



Republic of the Philippines  
Department of Health  
Center for Health Development I  
**REGION I MEDICAL CENTER**

### CITIZEN'S CHARTER

Section: **WOMEN and CHILDREN PROTECTION UNIT**  
Schedule of availability of Service: **24 hours / 7days a week**

ACTIVITIES	STEPS	FLOW	DURATION	PERSON IN-CHARGE
Medical Management of abuse cases	1	Take a seat and wait for your name to be called	10 minutes	Social Worker on duty
	2	Present your referral letter and other pertinent document. If none, seek assistance in securing the required documents (PNP/NBI/CIDG request, clear xerox copy of birth certificate, latest whole body picture)	2 minutes	Social Worker on duty
	3	Submit yourself for interview, physical examination/counseling/risk assessment if needed.	2 hours	Social Worker on duty and Attending Physician
	4.	Wait for a copy of your medico-legal report	Within 24 hours	Attending Physician


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