

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

CSWD Main Office, Saray, Iligan City
Tel.: (063) 221-2488 / 221-1736

Frontline Service	:	CHILD WELFARE PROGRAM - PROTECTIVE SERVICES: Walk – In/Referred (Victims of Rape, Trafficking, Pornography, Severe Physical Injuries, Child Labor etc.)
Schedule of Availability of Service	:	Every day (whenever an incident is reported)
Where	:	Child Welfare Program Office CSWD Main Office, Saray, Iligan City
Who may Avail of the Services	:	Child who is a victim of rape, trafficking, pornography, severe physical injuries, child labor, etc.
What are the Requirements	:	1) Police Blotter 2) Birth Certificate 3) Medical Examinatio

Duration : (Table of duration activity)



How to avail of the Services

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Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In charge	Fees	Forms/Documents/ Materials Needed
1.	Child who is a victim of rape, trafficking, pornography, severe physical injuries, child labor, etc seeks assistance at the office	Interview victim	15 minutes	Jocelyn Magumpara Funjiefrias Sacan Jennifer Hora	None	Intake sheet Referral form
		Manage case by: Referring case to the Police for the execution of the Affidavit of the minor	5 minutes			Case folder Referral form
		Facilitate filing of case by coordinating with Police authorities	1 day/8 hours			
		Secure minor for safety e.g.: - provide temporary shelter at the WCC - refer minor to nearest child institution (MC Auley) - Refer to DSWD/child institution e.g. Home for Girls	1 day/8 hrs.			Referral form Referral form
2.	Victim attends court hearing	Accompany victim to the court	4 hrs.			Court Notice of hearing
3.	Submits for safekeeping/shelter	Provided temporary shelter	6 months			Referral Letter
4.	Obtains justice of case/returns home	Accompany child to her home	30 minutes	Funjiefrias Sacan Jennifer Hora		Discharge Slip/Forms
End of Transaction						