



QUEZON CITY PROTECTION CENTER
for Victim-Survivors of Gender-Based Violence and Abuse

CITIZEN'S CHARTER
2022 (1st Edition)



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I. Mandate:

The Quezon City (QC) Protection Center for Victims of Gender-Based Violence and Abuse responds to the following laws and provisions:

1. *UN Convention on the Elimination of Discrimination Against Women*

An international declaration of the rights of women ratified by the Philippine Government in August 1981 which “defines what constitutes discrimination against women and sets up an agenda for national action to end such discrimination” including the establishment of public institutions to ensure the effective protection of women against discrimination and ensure elimination of all forms of discrimination against women.”

2. *UN Convention on the Rights of the Child*

An international instrument that recognizes the full rights of children ratified by the Philippine Government in July 1990 which recognizes and upholds the inherent dignity and harmonious development of every child including developing and undertaking actions and policies that would protect and ensure that the rights of children to survival, development, protection and participation are respected.

3. *The 1987 Constitution of the Republic of the Philippines*

Section 3. The State shall defend the right of children to assistance, including proper care and nutrition, and special protection from all forms of neglect, abuse, cruelty, exploitation and other conditions prejudicial to their development.

4. *Republic Act 9710 or the Magna Carta of Women*

Section 9 states that all women shall be protected from all forms of violence and that agencies of government shall give priority to the defense and protection of women against gender-based offenses and help women attain justice and healing. Sec. 9 also mandates the establishment of a violence against women’s desk in every barangay to ensure that violence against women cases are fully addressed in a gender-responsive manner.

Section 31 states that women in especially difficult circumstances (WEDC) shall be provided with services and interventions as necessary such as but not limited to, the following: temporary and protective custody, medical and dental services, psychological evaluation, counseling, psychiatric evaluation, legal services, productivity skills capacity-building, livelihood assistance and job placement, financial assistance and transportation assistance.

5. *The Child and Youth Welfare Code (PD 603)*

Article 3, Section 10 states that every child has the right to the care, assistance, and protection of the State, particularly when his parents or guardians fail or are unable to provide him with his fundamental needs for growth, development and improvement.

6. *Republic Act 7610 or the Special Protection of Children against Child Abuse, Exploitation and Discrimination Act*

Section 2 mandates the protection and rehabilitation of children gravely threatened or endangered by circumstances which affect or will affect their survival and normal development, and over which they have no control.

7. *Republic Act 9262 or the Anti-Violence against Women and Children Act*

Section 40 mandates the provision of temporary shelters, counseling, psycho-social services and/or, recovery, rehabilitation programs and livelihood assistance.

8. RA 8505 or the Rape Victim Assistance and Protection Act

Section 3 orders the establishment in every province and city a rape crisis center located in a government hospital, health clinic or in any other suitable place that will provide psychological counseling, medical and health services including medico-legal examination, free legal assistance, and privacy and safety for victims.

9. Quezon City Ordinance No. SP-1401, S-2004 of the Quezon City Gender and Development Code

Section 12 mandates the comprehensive support to women-survivors of violence.

10. Quezon City Ordinance No. S-566, S97

The Ordinance designates a portion of the Quezon City General Hospital as a "Crisis Center for Battered Women."

11. Quezon City Ordinance No. SP-2191, S-2012

Creating a Quezon City Protection Center for Women, Children and Lesbians, Gays, Bisexuals and Transgenders who are victims/survivors of violence and abuse, adopting a comprehensive program thereof and for other purposes.

II. Vision:

Envisions a city that upholds the rights and protection of women, children, lesbians, gays, bisexuals and transsexuals from all forms of abuse, violence and exploitation.

III. Mission:

Committed to providing a one-stop crisis center with a multi-disciplinary approach with quality care and treatment for victim-survivors of abuse, violence, and exploitation and their families. It is also committed in empowering the community to respect and protect the rights of women, children, lesbians, gays, bisexuals, transsexuals through information campaign and education.

IV. Service Pledge:

1. We will comply with the legal mandates and requisites of the Magna Carta of Women, Quezon City Gender and Development Code and other related laws.
2. We will ensure sensitive and responsive services is provided by the personnel in the Protection Center for victim-survivors of gender-based violence
3. We will protect our clients by upholding the confidentiality of cases handled in the center and guarantee their safety thru the center's aftercare and shelter program

LIST OF SERVICES

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INTAKE INTERVIEW PROCESSING

Assess the initial needs of walk-in or referred victim-survivors who seek professional help.

Office or Division:	Counseling and Case Intake Unit			
Classification:	Simple			
Type of transaction:	G2C Government to Client			
Who may avail:	Quezon City citizens, walk-in/emergency, referral, and outreach victim-survivors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral letter		Barangay/ Police/SSDD/NGO		
• Police or blotter report		Barangay/Police		
• Social case study report (SCSR), if referred by the SSDD or NGO		SSDD/ NGO		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Personal Appearance to QCPC	1.1 Review and received the documentary requirements of a referred client 1.2 Conduct an initial interview with the parent/guardian or referring party.	FREE	5 mins	Ms. Joceline C. Basconillo, RSW Ms. Marie Louise Lipnica, RPM
2. Participate in and undergo an Intake Interview and Psychosocial Counseling	2.1 Instruct the client to read and sign the consent form. 2.2 Conduct an intake interview. Assess and facilitate the client's needs. 2.3 Conduct initial or series of psychosocial counseling with the victim-survivor as well as the parent/guardian 2.4 Distribute an advocacy booklet or flyer	FREE	20 mins	Ms. Joceline C. Basconillo, RSW Ms. Marie Louise Lipnica, RPM Ms. Josefina Fallesgon, VAWC consultant
3. Proceed to other Needed Services	3.1 Make a referral to the appropriate unit in QCPC	FREE	5 mins	Ms. Joceline. Basconillo, RSW Ms. Marie Louise Lipnica, RPM

	Total	30 mins	
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MEDICAL SERVICES

All victim-survivors should receive complete medical service in the form of medicolegal examination including the conduct of forensic rape kits, acute medical treatment, minor surgical treatment, monitoring, and follow-up.

Office or Division:	Medical Unit			
Classification:	Complex			
Type of transaction:	G2C Government to Client			
Who may avail:	Quezon City citizens, walk-in/emergency, referral, and outreach victim-survivors who are victims of physical and sexual abuse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral letter 		Barangay/ Police/SSDD/NGO and Quezon City Protection Center		
<ul style="list-style-type: none"> Police or blotter report, if more than 24 hours 		Barangay/Police		
<ul style="list-style-type: none"> Social case study report (SCSR), if referred by the SSDD or NGO 		SSDD/ NGO		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Present Referral Letter and Police or Blotter Report or SCSR, or Medical Record, if possible	<p>1.1 Endorsed the client to a pediatrician or Ob-gyne or surgery.</p> <p>If the client is below 18 years old, a victim of physical or sexual abuse (pediatrics)</p> <p>If the client is a victim of rape, 18 years old and above (Ob-gyne)</p> <p>If the client is a victim of physical abuse, 18 years old and above (Surgery)</p> <p>1.2 Review the documentary requirements.</p>	FREE	5 mins	Dr. Elsie Callos, MD (Consultant) Pediatric doctor, or Ob-gyn doctor, or Surgery doctor
2. Participate in and Undergo an In-depth Interview	2.1 Instruct the client to read and sign the consent form and conduct an in-depth interview	FREE	20 mins	Pediatric doctor, or Ob-gyn doctor, or Surgery doctor

<p>3. Undergo Physical, Genital or Anogenital Examination</p>	<p>3.1 Conduct genital or physical examination If the victim-survivor is confirmed pregnant, she will undergo an ultrasound instead of a genital examination.</p>	<p>FREE</p>	<p>20 mins</p>	<p>Pediatric doctor, or Ob-gyn doctor, or Surgery doctor</p>
<p>4. Undergo other Necessary Laboratory Tests</p>	<p>4.1 Upon informed consent, victims of gender-based violence should undergo medical tests to rule out any reproductive tract infection (RTI), sexually transmitted infection (STI), and HIV/AIDs within a week after admission.</p> <p>4.2 Made a request for necessary laboratory tests such as urinalysis, TMG, pregnancy test, chest x-ray, CT scan, HIV screening, etc. to the pathology or radiology department or Bahay Kalinga.</p> <p>4.3 In case a victim-survivor is infected, a referral for further treatment to an appropriate medical facility should be undertaken.</p> <p>4.4 If the victim-survivor is severely abuse, she will be recommended for possible hospital admission and medication.</p>	<p>FREE</p>	<p>10 mins</p>	<p>Pediatric doctor, or Ob-gyn doctor, or Surgery doctor, and medical technologist at QCGH pathology or radiology department.</p> <p>Pediatric doctor, or Ob-gyn doctor, or Surgery doctor</p> <p>Pediatric doctor, or Ob-gyn doctor, or Surgery doctor</p> <p>Pediatric doctor, or Ob-gyn doctor, or Surgery doctor</p>
<p>5. Claim the Medicolegal Certificate and Results of Laboratory Tests</p>	<p>5.1 Explain the result of the examination to the victim-survivor, parent/guardian, or referring party</p> <p>5.2 Issuance of a medicolegal certificate,</p>	<p>FREE</p>	<p>5 mins</p>	<p>Pediatric doctor, or Ob-gyn doctor, or Surgery doctor</p>

	result of laboratory tests, and prescription, if in case.			
Total			1 hour	

PSYCHOLOGICAL AND PSYCHOSOCIAL SERVICE

This refers to the administration of a series of psychological tests to determine the IQ, aptitude, interests, and emotional state of the victim as a basis for determining the most appropriate intervention that will facilitate healing and recovery of the victim-survivor. This intervention focuses on assisting the victim-survivor process through the painful experience and feelings of anger, grief, anxiety, embarrassment, and others. The intervention also helps the victim-survivor cope with the trauma and stress with the end goal of healing and recovery.

Office or Division:	Counseling and Case Intake Unit			
Classification:	Complex			
Type of transaction:	G2C Government to Client			
Who may avail:	Quezon City citizens, walk-in/emergency, referral, and outreach victim-survivors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral letter		Barangay/ Police/SSDD/NGO		
• Police or blotter report		Barangay/Police		
• Social case study report (SCSR), if referred by the SSDD or NGO		SSDD/ NGO/ Quezon City Protection Center		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Present referral letter and police or blotter report and SCSR, previous medical record, if possible	1.1 Endorse the client to a medical psychologist or psychometrician. 1.2 Review the documentary requirements.	FREE	5 mins	Dra. Maria Theresa Oba, Psy.D Ms. Marie Louise Lipnica, RPm
2. Participate in and undergo psychological counseling or examinations	2.1 Conduct initial psychological counseling with the victim-survivor as well as the parent/guardian or referring party to gather information about the client's cognitive or behavioral observations. 2.2 If the client manifests symptoms of a psychological disorder, she will be recommended to undergo appropriate series of psychological examinations followed	FREE	20 mins 45 mins - 1 hour and 30 mins	Dra. Maria Theresa Oba, Psy.D Ms. Marie Louise Lipnica, RPm

	<p>by an interpretation of the client's response.</p> <p>2.3 If the client was requested by the police or judge to secure a psychological report as part of the evidence, she needs to undergo both sessions of examination and counseling.</p>		45 mins – 1 hour every session	<p>Dra. Maria Theresa Oba, Psy.D</p> <p>Ms. Marie Louise Lipnica, Rpm</p>
3. Claim the psychological report or psychological counseling certificate or a referral letter addressed to another agency with SCSR attachment	<p>3.1 A psychological report will be made after a series of testing and counseling sessions.</p> <p>3.2 A psychological counseling certification will be made after a series of counseling sessions, depending on the client's case.</p> <p>3.3 If the client has severe symptoms of mental health problems as a result of negative experiences she had she will be referred to QCGH- Department of psychiatry for medication, counseling, or therapy or to another institution/center for psychiatric evaluation.</p>	FREE	20mins	<p>Dra. Maria Theresa Oba, Psy.D</p> <p>Ms. Marie Louise Lipnica, Rpm</p> <p>Dra. Maria Theresa Oba, Psy.D</p> <p>Ms. Marie Louise Lipnica, Rpm</p> <p>Ms. Joceline Basconcillo, RSW</p>
Total			2 hour and 25mins	

POLICE ASSISTANCE & LEGAL SERVICE

Assisting the victim-survivor in case filing and provision of legal consultation and counseling to victim-survivors and their families.

Office or Division:	Legal and Investigation Unit			
Classification:	Complex			
Type of transaction:	G2C Government to Client			
Who may avail:	Quezon City citizens, walk-in/emergency, referral, and outreach victim-survivors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral letter, if referred		Barangay/ Police/SSDD/NGO		
• Police or blotter report or investigation data form with a docket number, if referred		Barangay/Police		
• Social case study report (SCSR), if referred		SSDD/ NGO/ Quezon City Protection Center		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Personal appearance to QCPC Report a violation or case, fill up, and submit a sworn statement Present referral letter and police or blotter report and SCSR	1.1 Conduct in-an depth interview	FREE	5 mins	Policewoman
	1.2 If the client is walk-in and decided to file a legal case against the alleged perpetrator assists in the preparation of a sworn statement and in case filing.		25 mins	Policewoman
	1.3 Endorsed the client to a lawyer.			Ms. Joceline Basconillo, RSW or Ms. Marie Louise Lipnica, Rpm
	1.4 Review the documentary requirements.			Atty. Clara Rita Padilla
2. Participate in and undergo legal consultation (virtual or face-to-face)	2.1 Provide legal consultation and counseling to victim-survivor and family	FREE	30 mins	Atty. Clara Rita Padilla
3. Secure a Certificate of Indigency for	3.1 Advised sending requirement to PAO located in the	FREE	30 mins	Atty. Clara Rita Padilla

Free Legal Service in the Public Attorney's Office (PAO)	compound of Quezon City Hall.			
4. If another legal consultation or counseling is needed, request another appointment with the lawyer through the staff and actively participate in the session Submit a copy of the subpoena, affidavit, or resolution at protectioncenter@quezoncity.gov.ph Or on the QCPC's Facebook page	4.1 Review other pertinent documents. 4.2 Set a follow-up appointment either virtual or face-to-face. 4.2 Instruct the client to make a reply affidavit with the lawyer from PAO or help the client in finalizing an affidavit	FREE	30 mins	Atty. Clara Rita Padilla Ms. Joceline Basconcillo, RSW Ms. Marie Louise Lipnica, Rpm Atty. Clara Rita Padilla
Total			2 hour	

TEMPORARY SHELTER (BAHAY KANLUNGAN)

A refuge for VAWC and LGBT clients who are at risk of further abuse in their homes and community.

Office or Division:	TEMPORARY SHELTER (BAHAY KANLUNGAN)			
Classification:	Complex			
Type of transaction:	G2C Government to Client			
Who may avail:	Quezon City citizens, walk-in/emergency, referral, and outreach victim-survivors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral letter, if referred		Barangay/ Police/SSDD/NGO		
• Police or blotter report, if referred		Barangay/Police		
• Social case study report (SCSR), if referred		SSDD/ NGO		
• Medicolegal certificate (physical or genital examination)		Quezon City General Hospital		
• Medical laboratory reports (chest x-ray)		Quezon City General Hospital		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Personal Appearance to QCPC	<p>1.1 If the client is walk-in, conduct an initial interview to assess the immediate needs of the client.</p> <p>1.2 If the client is referred, review and received the documentary requirements of a referred client/</p> <p>1.2 Conduct an initial interview with the parent/guardian or referring party.</p>	FREE	5 mins	Ms. Joceline C. Basconillo, RSW or Ms. Marie Louise Lipnica, Rpm
2. Participate in and undergo an Intake Interview and Psychosocial Counseling	<p>2.1 Instruct the client to read and sign the consent form.</p> <p>2.2 Conduct an intake interview. Assess and facilitate the client's needs.</p> <p>2.3 Conduct initial psychosocial counseling with the victim-survivor as well as the parent/guardian</p>	FREE	25 mins	<p>Ms. Joceline C. Basconillo, RSW</p> <p>Ms. Marie Louise Lipnica, Rpm</p> <p>Ms. Josefina Fallesgon, VAWC consultant</p>

	2.4 Distribute an advocacy booklet or flyer			
3. Submit self for medical examination	3.1 Refer the client to QCGH-ER for physical and genital examination and for other required medical laboratory tests.	FREE	45 mins	Ms.JocelineC. Basconillo, RSW Surgery doctor, a medical technologist in the pathology or radiology department, or Bahay Kalinga
4. Submit self for institutionalization	4.1 Endorsed the client to Bahay Kanlungan with the assistance of the referring party (following the health protocol)	FREE	30 mins	Ms. Joceline Basconillo, RSW
5. Submit self for an antigen test	5.1 Administers the antigen test by a medical technologist or nurse	FREE	5 mins	Medical technologist Nurse
6. Attends and participates in the shelter's planned activities	6.1 Conduct an orientation about the shelter, rules and regulation and daily routine 6.2 Conducts psychosocial counseling sessions and activities. 6.3 Prepares SCSR and client's progress report	FREE	1 hour and 20 mins	Social worker House parent
7. Attends scheduled court hearing	7.1 Assists in the online/ virtual court hearing	FREE	1 hour	Social worker
8. Submit self for medical check-up, if needed	8.1 Assists the client to Quezon City General Hospital for medical check-up.	FREE	10 mins	Social worker House parent
9. Awaits referral to institution or reintegration to the biological relative, if found	9.1 Facilitates reunification of the client to the biological relative, if found	FREE	30 mins	Social worker

capable to take the custody	capable to take custody 9.2 Conducts aftercare and follow-up through phone calls, text messages, or video calls and submits a feedback report.			
10. Submit self for reintegration to biological relative	8.1 Facilitates termination of case and turn-over to biological relatives.	FREE	3 mins	Social worker
Total			5 hour and 20 mins	

AFTER-CARE SERVICES

A variety of services extended to victim-survivors and their families to support their psychosocial needs.

Office or Division:	Administrative			
Classification:	Complex			
Type of transaction:	G2C Government to Client			
Who may avail:	Indigent clients of the Quezon City Protection Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Endorsement or recommendation letter		Quezon City Protection Center		
• Certificate of indigency, if needed		Barangay		
• Birth certificate of the minor, if needed		PSA		
• Philhealth ID and Member Data Record, if needed		SSDD		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Comply and submit the necessary documentary requirements.	1.1 Receive and check the submitted documents. 1.2 Conduct an initial interview with the parent/guardian or referring party.	FREE	5 mins	QCPC staff
2. Fill up and submit the application form	1.1 Instruct the victim-survivor to fill in the form	FREE	5 mins	QCPC staff
3. Wait	Line up the application for livelihood assistance, educational grant, and training or seminar.	FREE	20 mins	QCPC staff
4. Attends orientation or training	4.1 Inform the victim-survivor on the orientation 4.2 Conduct advocacy training and seminar	FREE	1 hour	QCPC staff
		Total	1 hour and 30mins	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Go to our Facebook Page: Quezon City Protection Center and send your feedback at the Messages.</p> <p>Trunk line: 8863-0800 local 618</p> <p>Official email address: protectioncenter@quezoncity.gov.ph</p>
How feedbacks are processed	<p>Our Facebook Messages are screened by our staff from Monday to Friday. We capture your feedback and sent it to the appropriate unit for immediate attention and reply.</p> <p>Trunk line: 8863-0800 local 618</p> <p>Official email address: protectioncenter@quezoncity.gov.ph</p> <p>Facebook page: Facebook.com/quezoncityprotectioncenter</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Get immediate assistance from the police or barangay. 2. Get Referral Letter for medico-legal exam from the police. 3. Get immediate medico-legal exam from: <ol style="list-style-type: none"> A) PNP Crime Lab.(e.g. Camp Crame Crime Laboratory, QC PNP Station 10); B) Quezon City Protection Center; C) Emergency Rooms of government hospitals (e.g. Quezon City General Hospital) 4. Get copy of the Complaint-Affidavit (Sinumpaang Salaysay) for violation of the Anti-Violence against Women and their Children Act (RA 9262) at the police station. 5. Get the Barangay Protection Order (BPO) from the barangay to protect the survivor and her children against physical harm and threats of physical harm 6. File the criminal complaint (Complaint-Affidavit/Sinumpaang Salaysay) with the Prosecutor's Office that has jurisdiction 7. Get the Temporary/Permanent Protection Order by filing the petition with the Regional Trial Court/Family Court where the survivor resides or with the court hearing the criminal complaint 8. Get counseling and counseling/psychological report from: <ol style="list-style-type: none"> A) Quezon City Protection Center, QCGH compound, Seminary Road, Quezon City B) UP-PGH Women's Desk; C) UP-PGH Child Protection Unit; D) National Center for Mental Health E) Any center providing such services <p>Refer the survivor to Bahay Kanlungan Temporary Shelter if necessary.</p> <p>Trunk line:</p>

	<p>8863-0800 local 618 Official email address: protectioncenter@quezoncity.gov.ph Facebook page: Facebook.com/quezoncityprotectioncenter</p>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. If the victim-survivor is referred to the QCPC, the interview shall be done by the Registered Social Worker or an authorized officer of the QCPC. The Counselor/Social Worker conducts crisis intervention, debriefing of family members, psycho-social assistance and counseling services. The Counselor/Social Worker shall refer the victim-survivor to institutions/shelter for safe keeping and further case management, if necessary. The Proper Intake forms should be accomplished. 2. <ol style="list-style-type: none"> 2a. All victim-survivors of physical or sexual abuse 18 years of age or below should be handled by the Pediatrics. For victim-survivors of sexual abuse, the Pediatrician should be assisted by the OB Gynecologist prior to the issuance of a medico-legal report. The Pediatrics Department will refer the survivors to other departments (e.g., Surgery, Optha, ENT), if necessary. 2b. Victim-survivors aged 19 and above should be handled by the Ob-Gyne Department for sexual abuse cases or the Surgery Department for physical abuse cases. 3. Psychological evaluation and treatment should be extended, if necessary. Counselors/Social Workers, Clinical Psychologist of the QCPC should be ready to testify in court, if necessary. 4. If the victim-survivor is not assisted by any police station, a detailed Police at the QCPC will assist in the drafting of sworn statement and assist in filing the case. If assisted by a police station, the detailed Police at QCPC will review the sworn statement and make recommendations to the victim-survivor to strengthen the complaint. The detailed Police at QCPC may visit the crime scene and take photographs, if necessary. Legal counseling is extended, if requested. 5. Refer the victim-survivor to appropriate programs and services through the concerned local government offices handling gender and development/educational/scholarship/livelihood/financial/employment assistance, among others. 6. The Counselor/Social Worker/Authorized Representative of QCPC shall follow up the victim-survivors for their regular visits to QCPC including their psycho-social counseling, criminal case updates, among others.

Contact Information

Office	Address	Contact Information
<p>Quezon City Protection Center for Victim-Survivors of Gender-Based Violence and Abuse</p>	<p>Quezon City General Hospital and Medical Center compound, Seminary Road, Barangay Bahay Toro, Quezon City 1106</p>	<p>Direct Line: 7006-1513</p> <p>Trunk line: 8863-0800 local 618</p> <p>Official email address: protectioncenter@quezoncity.gov.ph</p> <p>Facebook page: Facebook.com/quezoncityprotectioncenter</p>

DIRECTORY

Name	Unit	Contact Information
Ms. Janete R. Oviedo	Officer-In-Charge	Direct Line: 7006-1513 Trunk line: 8863-0800 local 618 Official email address: protectioncenter@quezoncity.gov.ph
Ms. Joceline Basconillo	COUNSELING AND CASE INTAKE UNIT	Direct Line: 7006-1513 Trunk line: 8863-0800 local 618 Official email address: protectioncenter@quezoncity.gov.ph
Dr. Elsie Callos	MEDICAL UNIT	Direct Line: 7006-1513 Trunk line: 8863-0800 local 618 Official email address: protectioncenter@quezoncity.gov.ph
Atty. Clara Rita Padilla PMsg Joyce Penaflor	LEGAL AND INVESTIGATION UNIT	Direct Line: 7006-1513 Trunk line: 8863-0800 local 618 Official email address: protectioncenter@quezoncity.gov.ph
Tabitha C. Gabriel	ADMINISTRATIVE UNIT	Direct Line: 7006-1513 Trunk line: 8863-0800 local 618 Official email address: protectioncenter@quezoncity.gov.ph