

# **OFFICE OF THE SENIOR CITIZENS AFFAIRS**

**EXTERNAL SERVICES**



## 1. OSCA ID and BOOKLET ISSUANCE

The Office of the Senior Citizens Affairs (OSCA) issues OSCA ID and Booklet to a senior citizen ages 60 and up, in order to avail of the privileges and benefits from the local and national government.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen	
<b>WHO MAY AVAIL THE SERVICE</b>	Filipino Citizen, Resident of Imus City, 60 years old and above. (For Dual Citizens-proof of Filipino Citizenship and Residency of at least 6 months).	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>For New Applicant</b>		
Duly Accomplished Application Form	OSCA Office / Downloadable Forms from OSCA Website	
Birth Certificate/Marriage Contract with Date of Birth/GSIS ID/SSS ID/Passport (NOT EXPIRED) - Photocopy	Local Civil Registrar/Philippines Statistic Authority, Client	
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client	
Certificate of Residency	Barangay Hall	
Voter's Certificate (issued from 2022 up to present) - photocopy	Commission on Election (COMELEC)	
*For DUAL CITIZEN – Photocopy of Oath of Allegiance/Naturalization	Department of Foreign Affairs / Philippine Embassy, Client	
<b>For Lost</b>		
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client	
Voter's Certificate (issued from 2022 up to present) - photocopy	Commission on Election (COMELEC)	
Affidavit of Loss – if not registered voter of Imus/transfer	Notary Public	
<b>For Transfer</b>		
<b>Barangay to Barangay</b>		
OSCA ID – Original and Photocopy	OSCA Office, Client	
Certificate of Residency	Barangay Hall	
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client	



<b>Other City/Municipality</b>				
OSCA ID and Certificate of Cancellation from the City/Municipality of Origin – Original and Photocopy		OSCA Office, Client		
Certificate of Residency		Barangay Hall		
Voter's Certificate (issued from 2022 up to present) - photocopy		Commission on Election (COMELEC)		
Latest 1X1 ID Picture (White Background) - 2 pcs.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete Application Form with required documents <b>(Walk-In Application)</b>	1.1 Verify Requirements	None	6 minutes	Ernesto Bandilla; Nanette Nuñez
	1.2. Typing information - OSCA ID	None	2 minutes	Gina Fe Gabriel; Jay Anne I. Cinco
2. Receive OSCA ID and Booklet	2. Issue OSCA ID and Booklet	None	2 minutes	Ernesto Bandilla; Nanette Nuñez
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



## 1.1 OSCA ID AND BOOKLET ISSUANCE (ONLINE APPLICATION)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and filled-up forms via email. (On-line Application)	1.1 Verify filled-up application and requirements.	None	5 minutes	Kristina Lea Monzon
	1.2. Typing information- OSCA ID	None	2 minutes	Gina Fe Gabriel; Jay Anne Cinco
	2. Advice client via e-mail the schedule of date of issuance of OSCA ID and Booklet.	None	2 minutes	Kristina Lea Monzon
2. Receive OSCA ID and Booklet	3. Issue OSCA ID and Booklet	None	2 minutes	Nanette Nuñez
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	



## 2. BURIAL ASSISTANCE FOR SENIOR CITIZENS OF IMUS CITY

Financial Assistance to the surviving relative of the deceased Senior Citizen.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	The nearest surviving relative who took care of the deceased senior citizen until death; The nearest relative who is the signatory in the Death Certificate of the deceased senior citizen.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified True Copy of Death Certificate of the deceased Senior Citizen		City Civil Registrar's Office, Upper Ground Floor, Imus City Government Center		
Photocopy of OSCA ID of the deceased Senior Citizen (Imus Issued)		Client		
Photocopy of Any Valid Government ID of Claimant (Imus Address) (back-to-back)		Client		
COMELEC Certificate of Claimant (Imus Voter)		Commission on Election (COMELEC)		
Barangay Certificate of Claimant		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents.	1.1 Receive and verify the documents	None	3 minutes	Michael Lonzaga
	1.2 Process the voucher	None	<i>(Stop Time)</i>	Gencil Ramos City Budget Office City Administrator's Office City Accounting City Treasurer's Office
	1.3 Advise for the availability of check	None	2 minutes	Michael Lonzaga



2. Receive cash	2. Release cash	None	2 minutes	Gencil Ramos
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	

### 3. PHILHEALTH MEMBERSHIP APPLICATION

The Office of the Senior Citizens Affairs helps the senior citizens in processing their PhilHealth ID and Members Data Record (MDR).

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All Senior Citizens in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
PHILHEALTH Application Form	OSCA Office/PHILHEALTH Office/Downloadable Forms from OSCA/Philhealth website			
OSCA ID ( photocopy)	OSCA Office, Client			
Latest 1X1 ID Picture (2 pcs)	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application Form with the required documents	1.1 Receive and verify the documents	None	5 minutes	Gina Gabriel
	1.2 Forward documents to PHILHEALTH office for processing		<i>(Stop Time)</i>	Michael N. Lonzaga
	1.3 *Processing in PhilHealth	None	<i>(Stop Time)</i>	PhilHealth – Imus



2. Receive Philhealth ID and MDR from OSCA Office	2. Issuance of PHILHEALTH ID and MDR	None	2 minutes	Michael N. Lonzaga Gina Gabriel
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>7 minutes</b>	

*\*Processing and Releasing of MDR/ID depends on action of Philhealth Branch*

#### 4. Ambulatory Care

This type of service is to provide assistance to our senior citizens who are physically injured or incapacitated due to illness, and unable to perform his duties without the aid of wheelchair or cane.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	Senior Citizens who are physically injured or incapacitated due to illness, and unable to perform his duties without the aid of wheelchair or cane.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSCA ID (photocopy)		OSCA Office, Client		
Comelec Certification		Commission on Election (COMELEC)		
Medical Certificate		City Health Office		
Barangay Certification (original)		Barangay Hall		
Picture of Senior Citizen (patient)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Receive and verify requirements	None	3 minutes	Joan Claire Rosido



	1.2 Process the voucher	None	<i>(Stop Time)</i>	Gina Gabriel General Services Office PAC City Budget Office City Accounting City Treasurer's Office Office of the City Mayor
	1.3 Advice the client	None	2 minutes	Joan Claire Rosido
2. Receive the wheelchair/cane	2. Deliver the wheelchair/cane	None	1 day	Joan Claire Rosido; Michael N. Lunzaga
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>1 day and 5 minutes</b>	

## 5. Centenarian Act

This program is to provide grant to a Senior Citizen who reaches the age of 100 years old. This is in line with the National Program to recognize a 100-year old senior citizen.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs		
<b>CLASSIFICATION</b>	Simple		
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens		
<b>WHO MAY AVAIL THE SERVICE</b>	Senior Citizen who reaches the age of 100 years old		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		
Birth Certificate (PSA Copy)	Philippine Statistics Authority (PSA)		
Certified by the City Civil Registrar	Local Civil Registrar		
Birth Certificate of child/children (if married) (PSA Copy)	Philippine Statistics Authority (PSA)		
Certified by the City Civil Registrar	Local Civil Registrar		





Marriage Contract (if married) (PSA Copy)		Philippine Statistics Authority (PSA)		
Voter's ID, COMELEC Certification		COMELEC, Client		
Biometrics Registration		OSCA		
Registered Member of the Imus Municipal Senior Citizen Association Incorporated (IMUSCAI)		IMUSCAI		
In the absence of a Birth Certificate, a Certificate of Late Registration will be honored, provided that there are two (2) witnesses of almost the same age, or few years younger, proving the birth of the Centenarian.		Notary Public		
Certification from HOA, Senior Citizens Organization, or Barangay Council		HOA, IMUSCAI, Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1.1 Receive and verify the documents	None	5 minutes	Gencil Ramos; Luzviminda Elbinias
	1.2 Process the voucher	None	<i>(Stop Time)</i>	Gencil Ramos City Budget Office City Accounting City Treasurer's Office
	1.3 Advise for the availability of check	None	2 minutes	Gencil Ramos; Luzviminda Elbinias
2. Secures the cash	2.1 Release cash	None	2 minutes	City Treasurer's Office
	2.2 Cash was delivered to the Centenarian in his/her home	None	1 day	City Mayor / OSCA Chairman
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>1 day and 9 minutes</b>	



## 6. Social Pension

Social Pension for indigent Senior Citizens is an additional government assistance to augment the daily subsistence and other medical needs of indigent senior citizens.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens, G2G- Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	Indigent Senior Citizens of City of Imus (member or non- member of Imus Municipal Senior Citizen Association Incorporated (IMUSCAI).)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		OSCA Office, Senior Citizens Center, Association President		
OSCA ID		OSCA Office, Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit application form with requirements to Association President	1.1 Receive and evaluate documents	None	5 minutes	Association Presidents
1.2 Association Presidents submit the complete documents to OSCA.	1.2 Receive and evaluate the requirements submitted by the Association Presidents.	None	10 minutes	Joan Claire Rosido
2. Applicants interview	2. Call the applicants. Interview and evaluates the applicant.	None	<i>(Stop Time)</i>	Joan Claire Rosido CSWD Staff



	3. Prepare final list of approved Social Pensioner beneficiaries. Inform concerned Association Presidents.	None	<i>(Stop Time)</i>	Joan Claire Rosido DSWD Region
3. Receive cash	4. Distribution of Social Pension	None	3 days	Joan Claire Rosido Venditta C. Gasic IMUSCAI Officers DSWD Region IV-A Staff
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>3 days and 15 minutes</b>	

- **DSWD- Region IV-A**

