women's human rights, the Philippines has passed several laws protecting women from that pervasive but hitherto unrecognized menace – gender-based violence, more specifically violence against women (VAW). As a result, the designated government agencies have begun to put up mechanisms to address VAW. Now the country is taking another step forward – it has set a benchmark for addressing the problem by establishing performance standards on the delivery of anti-VAW services.

The development of the performance standards is a key component of the project of the National Commission on the Role of Filipino Women (NCRFW), “Strengthening Institutional Mechanisms in Mainstreaming Gender in Reproductive Health, Population and Anti-VAW Programs”, funded by the United Nations Population Fund (UNFPA). Five priority agencies with anti-VAW services were enlisted for the first year of implementation – the Philippine National Police (PNP), Department of Social Welfare and Development (DSWD), Department of Health (DOH), Department of Justice (DOJ) and Department of Interior and Local Government (DILG),

Developing the standards took almost a year. Extensive research -- with review of existing literature including agency mandates -- along with fieldwork and consultations preceded the actual drafting. A consultant for each agency was engaged to review protocols and facilities, facilitate the assessment of services rendered to VAW victims/survivors, and draft the performance standards and assessment tools. To validate the consultant's baseline report and the draft standards and tools, focused group discussions were conducted by the NCRFW with the participation of direct service providers from each agency and some local government units (LGUs). The drafts were then endorsed to the individual agencies, through their respective focal persons, for review and adoption.

The result of the painstaking process described is this information package. The package consists of five sets of documents for each of the five service categories, represented by the government agency tasked primarily to render such type of service, as follows:

- PNP for investigatory services or procedures
- DOH for medical or hospital-based services
- DSWD for psychosocial services
- DOJ for legal/prosecution services
- DILG and the LGUs for anti-VAW services at the barangay, municipal, city and provincial levels

Each set is introduced by an Overview, followed by the Performance Standards and a Baseline Report to put the standards in context. The standards are further recast into an Assessment Tool to guide compliance with the standards as well generate data for monitoring and evaluation purposes. The data generated is also a tool for prioritization and planning particularly in the use of the GAD budget.

The Overview points out that although one doesn't have to go far to confirm that VAW is a reality for many Filipino women, official data available on the subject do not present a coherent picture that can be used to

formulate more effective responses to the problem. Thus the need for systematized data gathering that would show not only the prevalence but also the nature of VAW cases and the impact in economic and psychosocial terms on individuals, families and the nation.

Benchmark for gender-responsive service

The Performance Standards form the centerpiece of the information package. The standards were developed (1) as a tool for direct service providers to respond effectively to cases of VAW, (2) as a means to gauge the level of compliance with national policies, (3) as basis for generating concrete data needed for program development and policy formulation, and (4) as advocacy tool for protecting women's human rights especially of VAW victims.

The standards specify what gender-responsive service to VAW victims/survivors entails, within the following parameters: policy; physical facilities; personnel; services; monitoring, evaluation and research; information and advocacy; and resources.

Anti-VAW initiatives, unless grounded on policy specific to the issue, are difficult to sustain especially with the persistence of values favoring male dominance and women's subordination. The standards require agencies to institute policies that provide for gender-responsive services to victims/survivors of VAW. This policy should be reflected in the vision, mission and goals of the agency.

The standards on physical facilities specify the structures, equipment and supplies needed to ensure that the confidentiality of VAW cases is maintained, that the required procedures are accomplished without delay, and that the special needs of the victim/survivor are met. Provision is also made for creating an atmosphere where complainants would feel safe and at ease, and not be discouraged from seeking help for their problem.

Enough personnel (and the corresponding plantilla positions) equipped with the right attitudes, ethical practices and habits of work, and trained in gender sensitivity/responsiveness as well as the particular aspects of their work related to the handling of VAW cases, comprise the basic standards on personnel. Other standards cover staff development, stress management activities, and pay incentives, among others.

The test of performance is in the effective delivery of the appropriate services. The standards on services not only detail the interventions needed – many of which are provided for by law, such as some protocols – but also emphasize that these should avoid causing further trauma to the victim/survivor. As with the other parameters, the standards on services seek to protect the privacy of the victim and the confidentiality of the case, and to provide for the victim's special needs. Note should be made of the importance of having a system of referrals to other service providers, since this helps to ensure that clients are given the assistance they need as soon as they need it.

As earlier pointed out, reliable data that would reveal the extent, nature and faces of VAW and provide direction to policy and program responses are currently lacking. Moreover, case monitoring goes a long way in ensuring that protocols are observed, services are delivered, and VAW cases are given priority. The performance standards on monitoring, research and evaluation provide for such fundamentals as a database of reported cases including client/offender profiles, database on interventions and their outcomes, a feedback mechanism, and a mechanism for monitoring compliance with procedures and protocols.

The prevention of VAW is given emphasis in the standards on information and advocacy, which enjoin awareness raising on women's human rights and VAW-related issues, both with clients and service providers as well as the general public. Budget provision for VAW services and the development of linkages with anti-VAW partners are the focus of the standards on resources.

Legal bases

The performance standards proceed from legal mandates provided by national laws as well as various international conventions and declarations. These legal mandates and the existing services and operations of the agency relating to VAW are presented in the baseline report as the context in which the performance standards were developed.

Among the international instruments that have influenced national policy on the issue of women's human rights and VAW are the Universal Declaration of Human Rights, the Convention on the Elimination of All Forms of Discrimination Against Women, the Declaration on the Elimination of Violence Against Women and the Beijing Platform for Action. Philippine legislation pursuing these covenants include Republic Act (RA) 9262 (Anti-Violence Against Women and their Children Act), RA 9208 (Anti-Trafficking in Persons Act), RA 8353 (Anti-Rape Law) and RA 8505 (Rape Victim's Assistance Act), and RA 7877 (Anti-Sexual Harassment Act). The agencies involved have accordingly come up with administrative issuances to carry out the provisions specific to them.

It may be noted from the discussion of services and operations that agencies have in different degrees started implementing the performance standards, since the protection of women's human rights is implicit in the Constitution and the laws against VAW have been in force for some time. Nonetheless, gaps exist between intended and actual services at the same time that these both fall short of the minimum ideal. Moreover, the mechanisms for systematized data gathering provided for in the standards still have to be put in place.

Making headway

An area where some headway has been made in complying with the legal mandate – apart from the policy-setting required to get things moving-- is the establishment of structures and mechanisms for dealing with VAW cases.

For instance, the PNP has a division for women and children complaints, and a quick-response unit – the Women Crisis and Child Protection Center (WCCPC) -- at the PNP General Hospital to attend to women and children victims of abuse and violence. It has also established the Women and Children Protection Desk (WCPD) in almost all police stations throughout the country.

Categorized into community-based and center-based, the DSWD's responses to VAW – family violence and maltreatment of children in particular – cover prevention, recovery and after-care. Center-based services include the operation of residential care facilities throughout the country. In Metro Manila these are Marillac Hills for young women and HAVEN for all VAW victims/survivors including women with children.

The DOJ created a task force on women and children protection and another on anti-trafficking in persons, to handle the preliminary investigation and prosecution of relevant cases. As for the DOH, 44 of 77 DOH-retained

hospitals have set up a Women and Children Protection Unit (WCPU) although these are in varying stages of operation.

As legally mandated, protocols for the issuance of barangay protection orders have been established. Functional anti-VAW desks/ centers have been set up in some LGUs.

Assessment tool, user's guide

Where the agency stands in its anti-VAW effort can be readily seen through the Assessment Tool. The five tools are: Investigation and Handling of VAW Cases (PNP), Assessment of a Hospital-Based WCPU (DOH), Assessment of Temporary Shelter or Residential Care Facility (DSWD), Prosecution and Handling of VAW cases (DOJ), and Services Addressing VAW for barangays, municipalities and cities, and provinces and highly urbanized cities.

A User's Guide explains the purpose of the assessment, the parameters and indicators, and the procedure for filling in the form. A scoring system makes it possible for the agency to rate the adequacy of its present anti-VAW efforts in percentage points. Users are also asked to comment on the tool as to clarity, relevance, and others.

The standards have much room for improvement and shall evolve as needs and capabilities change. What is important is that the components of responsive public service – policy mandate, the right perspectives and attitudes, concrete mechanisms and budgetary support, among others – are now in place.

And with such, the outlook for the VAW victim/survivor can finally shift from despair to hopefulness.

Part 1

Overview

Violence against women, or VAW, takes many forms and affects women in varying degrees. But one thing has become clear to those advocating for its eradication – VAW is gender-based, that is, it results from as well as perpetuates male privilege and power. Women, in short, are attacked simply because they are women.

Because male supremacy has been the norm, VAW for a long time was not visible, it remained unnamed. If someone went to the police to report that a man was hitting his wife, the matter would have been dismissed as “away mag-asawa” which police officers would rather not dip their noses into, other than giving the offender a stern reprimand. A male supervisor demanding sexual favors from a female subordinate was likely shrugged off as merely naughty -- the woman should even be flattered by the attention. There was no such thing as date rape, much less marital rape. It took a lot of lobbying to even have certain forms of VAW classified as “crimes against persons.”

Despite strides made in consciousness-raising, VAW and the issues surrounding it remain a gray area for most Filipinos. This is seen in the sketchy data on VAW, reflecting not just the reluctance of victims/survivors to report their situation partly because of ambivalence about the matter, but also the lack of responsive mechanisms – including systematized gathering and processing of data -- for dealing with VAW cases.

Just the same, a picture comes out from available statistics. The National Commission on the Role of Filipino Women (NCRFW) in a 2005 publication says 2004 records of the Philippine National Police (PNP) show VAW cases reported to be mostly wife battering and rape. For the first three quarters of 2005 alone, 4,240 VAW cases were reported to the PNP.

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The same publication notes a sevenfold rise in the number of VAW cases reported to the police from 1996 to 2004 -- 1,100 and 7,383 respectively, with the highest number (10,343) reported in 2001. Physical injury cases that include wife battering complaints also went up during 1996 to 2001; however, these declined in 2002-2004. Similarly, rape complaints received by the police, including incestuous rape and attempted rape, climbed from 1996 to 2000 but declined in 2001-2004.

Evidently it is difficult if not impossible to draw conclusions from the available statistics, thus the need to undertake more systematic data gathering as an essential part of the anti-VAW services of each agency involved.

Seen in economic terms, the cost of domestic violence is far from negligible. For the Latin American region, this is 14.2 percent of the gross domestic product representing loss of productivity, medical and legal costs, and the associated stress on families, says the Inter-America Development Bank.

The World Bank in its 1993 annual report has no doubt that VAW retards human development:

- VAW is responsible for one out of every five healthy days of life lost to women of reproductive age. Rape and domestic violence are a major cause of death and disability among these women, and account for 5 percent of healthy years of life lost to women of reproductive age in demographically developing countries.
- The health burden from gender-based victimization among women 15-44 years old is comparable with that from HIV infection, tuberculosis, sepsis during childbirth, cancer and cardiovascular diseases.
- Violence is a risk factor for disease conditions such as sexually transmitted infections (STIs), depression and injuries, which makes women more vulnerable compared with men.

The 1995 Human Development Report of the United Nations Development Programme (UNDP) puts it another way: "If development is meant to widen opportunities for all people, then (the) continuing exclusion of women from many opportunities of life totally warps the process of development... There is no rationale for such continuing exclusion. Women are essential agents of political and economic change."

The Philippine Plan for Gender-Responsive Development (PPGD), 1995-2025, sums up VAW's impact on women: "(It) is in direct contradiction to national and social development goals. It exacts grave consequences on women's lives as individuals, and denies them options... It jeopardizes their health, human rights and capacity to participate, as well as contribute freely in society."

Certainly, much has changed since the concept of VAW – notably sexual victimization and wife battering – began to take shape with the emergence of the global women's movement in the 1970s. International instruments protecting the human rights of women and children provided the basis for countries like the Philippines to adopt policies establishing VAW as a health, economic and human rights concern. As a result, not only have existing services been re-oriented and enhanced to respond to VAW, ways to address the problem more effectively and systematically continue to be explored.

However, the lack of gender sensitivity in general, combined with such problems as resource lack, operational difficulties and the need for coordinated action against VAW, have prevented agencies from providing more responsive services to VAW victims/survivors, much less mapping out strategies to eliminate VAW.

In 2005, the NCRFW and its primary partner agencies in the anti-VAW effort – the Department of the Interior and Local Government (DILG), Department of Social Welfare and Development (DSWD), Department of Health (DOH), Department of Justice (DOJ) and the Philippine National Police (PNP) – took the concrete step of developing performance standards for the service category they represent, so as to set a benchmark for anti-VAW services. The standards are anchored on international and national instruments promoting women's human rights, in particular the Anti-Violence Against Women and their Children Act of 2004 or Republic Act (RA) 9262 and the Anti-Trafficking in Persons Act of 2003 (RA 9208), along with the Anti-Rape Law (RA 8353) and its twin Rape Victim's Assistance Act (RA 8505).

This landmark step is what this publication is all about. The performance standards, along with the tools for assessing compliance with these standards, are presented for the ready reference primarily of those directly involved in serving victims/survivors. The standards have provision for data gathering and feedback that are invaluable to developing more effective responses to the VAW issue.

Furthermore, the standards are set against the backdrop of what facilities and services exist for responding to VAW complaints and what problems are encountered. Anti-VAW policies and mandates as found in legislation and administrative issuances are also discussed to substantiate the basis for such standards.

At the least, this publication should eliminate the guesswork that all too frequently hampers effective delivery of services. It should also give specific direction to the anti-VAW effort, and serve as framework for the data gathering that is so vital to obtaining an accurate picture of VAW.

Part 2

The Performance Standards

For the PNP as a whole, the benchmark of performance in its response to VAW is its full compliance with the provisions of the law and other international standards to which the Philippines is committed.

Since the provisions of the law and international standards are crafted in a general sense, there is need to cite specific situations by which the same may be concretized or understood in practical terms. Some best practices of local communities as well as of foreign countries in addressing violence against women were thus utilized as reference in setting the performance standards.

A. Policy-Related

Policy support is important in institutionalizing anti-VAW services and programs in the PNP. At the very least, the mandate to uphold women's human right to be free of the threat of violence and other forms of gender-based discrimination must be clearly reflected in the vision, mission, goals and objectives of the institution.

- PNP policies and procedures comply with international standards of women's human rights as well as domestic laws on VAW.
- There is an anti-trafficking section under the Women and Children Protection Desk (WCPD).
- There are regular issuances relevant to the improvement of law enforcement responses to VAW cases and the development of the PNP as a gender-sensitive law enforcement institution.
- There is an existing mandate to ensure confidentiality of cases and anonymity of clients in records and reports, and in providing disciplinary sanctions in case of violation.
- There is an existing mandate to give priority to the recruitment of women in the PNP and their assignment as WCPD personnel.
- There is a separate women and children's desk in every police station.
- All trafficked persons are treated as victims and not as criminals.
- All regional offices have a directory of government agencies, non-government organizations and institutions providing services to VAW victims.

B. Physical Facilities

These refer to minimum structures and equipments needed to respond adequately to VAW cases. The establishment of these structures is supported by various laws, including implementing rules and regulations, memorandum circulars and other issuances. The equipment needed was determined based on professional practice and in consultation with experts.

B.1. The unit/station

- has a separate room for the WCPD as provided for by law.
- has a computer and a direct telephone line.
- maintains confidential filing and record keeping storage facility.
- has a play area for children.

B.2. The Women's Crisis and Child Protection Center

- is located near the emergency room and has its own entrance.
- has a separate room for interviews with victims/survivors.
- has a separate room for medico-legal examination.
- has a play area for children.
- has a comfortable reception area.
- has non-traumatizing medical examination equipment for diagnosis and evidence collection such as:
 - » a colposcope, and
 - » a video camera.
- maintains confidential filing, record keeping storage facility.

C. Personnel

These standards pertain to the number, qualifications and traits of police personnel directly involved in serving VAW victims. The basic training that law enforcers and other service providers should undergo in order to accomplish their work effectively are outlined in the various laws discussed in the latter part of this document. Experts on gender issues also helped identify topics and training areas so that gender-sensitive approaches would become standard practice in the handling of VAW cases.

C.1. Number

- The WCPCC has at least three female doctors.
- The WCPD chief and personnel are all women.
- VAWC cases are handled by an all-female team of investigators (at least four female investigators per station).

C.2. Training

- Police officers handling VAWC and trafficking cases are equipped with the necessary training, including but not limited to the following:
 1. Gender analysis of the nature, extent and causes of VAWC and trafficking (minimum of 30 hours)
 - Power dynamics
 - Gender sensitivity training
 - Analysis of the different forms of VAW
 2. Gender-responsive approaches to crisis intervention (minimum of 30 hours)
 - Crisis theory in the context of VAWC and trafficking
 - Crisis intervention methods in the context of VAWC and trafficking
 - Networking
 - Qualities of a gender-sensitive service provider
 - Principles of communication

3. Medical and legal literacy related to VAW and trafficking (minimum of 30 hours)
 - Laws and procedures on women and children
 - Procedures
 - Basic medico-legal information
4. Self-care (minimum of 15 hours)
 - Stress and stress management techniques
5. Philippine criminal laws on women and children, namely RA 9262, RA 9208, RA7877, RA 8353, RA 8505, RA 7610, RA 9231 (minimum of 30 hours)
6. Philippine procedural laws (minimum of 5 hours)
7. International Human Rights Convention on the Protection of Women and Children (minimum of 5 hours)
8. Evidence collection and preservation, and investigation of VAW cases (minimum of 10 hours)

C.3. Attitudes, habits and ethics of work

- Police officers/investigators handling VAWC and trafficking cases possess the following attitudes, ethics and habits of work.
- Accepting and non-judgmental
- Sensitive and sincere
- Patient and understanding
- Empathetic
- Firmly committed to ending violence against women and children/advocating for change
- Mindful about observing and safeguarding confidentiality
- Equipped with self-awareness and self-caring

C.4. Others

- The unit/station has regular stress management activities.
- It has revised administrative disciplinary measures for police personnel administratively and criminally charged for acts of VAW.
- It has appropriate incentives for police personnel handling VAWC and trafficking cases, such as:
 - » hazard pay, and
 - » travel allowance.
- Guidelines on the comprehensive, gender-sensitive and child friendly investigation and handling of VAWC and trafficking cases have been integrated into the Programs of Instructions (POIs) of the Philippine National Police Academy (PNPA), Philippine Public Safety College (PPSC) and other training schools managed by the PNP.

D. Services

Anti-VAW services and programs to be implemented by the PNP are outlined in the pertinent laws discussed in the latter part of this publication. Likewise, some protocols for services rendered are provided for by law. Certain protocols of the police force of foreign jurisdiction are worth emulating and were included in setting

the standards for the PNP to ensure gender-sensitive protocols and procedures in rendition of services.

D.1. Receiving of complaints and calls for assistance

- The WCPD is open 24 hours and is ready to receive complaints and calls for assistance anytime.
- Female police officers are available to receive complaints and calls for assistance in VAW cases.
- Victims with injuries are immediately attended to with first aid or rushed to the nearest emergency room.
- VAWC and trafficking cases are given high priority.
- The unit/station has an ambulance or any vehicle to be dispatched within 15 minutes in cases where the victim is in danger or needs emergency medical attention.
- The officer on duty assures the victim that immediate assistance will be given, and sees to it that this is done.
- The initial interview and referrals for VAW clients are made within 24 hours from intake.

D.2. Rescue operations

- Responding officers are on the scene within 30 minutes from the time the call for assistance was made.
- A female police officer is present during the rescue operations.
- A female social worker is present during rescue operations and during the interview by the police officers.
- Victims are assured that their safety is the utmost concern of the responding officers upon the latter's arrival and entry into the scene.
- Questions are asked in a matter-of-fact tone of voice, calm and direct, yet supportive and patient.
- Once the presence of children is ascertained, their immediate needs are assessed and responded to.
- Responding officers make sure that the victim is immediately taken to a certified place of safety after the raid. The victim should never be kept overnight in the police station. In localities where there is no certified place of safety, the victim may be brought to a relative.
- The victim is informed of her legal rights and the remedies available to her, especially the right to a protection order.
- The victim is informed of the services available to her from government agencies and NGOs.
- The victim is assisted to be in contact with her child or relatives.
- The face and other parts of the body that may reveal the identity of the rescued victim are not revealed to the media.
- The victim is referred for free physical and mental examination and professional counseling within 24 hours from rescue. In areas where transportation is difficult, referral may be done within 48 hours.

D.2.1. Rescue operations for VAW cases

- The victim is separated from the perpetrator after the rescue operation and at all times.
- Mother and child are not separated from each other unless this is in the best interest of the child.

- Responding police officers do not attempt to reconcile the parties.
- Responding officers do not leave the scene until the situation is under control and the likelihood of further violence is eliminated.
- Responding officers help the victim to recover her personal belongings and important documents.
- The police officers' names and telephone number for follow-up are provided to the victim.

D.3. Arrest and apprehension of perpetrators

D.3.1. Arrest and apprehension of perpetrators in VAWC cases

- The police officer arrests the perpetrator provided at least one circumstance for making a warrantless arrest is present. This is done
 - despite the victim's opposition to the arrest.
 - whether or not the parties are married.
 - despite the victim's statement that she will not cooperate with criminal prosecution.
 - despite verbal assurance that the violence will stop.
 - despite the claim by the perpetrator that the victim provoked or perpetuated the violence.
 - despite the fact that the incident occurred in a private place.
- In cases where the perpetrator is not arrested, the reasons are explained to the victim.
- Upon the release of the perpetrator from custody, the victim is notified of his release and the conditions attached to his release.

D.3.2. Arrest and apprehension of perpetrators in trafficking cases

- The police arrest not only the suspected pimps, owners and employees of the establishment but also the customers.

D.4. Conduct of interview and investigation

- The initial interview and in-depth investigation are conducted in a separate room with only authorized persons allowed inside.
- The interview and investigation are conducted by a female police officer.
- In cases where the victim is a child, the police officer shall conduct the interview as provided for under the rule on the examination of a child witness and in the presence of a social worker. Area of cooperation: social services unit of the local government unit
- An initial interview is conducted before the in-depth investigation.
- Attempts to make the victim feel comfortable are made, such as offering food and asking if she needs anything.
- Questions are asked in a matter-of-fact tone of voice, in a direct yet calm and supportive manner, and with utmost patience.
- Care is taken to avoid suggesting that the victim is to be blamed for the incident.
- The police officer does not make any insensitive nor humiliating remarks whether seriously or jokingly that could make embarrass the victim or make her feel uncomfortable. (Disciplinary sanction is imposed on a police officer for using gender-insensitive or humiliating language.)

- The victim is told about her the legal rights and the remedies available to her, especially the right to protection order.
- The victim is told about the services available to her from government agencies and NGOs.
- In cases of sexual abuse or when emergency medical attention is needed, the interview is conducted after the victim is treated.
- Investigators are provided with a rape kit.

D.5. Conduct of forensic interview and medico-legal examination

- The medico-legal examination of women and children victims is conducted in the WCCPC.
- The forensic interview and medico-legal examination are conducted by a female police officer.
- The victim undergoes only one medico-legal examination.
- The interview and examination are conducted in a private room with only the authorized persons allowed inside.
- Effort is made to make the victim comfortable, such as offering her food.
- The victim signs the consent form for medico-legal examination and related services.
- Before conducting the medico-legal examination, the examiner informs the victim of its importance and asks whether she is comfortable and at ease.
- A rape kit is included in the crime scene kit of every investigator.

D.6. Enforcement of protection order

- The enforcement of a protection order is treated in the same manner as the enforcement of a warrant of arrest.
- Priority response is given within one hour after the request for enforcement of the protection order is made.
- The police officer assists the victim in obtaining her personal belongings.
- The police officer does not leave until after the perpetrator has packed his belongings and vacated the premises.
- Disciplinary sanction awaits a police officer who refuses to enforce a protection order.
- Weekly monitoring, through telephone calls or house visits, is done to ensure compliance with the protection order. A mobile patrol is made available to women doing house visits and attending court hearings.
- Copies of the enforced protection orders are kept in a separate record file.

D.7. Referral system

- Close collaboration with barangay officials, government and non-government organizations, church and civic organizations in preventing VAW is observed.
- Meetings with barangay officials, residents and organizations are conducted at least two times a year
- A directory of national and local government agencies and NGOS providing services to VAW victims is kept up-to-date and disseminated to the public especially to victims/survivors.
- Community-based services for victims are identified and linkages are established.

The unit/station:

- The station coordinates regularly with other government agencies and NGOs on the enhancement of programs and services for the protection of women and their children from various forms of violence.
- It has a standard referral form or request for assistance from other government agencies.
- It holds regular (at least twice a year) coordination meetings with key government agencies to discuss possible improvement of linkages.
- The police investigator and the medico-legal examiner coordinate and discuss with the public prosecutor the results of the investigation and medico-legal examination before giving oral testimony.
- There is at least one social worker assigned to the WCPD.

D.8. Confidentiality of police blotter, records and reports

- The station maintains a separate logbook for VAW incidents.
- Complaints on VAW are not recorded in the general police blotter.
- Records of VAW clients are kept separately from other case files and put in a secure place.
- Only WCPD personnel have access to the VAW logbook.
- Only the handling officer/investigator has access to individual records of VAW clients.
- National Crime Information Service (NCRS) files on VAW incidents are indicated as confidential and kept separately from other cases.
- Spot and progress reports on all VAW incidents are indicated as confidential and kept separately from other cases.
- Medico-legal examination results and other pieces of evidence are packaged and labeled as confidential and stored in a designated evidence room.

E. Monitoring, Evaluation and Research

The monitoring of VAW cases is material in evaluating performance and developing mechanisms for more effective service. Likewise, it provides data for statistical purposes.

- The unit/station has a database on VAWC and trafficking cases.
- It has an integrated and coordinated data system for a “nationwide WCPD computer network”.
- It has a mechanism for getting feedback from clients and other partners.
- It makes use of a multi-disciplinary system of management, assessment and monitoring of cases.
- It conducts regular monitoring of cases pending in the courts.
- It conducts regular monitoring of established mechanisms to determine compliance of police personnel with laws on women and children and their commitment to the implementation of these laws.

F. Information and Advocacy

This refers to initiatives that aim to increase awareness of the VAW menace among the general public and the need to protect women’s human rights as well as encourage women’s participation in actions to address such.

- The unit/station has a compendium of all laws on women and children, including protocols.
- It regularly disseminates information to the community and schools on the services of the WCPD.
- It has a community-based crime prevention program that deals with the following issues:
 - » Domestic violence
 - » Abuse of women in intimate relationships
 - » Trafficking
 - » Child abuse and juvenile delinquency

G. Resources

Referred to here are financial resources that may be tapped to implement programs, procure facilities and equipment and finance other activities related to the anti-violence campaign of the PNP.

- The unit/station has adequate funds for its programs and operations.
- A GAD budget is allotted to fund gender-responsive programs and operations of the unit/station.
- The unit/station has strong linkages with civic organizations and other NGOs.

Part 3

The Assessment Tool

The benchmark assessment tools for prosecution services for VAW lay out in detail the performance standards described. It deals with the parameters and indicators – policy related, physical facilities, personnel, resources, services and protocols, monitoring and evaluation, information and advocacy and resources.

The Assessment tool is preceded by a User's Guide. Since the tool is self administered, the Guide will help the respondent answer each question more clearly. It also describes how responses will be used in determining the level of services.

The User's Guide

Introduction

The Philippines is a state signatory to several international agreements, instruments and covenants that recognize basic women and children's rights. A state-party is mandated to institute and create internal mechanisms under its authority to enhance recognition of said rights through the passage of laws, rules and regulations aligned with international instruments and covenants. Based on these laws, administrative institutions are directed to craft positive and forward-looking responses to further address concerns on violence against women and children.

The National Commission on the Role of Filipino Women, in partnership with frontline agencies conceptualized and developed performance standards to serve as indicators for the delivery of anti-VAW services of government agencies and LGUs.

Partner agencies are DOJ, PNP, DOH, DILG, DSWD and the LGUs. Each of the performance standards is accompanied by an Assessment Tool. The Assessment Tool, which has the same parameters and indicators as the performance standards, aims to determine the degree that the set standards are adhered to.

Purpose of the assessment

A baseline application of the Assessment Tool was initially administered to partners in 2006 to serve as a basis for comparing improvements in services for VAW victims over time. A second administration of the Tool is expected to be done two-years after the initial baseline application and periodically thereafter.

Assessment will determine the adequacy and responsiveness of programs and services for victims of violence by concerned agencies and local government units. Results will inform planning, policy or program interventions required to meet the standards. Planned activities to achieve the standards could be included in the preparation of the agency's/LGU's/facility's GAD plan and budget.

The assessment tool

The assessment tool measures the extent of achievement of the performance standards set for government agencies providing services to victims of violence against women (VAW). The tool is one of a set of five different but parallel assessment tools intended for various services for victims provided by government agencies and local government units: a) medical/hospital-based services through the Women and Children Protection Units (WCPUs) in DOH-retained or supervised hospitals; b) psychosocial services through residential and community based facilities supervised or accredited by DSWD; c) investigation of cases of VAW conducted by the Philippine National Police; d) filing and prosecution services of VAW cases undertaken by the Department of Justice; and e) services provided by local government units at provincial down to barangay level.

The Assessment Tool is meant to be self-administered. The respondent can complete the questionnaire when convenient, work at his or her own pace and clarify certain information appearing to be confusing or vague. Additional information may be sought through research or further inquiry.

The accompanying User's Guide includes easy to follow instructions to guide the respondent/s in providing specific responses to the questions. It is also generic, i.e., it will be used for all the four assessment tools (excluding the DSWD's standard which has its own set of guidelines).

The assessment focus

Each of the performance standards has a corresponding assessment tool; one for each type of service for VAW victims mentioned above. Each tool specifies the parameters and indicators per service type.

The parameters include:

1. POLICY – the existence of a policy that articulates the legal or administrative basis, purpose and guidelines in providing the services to victims of violence;
2. PHYSICAL FACILITIES - the presence, quality and appropriateness of physical facilities used in the provision of services;
3. PERSONNEL - the presence or availability of competent service providers;
4. SERVICES - the presence or availability of services required, clear procedures and protocols and referral system;
5. MONITORING and EVALUATION SYSTEM - presence of a monitoring and evaluation system particularly the maintenance of a data base on case served;
6. ADVOCACY and INFORMATION - presence of advocacy and information materials on VAW, including leaflets, flowcharts, charts and other information materials that explain the services and ensure that service providers and clients understand and are able to execute proper procedures; and
7. RESOURCES - the presence and sustainability of resources, especially financial resources that ensure continuing provision of responsive service for victims.

Procedures in answering the tool

1. Respondent selection criteria. The assessment tool is self-administered. This means that all information shall come from the agency/LGU/facility representative tasked to answer the tool. This person should thus have a comprehensive knowledge of and is directly involved in the provision of services to victims/survivors in such capacity as supervisor, technical level officer, coordinator, etc, and/or has direct access to information or to persons in the best position to answer the questions. As needed, the respondent shall consult with other personnel in the best position to provide the most accurate and reliable information.
2. Before answering, respondent should read through the information requested by the tool and obtain relevant documents or references to answer the questions substantively and accurately. For instance, to answer the indicators in the first parameter (policy-related), the agency or facility's enabling policy should be available for review. For questions related to training, agency or facility records on training attended by service providers should be retrieved for reference. The respondent is given a period of one to two weeks to complete the assessment tool.
3. Fill in the information on name of agency, unit or facility being assessed as well as details about the respondent's name, position and contact numbers.
4. The tool consists of 7 columns:

Column 1: Main parameters for assessment;

Column 2-3: Indicators pertaining to the parameters;

Column 4-6: Modes of responses to each indicator;

Column 7: Remarks or additional information to further explain the answer.

5. Answer each indicator according to the 3 modes of responses:

Yes – if respondent believes and has sufficient information and evidence to prove that the agency already **fully complies** with what is being asked;

Partly – if respondent believes and has sufficient information and evidence to prove that the agency **in some degree already complies** with what is being asked;

No – if respondent believes and has sufficient information and evidence to prove that the agency **has not complied** in any degree to what is being asked.

In case where trainings or skills of service provider is concerned, a "Yes" response means that **all** officers/personnel have the required skills; "Partly" means that **not all or only some** officers/personnel have the required skill or training; and "No" means **no one** of the service providers has any of the required skill or training.

6. Whether the answer is **Yes, No** or **Partly**, use Column 6 to explain the answers or provide details. For example, for training undertaken by service providers, please provide names of trained service providers, title of training, duration and trainer. If the answer is "Partly" to the indicator on "presence

of a separate room for interviewing”, respondent can add, for example, that the room is also used as meeting room and is not always available for use. Use additional sheets if necessary to substantiate responses.

The local IACATVAWC may also spearhead the assessment of the VAW services using the tools and may follow a time frame for conducting the assessment. Assessment is an evolving and enabling process. The conduct of the assessment shall be made at regular intervals every three to four years. At the initial stage or on the first year of the implementation of the assessment tool, dissemination of the tool and assessment may be conducted for an estimated period of four (4) months from the time of the implementation. A period of one to two weeks shall be allotted to the respondents for completion of the tool. Review and validation of the data shall be made within the first and second months after receipt of completed forms. Report preparation and eventual presentation to stakeholders of the results of the data shall be made within the year.

Once an assessment tool is completed and submitted it shall undergo the following processes:

- a. Review of the completed assessment tools;
- b. Assessment tools that appear to be confusing, vague and unsubstantiated shall be validated.
- c. Validation will mean contacting the respondents, requesting for additional information and as needed visiting the area to substantiate or clarify responses.

For the succeeding assessment (or at least once every 3-4 years), the same procedure will be followed, taking into consideration the experience or lessons learned from the initial application. Assessment will be made until full compliance is achieved of the set performance standards by line agencies and LGUs involved in providing services for VAW victims.

Weight and scoring of responses

The parameters and indicators are considered as minimum requirements for an adequate and responsive service delivery for victims/survivors of VAW. They are thus given equal weights. This means that the 7 parameters are given equal points of 14.29% each to total 100%. Scoring shall be as follows:

- Yes** - 1 point
Partly - .5 points
No - 0 points

Maximum number of points corresponds to the number of indicators per tool. For each government agency, the number of indicators varies per set parameter. The computation of the rating is hereby represented in the following formula:

Aggregate points obtained

Maximum no. of points x 14.29 = **Weighted score**

Total of all weighted scores= Rating

The total score is the sum of all “YES” and “PARTLY” answers. Compute rating by dividing the total score by the maximum number of points obtained per parameter. For example: Total raw score- 20/33=.61 x 14.29%=8.72 is the weighted score. The weighted scores of the 7 parameters are then added up to obtain the rating. The rating description is found below.

Rating	Description	What this means
90-100% of maximum points	Almost full compliance with standards: Outstanding	Full compliance opens new areas for innovation and further enhancement of services; basis for replication and for raising the level of standards
80.-89.99%	Very satisfactory	Opportunities for fine tuning of services towards full compliance
70-79.99%	Satisfactory	Vast opportunities for improvement; basis in proposing programs and projects for funding from the GAD budget
50-69.99%	Promising	
Below 50%	Needs strengthening	

(Weighting of scores will be considered in view of the different expectations on agencies/LGUs. For example, since LGUs are expected to be strong on service delivery, more weights may be assigned to parameters and indicators on services)

Discussion of results

The framework of the discussion and analysis of results will be along identifying gaps in implementation with the end view of upgrading or standardizing programs and services. After the review and validation of the responses, assessment results should be discussed with the agency/LGU/facility. Possible action proposals, on an annual basis will be prepared and discussed to address identified gaps and to gradually move towards meeting the standards. These proposals may be incorporated in the agencies/LGU’s GAD plan and budget.

Once agency/LGU concurs with the results, observations and recommendations, a summary report will be submitted to the national and local interagency councils on violence against women and their children (IACVAWC) and interagency councils against trafficking (IACAT).

On the whole, the results of this assessment will be used to-

1. identify the strong and weak points in the provision of services for victims
2. provide a basis in planning gender responsive programs and in prioritizing resources to meet the standards; and
3. serve as basis in improving or raising existing standards
4. promote and ensure more standardized and reliable services for victims of violence throughout the country.

Comments on the tool

Since this tool will be administered periodically, it will be continuously improved to increase its effectiveness in measuring the level of services for victims. The respondent is thus requested to express general or specific

comments on the tool and on the experience gained in answering it. Respondent is encouraged to provide a specific comment if an indicator is unclear, too broad, or it is difficult to provide a simple “yes”, “no” or “partly” response. If an indicator is irrelevant, unnecessary, or if the respondent wants to suggest an alternative indicator, etc. use the space provided for remarks, or separate a sheet(s) as needed.

**PNP ASSESSMENT TOOL FOR VAW-RELATED SERVICES
(INVESTIGATION AND HANDLING OF VAW CASES)**

Name of agency: _____ Name of respondent: _____
 Name of specific unit being assessed: _____ Position: _____ Contact Nos: _____

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
A. POLICY-RELATED N=8	A.1	There is an anti-trafficking section under the Women and Children Protection Desk (WCPD).				
	A.2	There are regular issuances relevant to the improvement of law enforcement responses to VAW cases and the development of the PNP as a gender-sensitive law enforcement institution.				
	A.3	There is an existing mandate to ensure confidentiality of cases and anonymity of clients in records and reports and in providing disciplinary sanctions in case of violation.				
	A.4	There is an existing mandate to give priority to the recruitment of women to the PNP and their assignment as WCPD personnel.				
	A.5	There is a separate women and children's desk in every police station.				
	A.6	All trafficked persons are treated as victims and not as criminals.				
	A.7	All regional offices have a directory of government agencies, non-government organizations and institutions providing services to victims of violence against women and children.				
	A.8	PNP policies and procedures comply with international standards of women's human rights as well as domestic laws on VAW				
B. FACILITIES (PHYSICAL) N=11 B.1. The unit/station B.2. The Women's Crisis and Child Protection Center	B.1	The unit/station: Has a separate room for the WCPD as provided for by law.				
	B.2	Has a computer and a direct telephone line.				
	B.3	Maintains confidential filing and record keeping storage facility.				
	B.4	Has a play area for children.				
	B.5	The Women's Crisis and Child Protection Center (WCCPC): Is located near the emergency room and has its own entrance.				
	B.6	Has a separate room for interviews with victims/survivors.				
	B.7	Has a separate room for medico-legal examination.				
	B.8	Has a play area for children.				
	B.9	Has a comfortable reception area.				
	B.10	Has non-traumatizing medical examination equipment for diagnosis and evidence collection such as: <ul style="list-style-type: none"> ▪ Colposcope ▪ Video camera 				

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
C. PERSONNEL C.1. Number N=23 C. 2. Training	B.11	Has confidential filing, record keeping storage facility.				
	C.1	The WCCPC has at least three female doctors.				
	C.2	VAW cases are handled by an all-female team of investigators (at least 4 female investigators per station).				
	C.3	The WCPD chief and personnel are all women.				
	C.4	Police officers handling VAWC and trafficking cases are equipped with the necessary training/skills development including, but not limited to, the following: 1. Gender analysis of the nature, extent and causes of VAWC and trafficking (minimum of 30 hours), to include <ul style="list-style-type: none"> ▪ power dynamics ▪ gender sensitivity training ▪ analysis of the different forms of VAW 				
	C.5	2. Gender-responsive approaches to crisis intervention (minimum of 30 hours), to include <ul style="list-style-type: none"> ▪ crisis theory in the context of VAWC and trafficking ▪ crisis intervention methods in the context of VAWC and trafficking ▪ networking ▪ qualities of a gender-sensitive service providers ▪ principles of communication 				
	C.6	3. Medical and legal literacy related to VAW and trafficking (minimum of 30 hours), to include <ul style="list-style-type: none"> ▪ laws and procedures on women and children, ▪ procedures, and ▪ basic medico-legal information. 				
	C.7	4. Self-care (minimum of 15 hours) <ul style="list-style-type: none"> ▪ Stress and stress management techniques 				
	C.8	5. Philippine criminal laws on women and children -- RA 9262, RA 9208, RA 7877, RA 8353, RA 8505, RA 7610, RA 9231 (minimum of 30 hours)				
	C.9	6. Philippine procedural laws (minimum of 5 hours)				
	C.10	7. International Human Rights Convention on the Protection of Women and Children (minimum of 5 hours)				
C.11	8. Evidence collection, preservation and investigation of violence against women and children cases (minimum of 10 hours)					

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
D.2. Rescue operations	D.7	The initial interview and referrals for VAW clients are made within 24 hours from intake.				
	D.8	Responding officers are on the scene within 30 minutes from the time the call for assistance was made.				
	D.9	A female police officer is present during the rescue operations.				
	D.10	A female social worker is present during rescue operations and during the interview by police officers.				
	D.11	Victims are assured that their safety is the responding officers' utmost concern upon arrival at the scene.				
	D.12	Questions are asked in a matter-of-fact tone of voice, calm and direct yet supportive and patient.				
	D.13	Once the presence of children is ascertained, their immediate needs are assessed and responded to right away.				
	D.14	The victim is not kept overnight in the police station but taken to a certified place of safety. If there is no certified place of safety in the locality, the victim may be brought to a relative.				
	D.15	The victim is informed of her legal rights and the remedies available to her, especially the right to a protection order.				
	D.16	The victim is informed of the services available to her from government agencies and non-government organizations.				
	D.17	The victim is assisted to be in contact with her child or relatives.				
	D.18	The face and other parts of the body that may reveal the identity of the rescued victim are not revealed to the media				
	D.19	The victim is referred for free physical and mental examination and professional counseling within 24 hours from rescue. In areas where transportation is difficult, referral may be done within 48 hours.				
	D.20	Medical examination of the victim is conducted within 48 hours from rescue.				
	D.21	The victim is separated from the perpetrator after the rescue operation and at all times.				
	D.22	Mother and child are not separated from each other unless this is in the child's best interest.				
	D.23	Responding officers do not try to reconcile the parties.				
	D.24	Responding officers do not leave the scene until the situation is under control and the likelihood of further violence is eliminated.				
	D.25	Responding officers help the victim to recover her personal belongings and important documents.				
	D. 2.1. Rescue operations for VAW cases					

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
	D.26	The victim is given the police officers' names and telephone numbers to facilitate follow-up.				
D.3. Arrest and apprehension of perpetrators	D.27	In all cases where a circumstance for warrant less arrest is present, an arrest is made <ul style="list-style-type: none"> ▪ despite the victim's opposition to the arrest. 				
	D.28	<ul style="list-style-type: none"> ▪ whether or not the parties are married. 				
D.3.1 In VAW cases	D.29	<ul style="list-style-type: none"> ▪ despite the victim's statement that she will not cooperate with criminal prosecution. 				
	D.30	<ul style="list-style-type: none"> ▪ despite verbal assurance that the violence will stop. 				
	D.31	<ul style="list-style-type: none"> ▪ despite the perpetrator's claim that the victim provoked or perpetuated the violence. 				
	D.32	<ul style="list-style-type: none"> ▪ despite the incident having occurred in a private place. 				
	D.33	In cases where the perpetrator is not arrested, the reasons are explained to the victim.				
	D.34	Upon release of the perpetrator from custody, the victim is notified of the release and the conditions attached to the release.				
D. 3. 2. In trafficking cases	D.35	The police arrest not only the suspected pimps, owners and employees of the establishment but also the customers.				
D. 4. Conduct of interview and investigation	D.36	The initial interview and in-depth investigation are conducted in a separate room with only authorized persons allowed inside.				
	D.37	The interview and investigation are conducted by a female police officer.				
	D.38	In cases where the victim is a child, the police officer shall conduct the interview according to the rule on the examination of a child witness and in the presence of a social worker.				
	D.39	An initial interview is conducted before the in-depth investigation.				
	D.40	The interviewing officer sees to it that the victim is made comfortable, for instance by offering food or asking if she needs anything.				
	D.41	Questions are asked matter-of-factly, in a direct yet calm and supportive manner, and with utmost patience.				
	D.42	Care is taken to avoid suggesting that the victim is to be blamed for the incident.				

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
D.5. Conduct of forensic interview and medico-legal examination	D.43	The police officer does not make any insensitive or humiliating remarks whether seriously or jokingly, that could embarrass the victim or make her uncomfortable. (Disciplinary sanction is imposed on a police officer for using gender-insensitive or humiliating language.)				
	D.44	The victim is told about her legal rights and the remedies available to her, especially the right to protection order.				
	D.45	The victim is told about the services available to her from government agencies and non-government organizations.				
	D.46	In cases of sexual abuse or when emergency medical attention is needed, the interview is conducted after the victim is treated. Investigators are provided with a rape kit.				
	D.47	The medico-legal examination of women and children victims is conducted in the Women's Crisis and Child Protection Center.				
	D.48	The forensic interview and medico-legal examination are conducted by a female police officer.				
	D.49	The victim undergoes only one medico-legal examination.				
	D.50	The interview and examination are conducted in a private room with only the authorized persons allowed inside.				
	D.51	Effort is made to make the victim comfortable, such as offering her food.				
D.6. Enforcement of protection order	D.52	The victim signs the consent form for medico-legal examination and related services.				
	D.53	Before conducting the medico-legal examination, the examiner informs the victim of its importance and asks whether she is comfortable and at ease				
	D.54	A rape kit is included in the crime scene kit of every investigator.				
	D.55	The enforcement of a protection order is treated in the same manner as the enforcement of a warrant of arrest.				
	D.56	Priority response is given within one hour after the request for enforcement of protection order is made.				
	D.57	Police officer assists the victim in obtaining her personal belongings.				
	D.58	Police officer does not leave until after the perpetrator has packed his belongings and has vacated the premises.				
	D.59	Disciplinary sanction awaits a police officer who refuses to enforce a protection order.				

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
D.7. Referral system	D.60	Weekly monitoring, through telephone calls or house visits, is done to ensure compliance with the protection order. A mobile patrol is made available to women doing house visits and attending court hearings.				
	D.61	Copies of enforced protection orders are kept in a separate record file.				
	D.62	Close collaboration with barangay officials, government and non-government organizations, church and civic organizations in preventing VAW is observed.				
	D.63	Meetings with barangay officials, residents and organizations are conducted at least twice a year.				
	D.64	A directory of national and local government agencies and NGOS providing services to VAWC victims is kept up-to-date and disseminated to the public especially to victims/survivors.				
	D.65	Community-based services for victims are identified and linkages are established.				
	D.66	The unit/station coordinates regularly with other government agencies and NGOs on the enhancement of programs and services for the protection of women from various forms of violence.				
	D.67	The unit/station has a standard referral form or request for assistance with other government agencies.				
	D.68	The unit/station has regular (at least twice a year) coordination meetings with key government agencies to discuss possible enhancement or improvement of linkages.				
	D.69	The police investigator and the medico-legal examiner coordinate with the public prosecutor and discuss the results of the investigation/medico-legal examination before giving oral testimony.				
D. 8. Confidentiality of police blotter, records and reports	D.70	There is at least one social worker assigned to the WCPD.				
	D.71	The unit/station maintains a separate logbook for VAW incidents.				
	D.72	Complaints on VAW are not recorded in the general police blotter.				
	D.73	Records of VAW clients are kept separately from other case files and put in a secure place.				
	D.74	Only WCPD personnel have access to the VAW logbook.				
	D.75	Only the handling officer/investigator has access to individual records of VAW clients.				
	D.76	NCRS on VAW incidents are indicated as confidential and kept separately from other cases.				

<u>PARAMETERS</u>	<u>I#</u>	<u>INDICATORS</u>	<u>YES</u>	<u>PARTLY</u>	<u>NO</u>	<u>REMARKS</u>
E. MONITORING, EVALUATION AND RESEARCH N=6	D.77	Spot and progress reports on all VAW incidents are indicated as confidential and kept separately from other cases.				
	D.78	Medico-legal examination results and other pieces of evidence are packaged and labeled as confidential and stored in a designated evidence room.				
	E.1	The unit/station has a database of VAW and trafficking cases.				
	E.2	It has an integrated and coordinated data system for a "nationwide WCPD computer network".				
	E.3	It has a mechanism for getting feedback from clients and other partners.				
	E.4	It makes use of a multi-disciplinary system of management, assessment and monitoring of cases.				
F. INFORMATION AND ADVOCACY N=3	E.5	It conducts regular monitoring of cases pending in the courts.				
	E.6	It conducts regular monitoring of established mechanisms to determine compliance of police personnel with laws on women and children and their commitment to the implementation of these laws.				
	F.1	The unit/station has a compendium of all laws on women and children, including protocols.				
	F.2	It regularly disseminates information on the services of the WCPD.				
	F.3	It has a community-based crime prevention program that deals with <ul style="list-style-type: none"> ▪ domestic violence, ▪ abuse of women in intimate relations, ▪ trafficking, and ▪ child abuse and juvenile delinquency. 				
	G.1	The unit/station has adequate funds for its programs and operations.				
G. RESOURCES N=3	G.2	A GAD budget is allotted to fund gender-responsive programs and operations of the unit/station.				
	G.3	The unit/station has strong linkages with civic organizations and other NGOs.				

Comments on the Assessment Tool:

Part 4

The Baseline Report

Legal Bases for Setting the Performance Standards

International instruments

As a member of the global community, the Philippines has ratified and adopted various international instruments that set standards for protecting and promoting the human rights of women. Among these instruments are the Universal Declaration of Human Rights (1948), the United Nations Convention to Eliminate All Forms of Discrimination Against Women (1979), the Vienna Declaration on the Elimination of Violence Against Women (1993), and the Beijing Platform for Action (1995).

The Universal Declaration on Human Rights (UDHR) affirms the right of all human beings regardless of sex, age, culture and race to be free from abuse and violence, and to be ensured protection of their human dignity.

Specific to women, the UN Convention to Eliminate All Forms of Discrimination Against Women (CEDAW) sets the international standard for defining discrimination against women, i.e. any distinction, exclusion or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment or exercise by women irrespective of their marital status, on a basis of equality of men and women of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. CEDAW also outlines the obligations of State Parties to ensure that women's human rights are respected, protected, promoted and fulfilled.

Violence against women is not explicitly stated in CEDAW. Thus in 1992, the UN Committee on the Elimination of Discrimination Against Women came out with General Recommendation No. 19 which states that gender-based discrimination covers all forms of gender-based violence. The Recommendation defines "gender-based violence" as "violence that is directed at a woman because she is a woman or that affects women disproportionately. It includes acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty..."

The subsequent adoption of the Vienna Declaration on the Elimination of Violence Against Women (DEVAW) fixed VAW as a gender issue to be addressed with urgency. The DEVAW defines VAW as "any act of gender-based violence that results in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life." (Article 1)

The world conference on women held in Beijing in 1995 concluded with the adoption of the Beijing Platform for Action (BPFA) which identified 12 critical areas of concern for governments to address with regard to upholding women's rights. One area is VAW, recognized as "an obstacle to the achievement of the objectives of equality, development and peace." The BPFA enjoins governments and other stakeholders "to take integrated measures to prevent and eliminate violence against women."

Specific mandates

PNP vision and mission, core values

The men and women of the PNP are committed to the vision of a professional, dynamic and motivated Philippine National Police working in partnership with a responsive community towards the attainment of a safe place in which to live, work and do business.

The mission of the PNP is to enforce the law, to prevent crimes, to maintain peace and order, and to ensure public safety and internal security with the active support of the community.

The PNP's core values are stated in its Code of Professional Conduct and Ethical Standards adopted in 1992:

"Chapter II, Section 1. The PNP Core Values – The police is a noble profession and demands from its members specialized knowledge and skills and high standards of ethics and morality. Hence, the members of the Philippine National Police must adhere to and internalize the enduring core values of love of God, respect for authority, selfless love and service for the people, sanctity of marriage and **the respect for women**, responsible dominion and stewardship over material things and truthfulness." *(highlight supplied)*

Laws, administrative issuances

Title VII of the **1998 Philippine National Police Reform and Reorganization Act (RA 8551)** sets the framework for the PNP in assisting women victims of violence, with the following provisions:

"Section 57. Creation and Functions. — **The PNP shall establish women's desks in all police stations throughout the country to administer and attend to cases involving crimes against chastity, sexual harassment, abuses committed against women and children and other similar offenses:** Provided, That municipalities and cities presently without policewomen will have two (2) years upon the effectivity of this Act within which to comply with the requirement of this provision.

"Section 58. Prioritization of Women for Recruitment. — Within the next five (5) years, **the PNP shall prioritize the recruitment and training of women who shall serve in the women's desk.** Pursuant to this requirement, the PNP shall reserve ten percent (10%) of its annual recruitment, training, and education quota for women.

"Section 59. Gender Sensitivity Program. — **The (National Police) Commission shall formulate a gender sensitivity program within ninety (90) days from the effectivity of this Act** to include but not be limited to the establishment of equal opportunities for women in the PNP, the prevention of sexual harassment in the workplace, and the prohibition of discrimination on the basis of gender or sexual orientation." *(highlights supplied)*

The **Anti-Trafficking in Persons Act of 2003 (RA 9208)**, Section 16, also names the PNP as "the primary law enforcement agency to undertake the surveillance, investigation and arrest of individuals or persons suspected to be engaged in trafficking." The PNP, it continues, "shall closely coordinate with various law enforcement agencies to secure concerted efforts for effective investigation and apprehension of suspected traffickers," and shall "establish a system to receive complaints and calls to assist trafficked persons and conduct rescue

operations.”

The PNP’s roles and responsibilities are put in detail in Article V, Section 17 of RA 9208’s Implementing Rules and Regulations (IRR).

“(g) Philippine National Police (PNP);

1. Undertake surveillance, investigation and arrest of individuals or persons suspected to be engaged in trafficking;
2. Coordinate closely with various law enforcement agencies to secure concerted efforts for effective investigation and apprehension of suspected traffickers. For this purpose, it shall also:
 - Pursue the detection and investigation of suspected or alleged trafficking activities at airports through its Aviation Security Group, at seaports and/or harbors through its Maritime Group, and at land transportation terminals through its police station and when appropriate, file the appropriate charges against the traffickers;
 - Coordinate with the Philippine Ports Authority (PPA) which may have initially process complaints at their “Balay Silungan sa Daungan” and with NGOs working on trafficking in persons in ports; and
 - Coordinate with local and barangay officials with respect to the apprehension and/or arrest of traffickers.
3. Establish a system for receiving complaints and calls to assist trafficked persons, and the conduct of rescue operations;
4. Direct and supervise the enforcement of its mandate under the Act and its rules and regulations;
5. Supervise the conduct of investigations relating to apprehension occurring at land transportation terminals, domestic seaports and airports and monitor the filing of appropriate cases against the traffickers;
6. Formulate plans and programs for the prevention and/or reduction of trafficking in persons;
7. Integrate in the program of instruction comprehensive, gender sensitive and child-friendly investigation and handling of cases of trafficking in persons in the Philippine National Police Academy (PNPA), Philippine Public Safety College (PPSC) and other training schools operated and managed by the PNP; and
8. Establish anti-trafficking section under the Women and Children Complaint Desks (WCCD) in all city and municipal police stations.”

Furthermore, the IRR calls for the creation of a joint task force against trafficking, with the PNP as a member (Article VII, Section 26).

The **Anti-Violence Against Women and their Children Act of 2004 (RA 9262)** also states the duties of the PNP in cases of domestic violence, whether in a marriage or in an intimate relationship.

“SEC. 30. Duties of Barangay Officials and Law Enforcers. – Barangay officials and law enforcers shall have the following duties:

- a. respond immediately to a call for help or request for assistance or protection of the victim by entering the dwelling if necessary whether or not protection order has been issued, and ensure the safety of the victim/s;
- b. confiscate any deadly weapon in the possession of the perpetrator or within plain view;
- c. transport or escort the victim/s to a safe place of their choice or to a clinic or hospital;
- d. assist the victim in removing personal belongings from the house;
- e. assist barangay officials and other government officers and employees who respond to a call for help;
- f. ensure the enforcement of the Protection Orders issued by the Punong Barangay or the courts;
- g. arrest the suspected perpetrator even without a warrant when any of the acts of violence defined by this Act is occurring, or when he/she has personal knowledge that any act of abuse has just been committed, and there is imminent danger to the life or limb of the victim as defined in this Act; and
- e. immediately report the call for assessment or assistance of the DSWD, Social Welfare Department of LGUs or accredited non-government organizations (NGOs)."

Any barangay official or law enforcer who fails to report the incident shall be liable for a fine not exceeding P10,000, or criminal, civil or administrative liability whenever applicable.

Section 48, Rule VIII of the IRR for RA 9262 zeroes in on the PNP-Women and Children Protection Desks (PNP-WCPD).

"Section 48. Duties and Functions of the Philippine National Police-Women and Children Protection Desks (PNP- WCPD) – For the purposes of investigation of VAWC cases, the PNP-WCPD shall have the following duties and functions:

- a. Upon receipt of the complaint, the WCPD officer shall conduct appropriate investigation which includes, but is not limited to, taking the formal statement of the victim-survivor and collecting other evidence necessary for the filing of the case under the Act;
- b. Immediately after taking the essential elements of information during the course of investigation, the WCPD officer shall refer the victim-survivor to the nearest PNP Crime Laboratory and/or hospital or any medical facilities for appropriate medico-legal examination. It shall be the WCPD officer's duty to ensure that as far as possible, the examining physician must be of the same gender as the victim-survivor, especially in sexual violence cases;
- c. Except in the case of a child who is a victim-survivor of the Act, by which other existing laws require immediate presence of the unoffending parent or guardian and social worker, only persons expressly authorized by the victim-survivor shall be allowed by the WCPD officer inside a room where police investigation as well as medical/physical examination are being conducted in private;
- d. Ensure the confidentiality of identity of the victim-survivor and all other parties directly involved with the case under investigation. For this purpose, the WCPD officer must maintain a separate blotter on crimes committed under the Act. Under no circumstances shall any police officer allow media access to information concerning VAWC reported to PNP;

- e. After the conduct of police investigation, the WCPD officer shall refer the victim-survivor to the social worker of the LGU, any available DSWD shelter, NGOs and other service providers for psychological intervention and other rehabilitation programs;
- f. The WCPD officer shall forward the investigation report together with the relevant evidence, including the formal statements of witnesses and result of medico-legal examination, to the prosecutor for filing of appropriate criminal action under the Act;
- g. If victim-survivor is found to have manifestations of the Battered Woman Syndrome which is validated by past police records and testimonies from witnesses in interest, the WCPD officer shall inform the punong barangay, the local social worker, or the concerned NGOs, local professional or civic groups in the area for appropriate psychiatric and psychological evaluation which may form part of the evidence to be presented in court;
- h. Assist in the application and enforcement of the provisions of the protection order as may be issued by the barangay or the court;
- i. Respond, with the assistance of other police personnel, barangay officials, and other parties in interest, to a call for emergency assistance to ensure immediate protection of the victim-survivor by entering the dwelling if necessary whether or not protection order has been issued;
- j. In case where the perpetrator is armed or in possession of deadly weapon in plain view, cause the confiscation thereof with the assistance of other police personnel;
- k. Effect the arrest of the perpetrator by virtue of a warrant issued by the court pursuant to existing laws. In the event that any crime under the Act has been committed, is being committed or about to be committed, or that any police officer has personal knowledge of the facts indicating the commission of such crime, it shall be his or her duty to arrest the perpetrator even without the strength of a warrant, provided the offender shall be proceeded in accordance with Section 5, Rule 113 of the Rules of Court;
- l. Except when the victim-survivor is deemed more secure to stay in their place of residence, in which case the perpetrator has been removed by virtue of protection order issued by the barangay or the court, the WCPD officer or any designated police officer shall provide assistance to help facilitate the transfer of the victim-survivor to a safe place of her own choice, including the removal of some of the victim-survivor's personal belongings;
- m. Monitor and follow up any case in violation of the Act that has been filed in court. In this regard, the WCPD officer must maintain a periodic assessment report of all cases reported to the police in violation of the Act; and
- n. Participate in multidisciplinary mechanisms to help address the protection needs of the victim-survivor of VAWC."

The PNP is also a member of the Inter-Agency Council on Violence Against Women and Their Children (IAC-VAWC), with the following duties as provided for by Section 61, Rule IX of the IRR:

Philippine National Police (PNP)

1. Ensure the gender-responsiveness of the PNP protocols and procedures in handling VAWC cases;
2. Establish an education and training program for police officers to enable the proper handling of cases of violence against women and their children;
3. Develop and implement Police Protocol on Handling VAWC cases under the Act and other related laws;
4. Collaborate with barangay officials, government and non-government organizations, church and civic organizations in preventing VAWC;
5. Revise its administrative disciplinary measures for police personnel who are administratively or criminally charged with committing acts under the Act;
6. Develop and implement a nationwide community-based crime prevention program that deals with the issues of domestic/family violence, abuse of women in intimate relations, child abuse and juvenile delinquency, among other interrelated issues;
7. Establish consciousness-raising and skills-enhancement training programs in the form of seminar or short courses to be used for the training of all police personnel, including barangay officials and organized communities in coordination with the DILG, regarding the implementation of the Act, as well as related laws and international human rights conventions for the protection of women and children from various forms of violence and abuse;
8. Formulate and provide regular issuances on institutional policies relevant to the improvement of law enforcement responses to cases under the Act as well as the development of the PNP as gender sensitive law enforcement institution;
9. Coordinate with other government agencies and NGOs on the enhancement of programs and services for the protection of women and their children from various forms of violence cited under the Act; and
10. Monitor the established mechanisms for compliance and commitment of the police personnel on the implementation of the Act."

PNP Memorandum Circular No. 2001-007 (Guidelines in the Promotion and Strengthening of the PNP Women and Children's Desk) affirms the PNP's responsibility to "serve as an instrument of the government mandated to protect women and children due to their vulnerability to gender-based abuse and violence," consistent with the nation's commitment to international agreements on the protection of human rights.

The memorandum directs all police regional offices and stations to undertake measures that would "ensure the efficient and effective delivery of services to women and children in need of special protection." Specifically, every station should establish a women and children's desk with support from partners in government and NGOs.

"All police personnel must grow sensitive to issues surrounding women and children. Therefore, each member of the PNP shall be made to undergo gender and child sensitivity training and such other related training programs concerning women and children," the memorandum states.

Services and Operations

B.1. Mechanisms/ structures

Following are the mechanisms/ structures through which PNP carries out its anti-VAW commitment.

B.1.1. Women's and Children Complaints Division – Directorate for Investigation and Detective Management (WCCD-DIDM)

Per Staff Memorandum No. DIDM02-01, the WCCD's mission is to supervise and conduct police rescue operations and to investigate and prosecute cases concerning women and children as mandated by RA 7610, RA 8353, 8505, PD 603, RA 9208, RA 9262 and other pertinent laws for the protection of the rights of women and children. Provision is also made for special psychological, emotional care and treatment to be extended to victims.

The WCCD, which is under the Directorate for Investigation and Detective Management, is tasked to

- enforce all penal laws related to the protection of women and children from abuse, exploitation, discrimination and neglect.
- receive and make appropriate action on complaints and conduct investigation and filing of cases against offenders.
- provide necessary assistance to women and children in need of special protection.
- observe and comply with all judicial processes in addressing cases of violence against women and children that were filed in court to ensure justice and conviction.

Following are its services to VAWC clients:

- Receiving complaints on cases involving violence against women and children
- Referral for appropriate action to regional police offices or local police stations through their WCPDs
- Surveillance, rescue of victims and apprehension of perpetrators through its operative unit in the Criminal and Investigation and Detection Group (CIDG)
- Assistance in securing a barangay protection order or in drafting an application for protection order from the courts with the help of its lawyer-consultant
- Referral of victim to the Women's Crisis and Child Protection Center (WCCPC) for forensic interview and medico-legal examination
- Accompanying the victim to the WCCPC or the PNP General Hospital for medical treatment
- Referral of victim to other government agencies for welfare services such as shelter or free medical attention
- Facilitation of confrontations between women and their partners who are members of the PNP police officers in cases of abandonment, non-support, immorality and domestic violence
- Filing of cases and giving of testimony in court
- Rendering legal counsel and other functions as the PNP may require.
- Attendance in meeting or seminars, trainings addressing women and children concerns.
- Monitoring of WCPDs
- Maintenance of database

Located at the PNP's National Headquarter's Building in Camp Crame, the WCCD is open Monday to Friday, 8 am to 5 pm.

B.1.2. Women and Children Complaints Division-Criminal Investigation and Detection Group

A 24-hour service, the WCCD is one of the seven operating divisions of the CIDG. It was activated under Staff Memorandum No. 99-05 and was strengthened under General Orders No. DPL 01-03. These memos also require all regional offices to provide a team to function as WCCD in their respective regions.

The WCCD-CIDG is tasked to provide direct support to the PNP field units through a multi-disciplinary team approach of investigation and solution of major crimes committed against women and children especially those requiring specialized investigative techniques and intensive follow-up.

Specifically, it

- monitors, investigates and works toward the prosecution of all crimes committed against women and children of such magnitude and extent as to indicate their commission by highly placed or professional syndicates and organizations.
- conducts operations against wanted persons and organized crime groups especially those engaged in pornography, obscene publication and indecent shows, child labor, child prostitution and exploitation, trafficking and other forms of abuses committed against women and children.
- investigates cases involving violations of special laws such as RA 7610, RA 8353, RA 9262, RA 7877 and RA 9208.
- assists in the prosecution of cases being investigated by the PNP and its field units.
- coordinates with concerned agencies for comprehensive psycho-social interventions for women and children victims.

Since the WCCD-CIDG operates 24 hours a day, walk-in clients who needed assistance after office hours or during weekends are received by the unit.

According to a source at the division, WCCD-CIDG takes pictures in all instances. These remain in the safekeeping of the WCCD-CIDG and are attached to the case folder to ensure confidentiality. The same informant revealed that a WCCD-CIDG operation can include, rescue, arrest, surveillance and setting up of checkpoints, after pre-operation clearance (stating nature and place of operation) has been secured.

Moreover, said the informant, male personnel shall be prohibited from conducting investigation especially sexual abuse cases. In case the victim-survivor needs immediate medico legal examination, she is referred to the Women's Crisis and Child Protection Center crime laboratory or to the University of the Philippines (UP) - Philippine General Hospital (PGH) CPU. A female doctor shall attend to the victim-survivor of sexual abuse if this is preferred.

B.1.3. Women's Crisis and Child Protection Center (WCCPC)

The WCCPC is envisioned as a special unit composed of highly efficient, dedicated and well-trained PNP personnel tasked to provide multidisciplinary treatment to women and children subjected to abuse and violence. Supervised by the Directorate for Investigation and Detective Management, the Center provides quick-response and one-stop investigative and legal services to victim-survivors. It collaborates

with other PNP offices, government institutions and NGOs to see to it that victims receive medical and psychological care as well as other services that would ensure their recovery and reintegration into the community.

Services include:

- receipt of complaints on VAWC cases
- police investigation of all VAWC cases
- medico-legal examination
- psychological/ psychiatric and counseling services
- collection and preservation of evidence for use in the prosecution of VAWC cases
- referral to other government agencies and NGOs for the rehabilitation, recovery and subsequent reintegration into the community of the victim/survivor
- filing of VAWC cases with the courts
- acting as expert witness in VAWC cases

When clients are referred by the WCPD and WCCD-CIDG, the WCCPC conducts forensic examination only. Police investigation and the filing of cases in court are handled by the WCCD-CIDG or WCPD. However, the doctors who conducted the examination have the duty to testify in court.

In the case of walk-in clients or those referred by government and non-government institutions, all the services mentioned above can be availed of by the client including investigation and filing of case in court. Evidence gathered is placed in the custody of the PNP crime laboratory.

The WCCPC, located at the PNP General Hospital in Camp Crame, is open 8 am to 5 pm, Monday to Friday.

B.1.4. Women and Children Protection Desk (WCPD)

The WCPD is the principal component of the different police stations nationwide mandated to attend to cases of violence against women and children, including minors who violate the law and those at risk of danger, harm and exploitation.

The specific guidelines for WCPDs are:

Under Memorandum Circular No. 2001-007

1. All police stations are directed to ensure the existence of the WCPD in their respective areas.
2. An appropriated-sized billboard that spells out the WCPD office shall be conspicuously placed in the police station as an information help to its clients.
3. In highly urbanized cities, including the National Capital Region, the chief of police must provide a considerable number of police personnel, preferably but not limited to policewomen, to the WCPD so it can efficiently and effectively carry out its mandated functions.

Under Staff Memorandum No. DIDM02-01

1. All Women and Children Desk, Division Chiefs and investigators should be female Police Commissioned Officers or Police Non-Commissioned Officers. Male police personnel may be detailed only in the WCCD operation branches/section.
2. Male personnel who are placed on assignment with the WCPD must be made to undergo gender sensitivity and skills enhancement training and other personality and professional development, and shall be required to handle physical maltreatment and other non-sexual abuse cases of women and children as well as cases of children in conflict with the law.
3. The different gender-based crimes for which the WCPD shall be responsible are the following:
 - a. Rape
 - b. Acts of lasciviousness
 - c. Sexual harassment
 - d. Physical injury (wife-battering/ child maltreatment)
 - e. Seduction
 - f. Concubinage
 - g. Trafficking
 - h. White slavery
 - i. Child abduction
 - j. Child labor
 - k. Child prostitution
 - l. Parricide (where women and children are victims)
 - m. Illegal recruitment
 - n. Other related crimes (such as unjust vexation, slander, oral defamation, threats, etc)
4. Given the sensitive nature of cases of violence against women and children and the legal requirement of confidentiality in the handling of such cases, the WCPD shall have an exclusive, distinct and separate room for the investigation of such cases in order to ensure privacy for the victims. All police chiefs must ensure that this facility is available.
5. The police chief must ensure that the WCPD will prove equal to the demands of service to women and children clients, by providing necessary support by way of upgraded equipment, sufficient supplies and other operational needs.
6. There shall be a separate police blotter or record book in every police station for VAWC cases, including cases of minors in conflict with the law. Transmission of spot reports, investigation reports, and other similar documents must be done with utmost care and with appropriate security measures to ensure confidentiality of such records.
7. The police chief with the assistance of the WCPD officer must advise media reporters about observing guidelines on the reportage of women and children cases, so as to protect the victims/survivors from unwelcome public attention resulting from irresponsible delivery of information.
8. WCPD officers shall not be given multiple roles in the police stations so that they can devote their

time to the already tremendous functions and responsibilities described. Should it be necessary for a WCPD officer to perform additional function, this must be due to exigency of the service and shall first be cleared with the Provincial/ City/ District Police Director in the area.

9. Female WCPD officers can wear pants as standard office attire in day-to-day operational activities, in attending to cases of women and children, and in fieldwork such as case follow-up, court duties, interagency meetings, community affairs, crowd involvement, and similar undertakings. Skirts may be required during formal ceremonies, annual general inspections, and other formal occasions.
10. WCPD officers shall be made to undergo a skills enhancement training program that may be administered by higher headquarters and/or as may be initiated by some other government agency or NGO.
11. Recruitment of policewomen for assignment to WCPD shall be made regularly to beef up the personnel requirements of the unit.
12. PNP regional directors shall allocate sufficient funds chargeable against the GAD Budget for the operational requirements of their respective WCPDs.

WCPD services for VAW clients are

1. receiving complaints or filing the same in the police blotter;
2. police investigation of all cases involving violence against women and children;
3. surveillance, rescue of victims and apprehension of perpetrators;
4. assistance in the enforcement of the barangay protection order or a temporary or permanent protection order;
5. referral of victim to the WCCPC for forensic interview and medico-legal examinations;
6. accompanying the victim to the WCCPC or to the hospital for medical treatment;
7. referral of the victim/survivor to other government agencies for welfare services such as shelter or free medical attention; and
8. filing of cases and giving of testimony in court.

The WCPD is open 24 hours a day, seven days a week.

B.1.5. Family, Juvenile and Gender Sensitivity Division (FJGSD)

The FJGSD, under the guidance and supervision of the Directorate for Police Community Relations (DPCR), is the structure that enables the PNP to institutionally address the interrelated phenomena of family violence, gender inequality and discrimination, and juvenile delinquency, and to provide mechanisms for prevention. It is primarily responsible for ensuring that police officers particularly those assigned to VAWC cases are gender-sensitive.

DPCR Memorandum Circular 2002-001 states the FJGSD's functions:

1. Serves as focal point on matters relative to gender and development.
2. Formulates policies, programs and action plans on the following areas of concern: family

violence prevention, gender sensitivity and equity development, sexual harassment and women empowerment, human rights-based mechanisms for the protection of women and children, other analogous issues.

3. Participates in inter-agency affairs and legislative reforms aimed at addressing family violence, gender issues, violence against women.
4. Conducts trainings, seminars and conferences for police personnel and their families for the purpose of addressing family violence, gender equality and elimination of discrimination.

B.2. Linkages with other agencies

The PNP has established linkages with other government agencies especially in the areas of surveillance and apprehension of perpetrators and the provision of welfare services to VAW victims/survivors.

If shelter is needed, the PNP refers the victim/survivor to the DSWD. The WCCD has a direct link with the DSWD because the division chief is a registered social worker. WCPDs also have an established collaboration with local social welfare officials concerning rescue and attendance in court proceedings.

If a victim/survivor needs medical assistance or medicines and cannot be accommodated in the PNP General Hospital, she is referred to the East Avenue Medical Center, PGH or other government hospitals.

Other linkages are with UP Manila, Bantay Bata shelter and Child Justice League.

B.3. Personnel complement

B.3.1 Women and Children Concerns Division

The WCCD is headed by a female Police Senior Superintendent assisted by a female Police Superintendent. Their staff includes two Police Inspectors, three Police Non-Commissioned Officers, four non-uniformed personnel and one trainee.

These police officers perform the following tasks:

- Receive and act on all written complaints and referrals (from all over the country) on cases involving women and children and subsequently, direct respective Women and Concern Offices/desks in the Police Regional Offices, and monitor compliance or action taken by such offices or conduct investigation on complaints/reports on cases involving women and children that are not properly and judiciously acted upon by the concerned regional offices (Complaint Investigation and Action Section)
- Coordinate with the proper agencies to attend to welfare services needed or requested by any person concerning the welfare of women and children who are victims of violence or abuse (Women and Children Welfare Service Section)
- Supervise and control all operational activities and update information on organized crime groups engaged in the trafficking and abuse of women and children, and initiate case build-up necessary to support police operations (Detection and Operation Section)

- Maintain a database and profiling of VAW crimes and create and maintain a network of agencies both local and foreign to jointly address cases of exploitation and abuse of women and children (Research, Monitoring and Records Section)

The heads of the division and the police inspectors conduct intake interviews of walk-in or referred clients. They also facilitate confrontations between the women and their partners in VAW cases, the most common of which is deprivation of financial support.

B.3.2. Women and Children Complaint Division-Criminal Investigation and Detection Group

The WCCD-CIDG is staffed by 38 police officers: four commissioned officers, 30 non-commissioned officers and four non-uniformed personnel.

To operationalize its mandate and functions, the Unit is divided into the following branches and sections:

- Intelligence and Operations Branch with the Intelligence and Inspection Section and Operations Section
- Investigation Branch with the Complaint and Investigation Section, Evidence Section, Follow-Up and Warrant Section, and the Investigating Teams
- Social Services Branch with the Rehabilitation and Treatment Section, Guidance Counseling Section, and Public Relations and Information Section

B.3.3. Women and Children Protection Desk

Per PNP Memorandum Circular No. 2001-007 from the Office of the Chief, PNP, the functions and responsibilities of the WCPD in every police station are as follows:

- Enforces laws for the protection of women and children from abuse, exploitation, discrimination and neglect, including children who are in conflict with the law
- Investigates cases of women and children who fall victim to physical/sexual abuse and other gender-based crimes
- Participates in the legal and judicial process of addressing cases of violence against women and children with the purpose of serving the ends of justice for the victims
- Coordinates with other government agencies, NGOs, and the local community in pursuing an interdisciplinary and multi-jurisdictional response to the rights and needs of victims/survivors of abuse and violence
- Initiates crime prevention programs aimed at reducing and eliminating the victimization of women and children at home, in the neighborhood, in the workplace and in society
- Extends necessary assistance to women and children in need of special protection from the police;
- Conducts projects and activities related to women and children protection
- Performs analogous responsibilities

B.4. Training

To improve its investigative capability in cases of violence against women and children, the PNP conduct training activities for its WCCD personnel in coordination with other government agencies, NGOs and international and local funding agencies:

In house gender sensitivity training for police personnel is managed by the FJGSD. WCPD officers are also invited regularly to gender sensitivity training by NGOs.

For WCCPC staff, the minimum training requirement is the completion of a gender sensitivity training program. Personnel who undergo such training are expected to be able to conduct gender sensitivity training themselves and to facilitate the conduct of this training to all WCPD personnel in the National Capital Region.

Other training which the staff has attended are the Criminal Investigation and Detection Development Course, and Training on the Investigation of Crimes Involving Women and Children.

B.5. Facilities

B.5.1. Physical

WCCD. The WCCD office is located on the fourth floor, National Headquarters Building of the PNP in Camp Crame. Clients who go to WCCD for assistance are referred to WCCPC.

WCPD. Memorandum Circular No. 2001-007 provides that each WCPD in all police stations nationwide shall have an exclusive, distinct and separate room for the investigation of cases of violence against women and children, to ensure privacy for the victims. The police chief is held responsible for seeing to it that this facility is available.

PNP Regional Directors are also directed by the memorandum to allocate sufficient funds chargeable against their GAD Budget for the operational requirements of their respective WCPDs.

WCCPC. The Center is located on the ground floor of the PNP General Hospital in Camp Crame. Although it occupies but a small portion of the hospital, the WCCPC has maximized space use and has a reception area, playroom, conference area, audio-visual recording (AVR) room and medico-legal examination room. A separate entrance to the WCCPC is provided to avoid exposing clients to public attention. The front door opens to a reception area that does not give visitors a view of what is going on inside the other rooms. The medico-legal examination room is situated at the remote back portion of the Center to further protect clients' privacy.

When a victim/survivor is brought to the Center, the initial interview with the family member/guardian or social worker accompanying her is done in the conference room, which is equipped with a table and chairs. Other essential equipment in the Center are computers, printers and a photocopy machine.

Children, while waiting for their interview or medico-legal examination, may play, read, draw pictures or watch television in the playroom under the supervision of a child protection nurse. The playroom is provided with toys, television, reading materials and drawing materials. Paintings by a UP fine arts student

adorn the walls of the room, depicting trees and animals and other non-violent images. A video camera set up in the playroom allows the Child Protection Investigator of the Center to do a videotaped interview of the child (with the child's knowledge) from the AV room while the latter stays in the playroom.

The medico-legal examination room is likewise provided with the equipment necessary for determining the client's injuries and taking her medical history. Its most modern equipment is the colposcope for anogenital examination – it magnifies the anogenital area and photographically records the findings.

B.5.2. Budget

The budgets of the WCCPC and the WCCD come from the national budget of the PNP. The WCCPC's AV equipment and the colposcope were donated by UNICEF and the Royal Netherlands Embassy.

Memorandum Circular No. 2001-007 provides that PNP Regional Directors shall allocate sufficient funds chargeable against the GAD Budget for the operational requirements of their respective WCPDs. From this memorandum, it can be inferred that the budget of the WCPD comes from the GAD budget of the PNP Regional Offices.

B.6. IEC materials

The PNP maintains a website to inform and educate the public about such issues as home/family violence and the battered woman syndrome. Posters on crime prevention in general are also distributed for display in places frequented by the public.

The WCCPC has produced and distributed a pamphlet containing its vision and mission statement, historical background and services offered, along with its address and contact number.

The WCCD launched two manuals in November 2004, the Manual on Taking of Sworn Statement of Children and Investigation of Crimes Involving Women and Children.

B.7. Information and documentation system

B.7.1. Format

Section 48 of the IRR of RA 9262 provides that the WCPD officer must maintain a periodic assessment report of all cases reported to the police in violation of the Act.

WCCD uses the Complaint Standard Reporting Form which applies to all cases.

B.7.2. Reporting data

In the complaint standard reporting form, the reporting officer/unit should write down the following initial data: 1) person/unit reporting; 2) date accomplished; 3) referring party and contact numbers; 4) investigation/case number; and 5) name of investigator/interviewer.

The data reported in the main part of the report form is classified into: 1) offense data, 2) victim's data, 3)

offender's data, 4) evidence data, 5) case disposition, and 6) incident brief.

The offense data shall include the time/day/month/year of commission, place of commission and offense committed.

The victim's data shall include the name of the victim, sex, age and date of birth, place of birth, highest educational attainment, civil status, nationality, present address, provincial address, parents' names, occupation, identifying documents presented, and contact person, address and contact numbers.

The offender's data shall include the name of the offender, sex, age and date of birth, civil status, highest educational attainment, nationality, previous criminal record, employment information, last known address, relationship to victim, and identifying documents presented.

The evidence data must specify the weapons/means used, and the motive/cause. It should also note whether the suspect is under the influence of drugs, alcohol or others and whether medico-legal examination was performed or not.

Under the case disposition portion, the report must indicate how the case was disposed/handled, whether the victim/survivor is in the custody of others and whether the suspect has been arrested, detained or at large.

Any incident pertinent to the reported case must also be specified in the incident brief.

When asked about the form, however, some WCCPC personnel did not seem to know that it exists. Rather, the Center's report is maintained in the computer and updated every month.

B.7.3. Reporting System

Police stations are required to submit the above-mentioned Complaint Standard Report Form every month to the WCCD. This covers all cases pertinent to women and children.

PNP Memorandum Circular 2001-007 on (Guidelines on the Promotion and Strengthening of the PNP Women and Children's Desk) specifically provides that the transmission of spot reports, investigation reports and similar documents must be made in confidentiality and should be covered with appropriate security measures to ensure that such records remain confidential.

B.7.4. How the information is used, who uses the information

Data culled from the report is used to monitor the number of VAW cases. The statistical report on VAW is posted periodically on the PNP website. It is also used by the WCCD-DIDM to monitor and evaluate the performance of WCPDs nationwide and as basis for the Performance Evaluation Rating of Regional Offices.

C. Baseline Data from Women and Children Protection Desks

C.1. Calbayog City Police Station

Informant: POI Angelyn Glou Cortado – WCPD, Intelligence and Investigation Section

C.1.1. Services

- Investigation
- Counseling
- Filing of cases in court

The desk caters to 157 barangays. The usual duty hours of personnel are 8 am to 5 pm but all of them are on-call 24 hours.

When the station receives a VAW-related complaint, the same is entered in the general blotter then referred to the WCPD where it is recorded in a separate logbook. Interview is conducted by a female police officer in the separate room assigned. The investigation and affidavit execution is done in the Intelligence and Investigation Section where the computer is located. Afterwards, the client is referred for medical and social services. These services are accomplished within day.

To ensure confidentiality of cases, the media is asked not to disclose information on VAW cases.

C.1.2. Linkages with other agencies

Clients are referred to WESADEF (??) or the DSWD for free moral, emotional and legal counseling and shelter, with a written request for the services.

C.1.3. Personnel complement and training

There are five female police officers assigned in the WCPD: (1) Senior Police Officer IV who has been in service for 20 years, (2) Senior Police Officer I who has been in service for at least 10 years, and (3) three Police Officers with at least 2 years in service.

These police officers handle 5-10 VAW cases at any given time.

C.1.4. Facilities

The WCPD has a separate office with framed bright pictures on the wall. The station has a vehicle which the WCPD can use in cases of emergency or rescue operations. It shares a computer with the Intelligence and Investigation Section. It has its own logbook.

C.1.5. IEC materials

The public is informed of the services of the WCPD through participation in the activities of the Police Community Relations Section, the DSWD and partner NGOs such as WESADEF.

The WCPD also has streamers and pamphlets.

C.1.6. Information/documentation system

Reports of the complaints received are submitted by the WCPD investigator to the PNP provincial office and PNP regional office.

The tracking of cases filed in court is done by the Warrant and Subpoena Section.

C.2. Bacoor Municipal Police Station (Cavite)

Informants: PO1 Venus Doria – Finance and Supply and PO1 Rowena Solis – FJGSS

C.2.1. Services

The station caters to 73 barangays and about half a million residents. There are substations located around the municipality but VAW cases are referred to the municipal police station as the substations have no WCPD.

The WCPD is open from 8 am to 5 pm. When a client comes after 5 pm, she is attended to by an investigator on duty, usually a male.

C.2.2. Personnel complement and training

One female police officer is assigned to the WCPD. She is also the Police Community Relations Officer and has been with the WCPD since 2003.

C.2.3. Facilities

The WCPD has a separate office measuring about 3 x 4 meters. The walls have framed tables of the HRDD. The office is shared with the Administrative Section, Human Resources Development Division, Police Community Relations and the Family Juvenile and Gender Sensitivity Division.

The office contains the following:

- medicine cabinet (empty at the time of the visit)
- computer and printer
- air conditioning and electric fan
- two tables and five chairs
- kitchen sink
- filing cabinet

C.3. Sta. Catalina Municipal Police Station (Negros Oriental)

Informant: SPO4 Nanette Vibanes – WCPD, Intelligence and Investigation Section

C.3.1. Services

- Investigation
- Ocular/home visits
- Community meetings/ discussions

The WCPD caters to 22 barangays and 67,000 residents. The farthest barangay is about 23 kilometers from the station.

The office is operates 8 am to 5 pm everyday. Personnel are on call 24 hours. When complaints are received after 5 pm, the desk officer would contact the WCPD personnel who would immediately proceed to the police station.

The system on receiving complaints is as follows:

1. VAW clients may proceed directly to the WCPD. Those who proceed to the desk officer are referred to the WCPD.
2. The WCPD conducts the initial interview.
3. The name of the parties and the details of the incident are written in the WCPD logbook, not in the general police blotter.
4. If medical attention or counseling is necessary, a written request is made with the Municipal Health Officer (MHO) or the DSWD.
5. If the MHO is not present, the client is accompanied to the district hospital.
6. The witness is instructed to gather the necessary evidence for her case.
7. After all the necessary documentary evidence and witnesses are secured, another meeting is set up for the in-depth investigation and the preparation of the client's sworn statement and that of her witnesses.

In domestic violence cases, the following is the usual scenario:

1. A woman comes to the station for assistance.
2. The WCPD and the DSWD respond and proceed to the residence, with or without the woman.
3. The husband, caught in the act of destroying property or making a disturbance, is arrested and brought to the station.
4. The husband is detained.
5. If the client decides that she will not file a complaint against her husband, the couple is given counseling then referred to the DSWD for further counseling. No complaint is filed.
6. In case violence is repeated, the woman is encouraged to file a case. However, the decision is hers.

Rescue operations are conducted as follows:

1. Operations are conducted in collaboration with the DSWD.
2. A preliminary meeting is held to discuss the details of the operations considering that most of the terrain is mountainous.
3. The DSWD takes the lead in entering the premises while the PNP observes and responds

when necessary.

4. Request for the use of a vehicle is made with the Mayor's or Vice-Mayor's Office.
5. Victims are brought to the station to ensure their safety.
6. To ensure confidentiality of cases, no media is allowed inside the office. The interview is done with the door and windows closed.

C.3.2. Linkages with other agencies

Referrals are made through written requests. Clients are referred to the Municipal Health Officer for medico-legal examination. Requests for counseling, financial assistance and shelter are sent to the DSWD.

There is also a one-stop shop in Dumaguete City where minor rape victims are referred.

C.3.3. Personnel complement and training

There are two female police officers assigned in the WCPD: (1) Senior Police Officer 4 who has been assigned in the WCPD since 1992; and (2) Police Officer 2 who has been in the WCPD for a year. Because they are few, female police officers are automatically assigned to the WCPD.

Being the only female police officer in the station at the time, the informant was designated WCPD officer in 1992. She had no prior training on how to manage VAW cases, and was not sent for training until long after she assumed the post.

Training is sponsored by NGOs and the PNP. The PNP training includes how to handle cases of violence against women and children and how to file a case. Gender concepts and gender sensitivity are included in the modules. There is no separate training on gender sensitivity. However, gender sensitivity is included in the module of the Junior Leadership Course, the mandatory course for PNP recruits.

The WCPD officers have no institutional stress debriefing activities. They handle a maximum of 10 cases a month.

C.3.4. Facilities

There is a separate building for the WCPD with its own entrance.

The office has three tables. Posters on women and children from NGOs and the PNP are posted on the wall. There are also reading materials on laws on women and children, provided by NGOs. There is no computer. The station does not have a mobile car but would request the Mayor' or Vice-Mayor's Office for assistance when a vehicle is needed.

C.3.5. IEC materials

A weekly (every Saturday) pulong-pulong or consultation is conducted by the PNP in the barangays. Barangay officials and residents are invited and discussions on the laws on women and children are held.

In collaboration with the Municipal Women's Commission and some NGOs, the WCPD officers are also regular guests in a radio program on women.

C.3.6. Information/ documentation system

NCRS (Complaint Standard Reporting) - a monthly report is sent to the provincial office, as well as a spot report right after a complaint is received.

Spot reports are made only in cases of rape and trafficking. No spot report is done in domestic violence cases except when the victim dies or is so badly injured that she gets hospitalized.

To ensure confidentiality, VAW incidents are not included in the daily morning report. Spot reports on VAW cases are indicated as confidential by the type of radio message sent.

C.4 Imus Police Station (Cavite)

Informant: PO1 Wilfreda Eleazar

C.4.1. Services

- Investigation
- Counseling
- Referral
- Case monitoring
- Filing of cases in court

Only the municipal police station has a WCPD. Substations located around the municipality refer VAW cases to the municipal police station.

The WCPD operates 8 am to 5 pm everyday except Friday when it is open for 24 hours because the WCPD officer is the officer on duty. If the WCPD officer is not available, a male investigator handles the case and interviews the victim/survivor but does not get her statement.

The desk handles cases of sexual abuse and all crimes committed against a woman including altercations between neighbors and oral defamation regardless of whether the accused is a man or a woman. The WCPD has no record of complaint for violation of RA 9262 or RA 9208, and has no experience in enforcing a temporary/ permanent protection order.

The handling of VAW cases is completed in about two hours, as follows:

1. VAW client comes to the station, or the WCPD gets a call from DSWD saying that a client is coming to the station. In some cases, the WCPD officer fetches the client from the DSWD office. To ensure that she is not seen, the client is led through the back door which is near the WCPD.
2. If the client comes to the station without DSWD assistance, the desk officer enters the name of the client, that of the offender, and basic information about the incident (date, place of commission).

The client is then referred to the WCPD.

3. The WCPD officer conducts the interview inside the office. The door is locked and no other persons are allowed inside.
4. The officer endeavors to build a relationship of trust with the client. If the client has a companion, she is asked if she is comfortable having that person in the room. If she is not, the other person is asked to step outside.
5. During the interview, data is written in the officer's notebook and later rewritten in the WCPD logbook. No tape recorder is used.
6. The sworn statement is drafted. The client checks it. The companion is also asked to check the client's sworn statement before she signs it.
7. The officer lists the other documents or evidence that might be presented and asks the client to produce them the following day. If the documents are complete, the case is filed in the prosecutor's office on the same day.
8. The victim is given a letter of request addressed to the appropriate agencies. If the victim manifests that she needs assistance to go to the NBI or PGH, the WCPD officer and a DSWD social worker accompanies her.

Rescue operations are also done in collaboration with the DSWD, which takes the lead in entering the premises while the PNP observes and responds when necessary.

The assistance rendered in court proceedings is limited to the filing of cases in court and when summoned to testify. The WCPD officer does not accompany the client during hearings. However, she notes in her notebook the IS # of the cases filed in court and the handling fiscal.

C.4.2. Linkages with other agencies

Referrals are made through letter-requests. Clients are referred to the NBI and PGH-CPU for medico-legal examination and to the Municipal Health Officer for health services. The DSWD also helps in the conduct of seminars, in accompanying the client to the NBI or PGH, assists the client in the payment of court fees and other financial assistance.

The WCPD and the PCR also coordinates with the Office of the Vice Mayor and the Gender and Women Committee in the conduct of community information campaigns.

C.4.3. Personnel complement and training

One female Police Non-Commissioned Officer is assigned in the WCPD. Since entering the PNP in 2002, PO1 Eleazar has been with the WCPD, first in Cavite City and now in Imus.

After graduation from training schools, women officers are assigned to stations without a female non-commissioned officer and are detailed to the WCPD.

Prior to her assignment, PO1 Eleazar had attended a two-day seminar on how to handle complaints and the investigation of VAWC cases. It was conducted by the PNP in collaboration with the DSWD and some lawyers.

Since then she has also attended further training on how to conduct investigation of VAWC cases including the five-day training module, and orientation on RA 9262 sponsored by the LGU. She has had no formal training in gender sensitivity but this is one of the introductory topics of the seminars she attended.

Participation in a training program is usually on invitation by an NGO or directed by provincial headquarters, but training is not regular.

The de-stressing activity of the WCPD officer is watching television. She receives around 5-10 VAWC clients a week.

C.4.4. Facilities

The WCPD has a separate office, around 3 x 6 meters, painted a bright orange color, with framed pictures of flowers and animals on the wall and framed poems on children. It has its own computer, three tables, five chairs and bookshelves. The office is shared with the Police Community Relations Officer, also female.

The station has its own vehicle but if it is not available, the WCPD officer requests the DSWD for the use of the ambulance.

The WCPD has its own logbook.

Reading materials available in the WCPD are: lawbooks (Revised Penal Code, Family Code); the Juvenile Justice Training Manual; selected documents on the implementation of RA 9208; RA 9231 and its Implementing Rules and Regulations; and RA 9262 and its Implementing Rules and Regulations.

The WCPD has no intake form. Data gathered during interview are written on the officer's notebook and later entered in the logbook. Referral is done through personalized letter-requests to the appropriate agencies.

C.4.5. IEC initiatives

An anti-drugs and anti-VAWC information campaign is done almost every week in the barangay through seminars attended by barangay officials, residents and students.

Materials are not distributed for lack of funds.

C.4.6. Information and documentation

Cases are monitored by telephone, with either the officer or the complainant making the call.

The various reports submitted are:

1. Spot reports -- done for all crimes reported to the WCPD committed at least one week ago, and submitted to the Investigation Section at provincial headquarters. All the crimes under the different categories are consolidated in one report.
2. Progress report -- done after the appropriate case is filed in court and includes the resolution of the fiscal.
3. NCRS (Complaint Standard Reporting) -- monthly report sent to the provincial office; the report is per offense/crime filed in court.
4. Recapitulation report -- statistics of cases handled, usually prepared for the annual general inspection

C.5. Dasmariñas Police Station (Cavite)

Informant: PO2 Verna Tamarce

C.5.1. Services

During the interview for this baseline report, a woman filed a complaint for battering against her live-in partner. The station handled her case in the following manner:

1. 1. Client came to the station with her sister. She was interviewed by the desk officer who wrote down the data in the police blotter.

(According to the WCPD officer, the usual procedure is that VAWC complaints are not recorded in the general police blotter unless the client requests it. When a person comes to the station, the desk officer determines right away if the case is VAW-related and if it is, refers the complainant to the WCPD without recording the case in the general blotter. However, if there is nobody at the WCPD, the desk officer records the complaint in the general police blotter. In cases of rape, no entry is made in the police blotter

2. The client and her sister were told to secure a medical certificate at the health center.
3. Having secured the medical certificate, the two went back to the desk officer, saying they want to get the child who is in the custody of the offender. They were told to go the WCPD and talk to the social worker.
4. The talk with the social worker lasted around 10 minutes. The client was asked what happened and what she wants to do or happen, and was instructed to get a copy of the child's birth certificate.
5. After receiving the copy of the child's birth certificate, the station planned the rescue. Two male police officers and the social worker accompanied the client and her sister to the house.
6. The social worker talked to the perpetrator, who peaceably turned over his child to the authorities.
7. The client went back to the police station and was instructed to look for the WCPD officer for

filing of the case. The interview and the preparation of the sworn statement were done in around one hour. An initial interview was conducted at the WCPD office. The officer did not introduce herself.

The WCPD officer was not present in the station when they first came because she was in the fiscal's office for an inquest investigation.

8. Since the WCPD does not have its own computer, the officer and the client went to the Investigation Section (another office) where the computer is located, to prepare the sworn statement. Present in the room were two other police officers (male) and the client's sister and child.
9. Because it was already 7 pm, the client was told to come back the next day for the filing of the case. She was told to prepare money. The client's sister said that they do not have money. The officer did not offer any remedy.

It should be noted that the WCPD officer did not inform the client of remedies other than the filing of a criminal case for violation of RA 9262. She said nothing about the right to a protection order, which seems a more appropriate remedy in this case than the filing of criminal charges.

In domestic violence cases, the client is asked if she wants to see and talk with her husband, and if she is determined to file a case against him. If the client is not sure, the officer will not charge the perpetrator.

During regular working hours, the following procedure is followed:

1. The desk officer refers the client to the WCPD. No entry is made in the general police blotter unless the client so desires. No entry is made in rape cases.
2. The social worker interviews the victim/survivor and conducts counseling. The complaints are recorded in the WCPD logbook.
3. After the counseling and initial interview, the police officer gives the client legal advice.
4. They then proceed to the Investigation Section for the preparation of the sworn statement.

The WCPD renders the following services:

- Investigation
- Counseling
- Referral
- Filing of cases in court
- Temporary shelter
- Rescue

Only the municipal police station has a WCPD. It caters to 75 barangays and about 700,000 residents. The eight substations located around the municipality refer VAW cases to the municipal police station or call the station for advice.

The WCPD operates 24 hours a day. Since there are two female WCPD officers, they take turns in being on duty for 24 hours.

The rescue of a child is done in collaboration with the DSWD:

1. Before the conduct of the rescue, the social worker and the WCPD officer meet and make the necessary preparations (coordination, use of vehicle, who are the other members of the team).
2. A copy of the blotter, the birth certificate of the child and the identification of the client are secured.
3. Two police officers including the WCPD officer and the social worker inform the barangay officials of the operations and secure their assistance.
4. The team proceeds to the residence or place where the child is kept. The DSWD takes the lead in entering the premises and negotiates. The PNP observes and responds when necessary.

Assistance rendered in court proceedings includes filing of cases in court, and giving of testimony or appearance in court when called. The WCPD officer is also present during inquest proceedings. After the case is filed with the prosecutor, she no longer participates in the proceedings except when called by the court to appear.

The station has no record of complaint for violation of RA 9208. The cases include violations of RA 9262 (physical and economic abuse cases) and RA 7610 (sexual and physical abuse cases).

To ensure confidentiality, there is a separate logbook for VAW cases. Access to case folders is limited to the handling investigator. No radio message is sent for rape cases.

C.5.2. Linkages with other agencies

Referrals are made through letter-requests. Clients are referred to the NBI and PGH-Child Protection Unit for medico-legal examination and/or neuro-psychiatric examination and treatment. Clients are also referred to the Camp Crame Crime Laboratory and WCCPC for medico-legal examination.

A social worker from the DSWD is detailed with the WCPD. A letter of request/referral is not necessary for the services of the Rural Health Office.

C.5.3. Personnel complement and training

Two female Police Non-Commissioned Officers are assigned with the WCPD. A social worker from the DSWD has been detailed with the WCPD since 2000.

PO1 Tamarce was assigned to the WCPD upon joining the PNP in 1999, being the only female police officer in the station at the time of interview. She did not have any prior training outside of training school, but has since attended several training programs. These include:

1. Orientation on Gender and Women (2001) sponsored by TUCP
2. Short Course on Law Enforcement against Sexual Abuse and Exploitation of Children (2001)
3. Regional Convention for Women and Children's Desk Offices (2001) sponsored by NAPOLCOM-PRO4
4. Training of Trainers on Investigation of Crimes on Women and Children (2001)
5. First Aid and CPR
6. Multi-Disciplinary Approach to Investigating Shaken Baby Syndrome Cases (2001)
7. Seminar on Criminal Investigation (2002) sponsored by IBP, PRO
8. Trainer's Course on Child-Sensitive Investigation (2003) sponsored by UNICEF

Training is usually upon invitation by NGOs.

The office receives 3-8 cases a day. There are 300 VAW cases pending in court.

C.5.4. Facilities

The WCPD has a separate office (shared with the Police Community Officer, also female) measuring around 4 x 6 meters. It is painted bright yellow with flowers and Disney characters. Posters from UNICEF are used to cover the glass windows.

There are three tables and six chairs, television, and a cabinet with toys and reading materials for children. The room is air-conditioned but does not have its own computer.

There is also a bedroom which can be used as a temporary shelter, with a double-deck bed and a cabinet.

Reading materials found in the WCPD are: Fact Sheet from UNICEF; RA 9208 from TUCP; (3) Developing Programs for the Girl Child from UNICEF; Child Abuse and Neglect: Internal Journal from the Internet; and Child Labor from UNICEF. The social worker detailed in the WCPD has been very helpful in securing resource materials for the office.

C.5.5. IEC activities

A barangay visitation is conducted every month to orient barangay officials on VAW issues. WCPD officers are among the resource persons and discuss RA 7610 and RA 9262. Copies of RA 9262 and posters on child protection have been distributed.

C.5.6. Information and documentation system

The following reports have been submitted:

1. Spot reports - done upon commission of the crime or upon filing of complaint.

To ensure confidentiality, no spot report is done for rape cases. There is a special written report for these cases. Spot reports for domestic cases are submitted only when an arrest was made or the victim died or was severely injured.

2. NCRS (Complaint Standard Reporting) -- monthly report sent to the provincial office. The report is per offense/crime filed in court.
3. Statistics of cases handled -- submitted to the Operations and Intelligence Section

C.6. Police Station 10, Kamuning (Quezon City)

Informant: PO3 Gina Labay & PO3 Virginia Sugban

C.6.1. Services

The WCPD only does investigation work. Operating hours are from 8 am to 5 pm and covers 11 barangays, Roxas being the farthest.

Protocol:

1. Filing of complaint or referral of the same to other agency is made within the day the complainant asked for assistance.
2. Rescue operations are conducted on the same day this is sought by the victim/survivor.
3. WCPD officers inform clients of their rights and remedies. The final decision is left to the client.
4. The conduct of arrest is coordinated with male police personnel.
5. Officers testify in court proceedings.
6. Police Station 10, in cooperation with CATW-AP and SAMARITANA, forged an agreement not to apprehend prostituted women for vagrancy. This became a policy of Police Station 10.
7. Only the complainants are allowed to enter the WCPD room.

These are, however, unwritten policies.

C.6.2. Linkages with other agencies

The practice of making referrals to East Avenue Medical Center and other institutions has long been established. Referral is made through a computer-generated memo form.

C.6.3. Personnel complement and training

1. SPO4 Corazon Sandoval – WCPD chief, has been in the service for 25 years and was assigned to the PS10 WCPD in 1999
2. PO3 Gina Abay -- eight years in service
3. PO3 Virginia Sugban – eight years in service

Training:

1. Public Safety Basic Recruitment Course (PSBRC) -- September 1998
2. Criminal Investigation and Detection Course (CIDG) -- March 19, 2002
3. Public Safety, Narcotic Investigation Course (PSNIC) -- Aug. 3, 2004
4. GST -- annually (city government of QC)

5. Lectures -- on RA 7610, RA 9208

C.6.4. Facilities

A separate room for the WCPD is provided. It has the following equipment:

- 1 computer and a printer
- 4 chairs and 1 table
- air-conditioning
- posters (from Camp Caringal)

However, there is no telephone line exclusively for WCPD use.

The WCPD keeps a separate logbook for VAW cases but the same is also recorded in the main blotter. It does not have a flowchart of services. A computer-generated referral memo is used to make referrals to East Avenue Medical Center and other agencies.

The desk has some manuals and primers including a police handbook, a juvenile justice training manual and a primer on anti-trafficking.

C.6.5. IEC materials

- RA 9208 posters (ILO, UNICEF and NGOs)
- Stop Child Domestic Labor (ILO & Visayan Forum) - Kasambahay Hotline
- How to Handle Child Accused: Guide to Law Enforcement
- Bantay Bugaw (CATW-AP & USAID)
- Rights of the Accused (Philippine Jaycees & Caritas Manila)
- Youth Offenders Have Rights Too (UNICEF & CHR)
- Be Alert to Sexual Abuse (UNICEF)
- Please Take Care of Me (Bantay Bata 163)

C.6.6. Information and documentation

Weekly report to the District Personnel and Human Resources Development Division (DPHRDD), Camp Caringal:

1. Crimes Against Women Tracking System
2. Crimes Against Children Tracking System
3. Children in Conflict with Law Tracking System

Monthly report (submitted to Camp Caringal):

1. Standard Complaint Form (Napolcom Form 24)
2. Napolcom Form 21 - Monthly Report of Cases by Women
3. Napolcom Form 22 - Report of Male Person Arrested
4. Napolcom Form 23 - Report of Female Person Arrested

Reports are consolidated and used for statistical purposes. They are also the basis for the evaluation and rating of the WCPD.

C.7. Police Station 8, Project 2 (Quezon City)

Informant: PO2 Florlhee Raciles Guira- WCPD

C.7.1. Services

The WCPD conducts investigation, does house visits, and gives testimony in court. It operates from 7 am to 11pm but WCPD personnel are on call 24 hours.

The police station covers 21 barangays, Ugong Norte being the farthest. It is the policy of the police station to:

1. Respond immediately (in 5-10 minutes). If the incident occurs in Bagumbayan, WCPD personnel may use the police patrol car.
2. accompany the arrested person for inquest within the day.

No case of prostituted women has been addressed by the WCPD. However, the Police Station has no policy on the non-apprehension of prostituted women for vagrancy.

In some VAWC cases, parties are left to talk with each other in the police station.

C.7.2. Linkages with other agencies

A system of referral for medical examination to East Avenue Medical Center and Quirino Hospital has been established, likewise with referral for shelter to Molave Rehabilitation Center.

C.7.3. Personnel complement and training

- SPO1 Delia Ortillas -- chief (11 months) - CPD, entered the service as PC
- PO2 Florlhee Raciles Guira (1 year) -- CPD recruit
- PO2 Maricher Guerrero (11 months) -- CPD recruit

Prior to the assignment of the above personnel, there was no WCPD at Police Station 8. All the cases were handled by male investigators.

Training:

1. No formal training yet except for some seminars on RA 9262 and RA 7610
2. GST (mandatory for all policewomen)
3. Short seminar on law and jurisprudence (UP College of Law)

The Police Station caters to a maximum case of 5 per month (average of 2 cases a month).

C.7.4. Facilities

1. Police Station 8 is currently undergoing renovation and has no separate room for WCPD at the moment. But one room at the ground floor will be provided.
2. Interviews of VAW cases are conducted in a separate room in one of the station offices.
3. One computer is shared by all police personnel.
4. There is only one blotter in the station. There is no separate blotter for women cases.
5. There is no separate phone devoted to WCPD.
6. The WCPD has neither signage nor a flowchart of services.

The intake form -- a Napolcom-issued form (Standard Complaint Form) -- is submitted monthly to Camp Caringal. Copies of the same are furnished to WCCD-DIDM and NAPOLCOM. The forms are computer-generated, including the forms for referral to East Avenue Medical Center, Quirino Hospital and Molave Rehabilitation Center.

C.7.5. IEC Materials

The WCPD has no manual on laws. There are posters on child abuse and the battered woman provided by Camp Caringal.

C.7.6. Information and documentation system

Report forms are the basis of statistics and evaluation of the WCPD.

C.8. Baler Police Station (Aurora)

Informant: PO1 Ella Marie Santiago – WCPD

C.8.1. Services

Services include investigation, arrest and referral of client to agencies when the WCPD does not provide the needed services

Operating hours are 8 am to 5 pm Monday to Friday. WCPD personnel are on call on Saturdays and Sundays.

The WCPD covers 13 barangays, Barangay Calabuanan being the farthest.

Services are accomplished within an hour; referral to DSWD is immediately facilitated since the office is within walking distance from the police station. The swiftness, with which an arrest is made, however, depends on the situation and circumstances.

WCPD personnel have not yet testified in court as cases are still pending with the prosecutors.

It is the policy of the WCPD not to provide information on victims to the media particularly radio and other local media. However, this is not a written policy.

C.8.2. Linkages with other agencies

A system of referral to DSWD and public hospitals has been established.

C.8.3. Personnel complement and training

1. PO2 Amelia Sanches – 4 years in service, immediately assigned with the WCPD
2. PO1 Ella Marie Santiago – 2 years in service, immediately assigned with the WCPD

Training and seminars:

1. Seminars on laws (RA 9262, RA 9208, RA 7610 and other laws concerning women), sponsored by NGOs
2. Feminist counseling, sponsored by Philippine Educational Theater and Arts (PETA) and KALINGA

The two officers have not attended formal stress debriefing sessions. However, they benefit from sharing their experiences with each other.

The WCPD handles at least eight VAW cases a month.

C.8.4. Facilities

The WCPD maintains a separate room as its office. However, it is situated at the back portion of the police station and is sometimes dark. The interview room needs some renovation. It lacks signage and no flowchart of services is posted in the station. The WCPD maintains a desk outside of its office, near the complaint desk, so it may be easily seen by victim-complainants.

Sometimes the interview is conducted in the investigation room of the police station (may be used by all units/divisions of the Baler Police Station).

The WCPD has one computer and printer. It has no vehicle exclusively for its use. It maintains a separate logbook for women and children cases; however, the same entries are also written in the general blotter.

Manuals are those given during seminars and trainings attended by WCPD personnel.

The WCPD has its own intake form designed by its personnel. Report forms include the Standard Complaint Form which is submitted monthly to the Provincial Women's Desk. There is no standard format for the referral or request form as it varies by agency.

C.8.5. IEC Materials

The desk has some posters provided by the Provincial Women's Desk and the DSWD. Copies are posted in every school and in business establishments. WCPD personnel conduct weekly barangay orientation on laws – target participants are barangay officials and youth in the community.

C.8.6. Information and documentation system

WCPD personnel regularly submit a case tracking report to the Provincial Women's Desk which in turn submits it to PNP Camp Crame. The reports are the basis for evaluation of the performance of the WCPD.

Assessment of WCPD

Not all WCPDs have been able to comply with the legal mandate on what services to render. Except for investigation, the services vary for every WCPD. Apparently, those who have better resources are able to provide more services while others who barely have resources provide minimal services.

The same is true with facilities and equipment. In fact, there is one station among those visited which cannot assign a separate room for its WCPD. In such a situation there is less likelihood for the client to be provided efficient and effective services. Certainly, maintaining privacy and confidentiality is made more difficult if a separate investigation room is not provided.

It must also be noted that a number of WCPDs still enter VAW cases in the general blotter/logbook despite the clear provision of the law that a separate blotter/logbook shall be maintained for such cases. This also shows a variance in procedure which can reduce the efficiency with which VAW cases are handled.

While the PNP wants a 24-hour operation for every WCPD, there are some who cannot do this because of lack of police personnel.

Some WCPD personnel said they were able to attend Gender Sensitivity Training. This is conducted by different agencies/organizations which are likely to have different methodologies, and which may result in varying orientations on gender sensitivity. With regard to other training, there seems to be no standard training requirement for all WCPD personnel.

However, the monitoring forms and reportorial requirements are standardized.

In sum, much needs to be done in the effort to standardize services, protocols, facilities and personnel qualifications/skills among WCPDs. Policies set by the PNP have yet to be put into full operation.

D. General Assessment

It is noteworthy that the PNP Ethical Standard mentions respect for women as one of its core values.

Furthermore, the PNP Reform and Reorganization Act, implemented since 1998, mandates the establishment of WCPDs nationwide.

The memorandum implementing this mandate acknowledges the PNP's duty to protect women and children due to their vulnerability. It also directs all police offices and stations to ensure the efficient and effective delivery of services to women and children. There is also a mandate that all police personnel must be gender-sensitive.

Furthermore, there is a protocol to be followed in the filing of administrative charges when the VAW perpetrator is a police officer.

D.1. Mechanisms

D.1.1. Women and Children Concerns Division

WCCD's efforts towards protecting children through the implementation of various programs to cater to their needs are commendable. However, much needs to be done when it comes to VAW cases.

The division has no system or flowchart of services. It is not clear what types of VAWC cases can be directly addressed by the division, although the most commonly reported case is that of deprivation of financial support when the respondent is a police officer. In such cases, the division facilitates "confrontations" between the parties. Other cases not directly cognizable by the office are referred to the concerned agency/unit or division.

The police inspectors conduct interviews of women clients. There are no guidelines to be followed in conducting the interviews to ensure confidentiality and gender responsiveness. Division personnel are also not required to undergo gender sensitivity training.

With respect to the facilities, the division is located on the fourth floor of the PNP National Headquarters. Women victims, especially those who are battered or sexually abused, may find the location very inconvenient because of the distance and the absence of an elevator. The office is very small and no separate room is allocated for interviews of clients. The division has no visible sign indicating its location.

D.1.2. Women's Crisis and Child Protection Center

The WCCPC is focused on providing services to child victims. It has a child protection specialist and a child psychologist. A large portion of its area is for facilities for child victims such as the playroom, audio-visual room and medico-legal examinations room. The flowchart of patient care is also focused on child victims.

Women victims of violence are usually referred to the WCCD-CIDG for forensic interview/ medico-legal examinations.

No social worker is employed in the WCCPC despite the mandate for such a position in the memorandum creating the center. Hence, clients are referred to NGOs, the National Center for Mental Health (NCMH) and the DSWD for psychological counseling.

The center operates only until 5 pm and only from Monday to Friday.

No emergency vehicle is assigned to the center, hence, personnel rely on the availability of the ambulance of the PNP General Hospital.

However, confidentiality is ensured. The center is set up in such a way that a client is not seen from the outside. Even the reception area is enclosed. Although the WCCPC is located at the ground level of the

PNP General Hospital, it has a separate entrance for the benefit of its clients.

Moreover, the policy is strictly followed that only the staff handling the case has access to data on the client. Media is prohibited from entering WCCPC.

Gender sensitivity training is mandatory for WCCPC personnel.

There is no clear policy on monitoring clients or cases referred by WCCD-CIDG and WCPD for medico-legal examinations. The results of the examination are relayed to the referring unit and the examining doctor testifies in court. The referring unit is responsible for filing the case in court.

D.1.3. Women and Children Protection Desks

The PNP has established 1,782 desks. However, desks still have to be established in Police Regional Office 9 (3 desks) and in ARMM (29 desks).

There is a shortage of 2,856 female police officers. Also, to fill up a standard eight-hour duty or three shifts a day an additional 2,865 female police officers is needed.

The PNP has no data or information as to the compliance with the directive to ensure confidentiality of VAW cases. No information is available as to how many WCPDs have their own room for conducting interviews or maintains a separate police blotter for VAWC cases.

Training for WCPD personnel is geared towards improving their capability in the criminal investigation of VAW cases. Gender sensitivity training is not mandatory. In fact, in the memorandum providing guidelines for the establishment of WCPDs, only male police officers assigned to the WCPD are required to undergo gender sensitivity training. Female police officers are presumed to be gender-sensitive which is not necessarily the case.

D.2 Standards on service provision

The PNP has a First Responders' Handbook to guide patrol officers and other members of the force who respond to the crime scene. It discusses policies, procedures, measures and safety considerations in the conduct of their duty.

The handbook covers various offenses and situations, but VAW is not one of them. The PNP has no policy on the rescue of women victims.

In the conduct of the initial interview with the client, there is no clear policy requiring the investigator to inform the client of her rights and the remedies and services available to her.

Some of the policies set in the PNP's First Respondent's Handbook, training manual and memorandum circular seek the effective and efficient delivery of services. However, no sanctions are provided for failure to comply with these policies. Glaringly, the concern about gender responsiveness was sidestepped because services are focused on children.

D.3. Capacities of personnel

The PNP has institutionalized training for the investigation of crimes involving women and children. This is a five-day training for all WCPD officers.

However, the training module is centered on child victims.

- In the conduct of the initial investigation, there are guidelines, tips and suggestions if the victim is a child. But there are no guidelines for interviewing a woman victim.
- In the module for the conduct of medico-legal examinations, it is presumed that the client is a child.

With this focus on the child victim, police personnel may not be aware that sensitivity to the particular situation of women victims is of primary importance when conducting the interview or investigation. As a result, the aim of providing effective and efficient services to VAW victims may not be accomplished.

D.4. Referral system

The PNP has a Memorandum of Agreement with the PGH for the referral of clients. However, between and among the units in the PNP, there is no clear protocol on referral of cases. A victim can go directly to WCCD, WCCD-CIDG, WCCPC or WCPD and be referred to any of these units as necessary.

D.5. Linkages with other agencies

Linkages with other agencies have been well-established. However, coordination with DOJ is problematic. This is borne out by the statements of some police personnel and the medico-legal examiner. In most cases, police personnel and the medico-legal examiner have no opportunity to meet with the public prosecutor before the former are called to the witness stand to testify on matters they have investigated or examined.

D.6. Information and documentation system

The investigator is mandated to establish and maintain contact with the complainant or victim throughout the pendency of the court proceeding. This mandate is pursuant to Circular Number 2002-013 of the PNP.

There is no policy to centralize the status of pending cases so that if the investigating officer is transferred, resigned or detailed to other units, there is difficulty in tracking the status of the cases. This can delay the court proceedings.

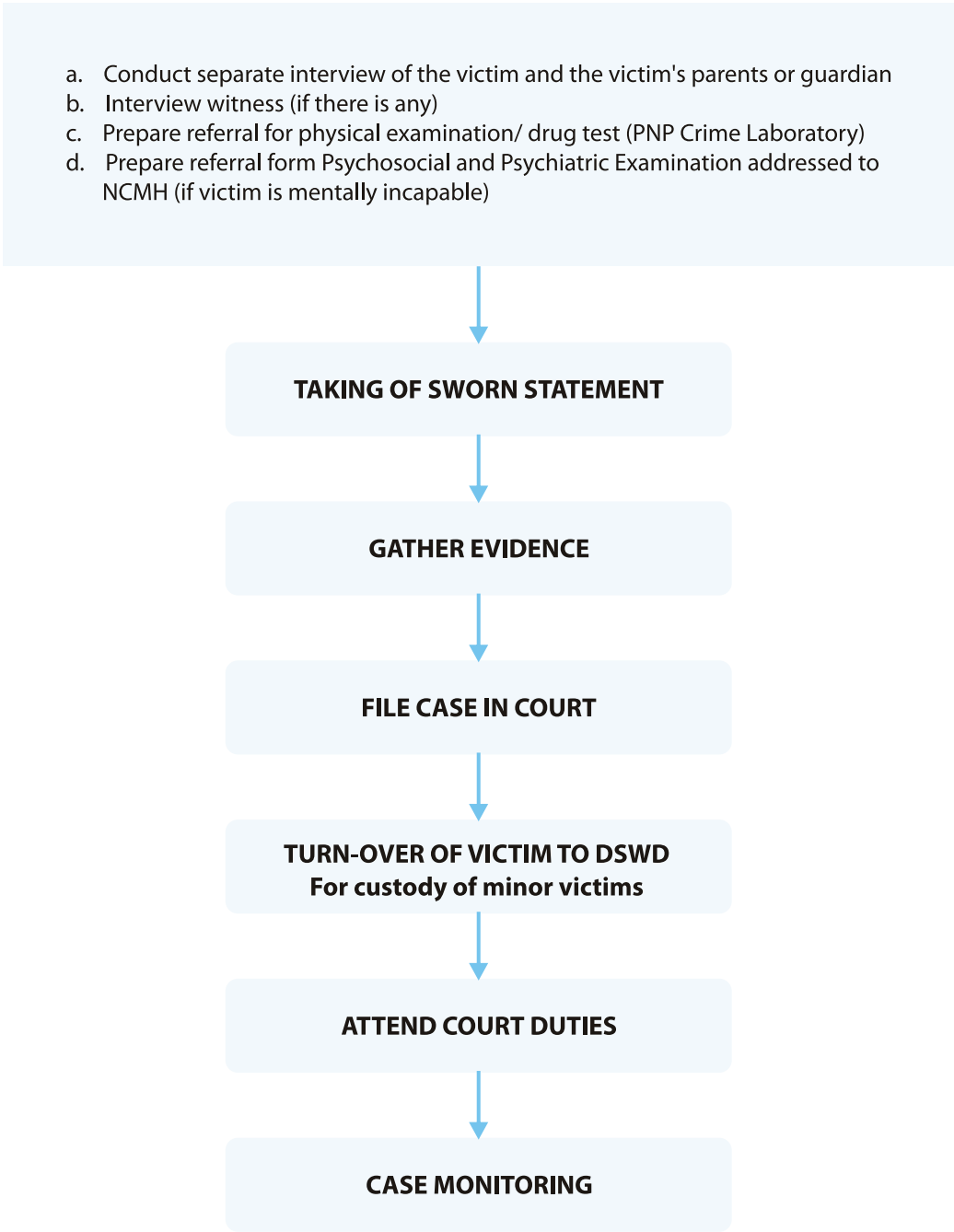
There is a standard form for reporting cases of violence against women and children but it is focused on cases of trafficking in persons. Reporting forms covering other forms of violence need to be developed.

In the Directorate for Investigation and Detective Management, the complaint sheet available is for cases where the respondent is a police officer. This is also being used by the WCCD.

The implementing rules of RA 9262 clearly provide that it shall be the duty of the PNP-WCPD to assist in the application and enforcement of the provisions of the protection order issued by the barangay or the court. Despite the fact that this is a mandate under the implementing rules of the aforesaid law, the PNP has not yet crafted any guideline on how a protection order shall be enforced by the WCPD. It is not clear also if a protection order registry shall be maintained in the same manner as a warrant of arrest registry.

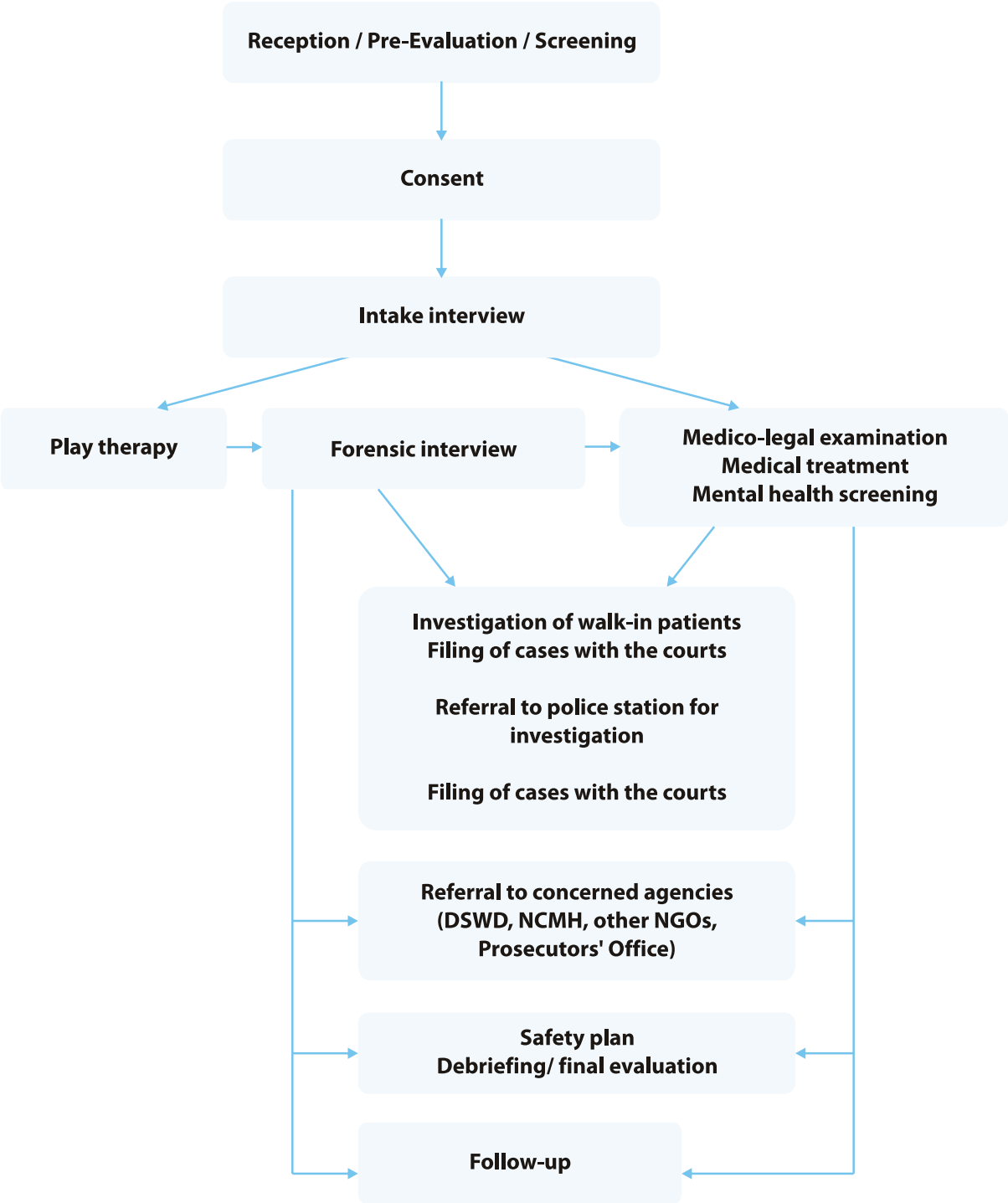
Annex A

Women and Children Complaint Division - Criminal Investigation and Detection Group (WCCD-CIDG) Investigation Process Flow Chart Interview



Annex B

PNP Women Crisis and Child Protection Center Flow Chart of Patient Care



PERFORMANCE STANDARDS AND ASSESSMENT TOOLS FOR SERVICES ADDRESSING VIOLENCE AGAINST WOMEN IN THE PHILIPPINES: Investigation, rescue, and handling of VAW cases by the Philippine National Police (PNP)

The standards for the investigation, rescue and handling of victims-survivors of VAW provided by the Philippine National Police (PNP) through its Women and Children Protection Desks (WCPD) is the agency's response to VAW in its full compliance with provisions of national laws and other international human rights instruments.

This publication is part of a package consisting of five sets of performance standards for each of the five service categories, represented by government agencies tasked primarily to render such type of service, as follows:

Administrative Order No. 04 s. 2006 is the official policy issuance adopting the performance standards in the implementation of psycho-social services for VAW in centers and residential facilities. The DSWD standards will be used in accreditation of national, regional, and local VAW centers.

Medical and medico legal services for victims-survivors of VAW referred or handled by the women and children protection units (WCPUs) in Department of Health (DOH) retained hospitals. The WCPU PS aims to set the standards for the operation of hospital based WCPUs all over the country.

Prosecution and legal services for victims-survivors of VAW developed with the Department of Justice (DOJ) in consultation with the members of the DOJ Task Forces on Women and Children and Trafficking. The DOJ standards will ensure gender-sensitive handling and prosecution of VAW cases. It is applicable to national as well as regional and local prosecution offices.

LGU-based services, developed with the Department of the Interior and Local Government-National Barangay Operations Office (DILG-NBOO) sets the standards for, among others, the provision of devolved social welfare and health services for VAW in local government units. It contains three types of standards and assessment tools for the three different levels of LGUs Barangays, Municipal and Provincial/Highly Urbanized Cities.

The development, packaging and printing of this material was made possible through the efforts of the National Commission on the Role of Filipino Women (NCRFW) in partnership with the five priority line agencies with support from the United Nations Population Fund (UNFPA).

