

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

CSWD Main Office, Saray, Iligan City

Tel.: (063) 221-2488 / 221-1736

Frontline Service : **CHILD WELFARE PROGRAM - PROTECTIVE SERVICE (Child Custody)**

Schedule of Availability of Service : 8:00AM-5:00PM Daily (No noon break) excluding Saturdays, Sundays and Holidays. On Mondays provision of services starts after flag raising

Where : Child Welfare Program Office, CSWD Main Office, Saray, Iligan City

Who may Avail of the Services : Parents seeking custody of child

What are the Requirements :
1) Birth certificate
2) Marriage Contract

Duration : **8 hours and 50 minutes**

How to avail of the Services?

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In charge	Fees	Forms/Documents/ Materials Needed
1.	Parent comes to office seeking custody over child	Interview parent to get pertinent data and make assessment	20 minutes	Jennifer Hora	None	Intake sheet
	Answers to questions asked	Advise parent to submit requirements	15 minutes			Checklist of requirements
2.	Parent attends barangay hearing of the case	Make referral to barangay offices concerned	15 minutes			Referral Form
3.	Child is placed under the temporary/ permanent custody of guardian/parents as settled in the barangay and in the court.	Provide guidance/support to client	8 hrs / hearing			
End of Transaction						