

# **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	
Proof of Residency - Certificate of Residency	Barangay Hall	
*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	
COMELEC Certification (photocopy) - for Imus registered voters / Affidavit of Loss – if not registered voter of Imus/transfer	Commission on Election (COMELEC) / Notary Public	
<b>For Transfer</b>		
<b>Barangay to Barangay</b>		
OSCA ID – Original and Photocopy	OSCA Office, Client	
Proof of Residency - 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		
Proof of Residency - Certificate of Residency		Barangay Hall		
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	Gina Fe C. Gabriel; Jay Anne I. Cinco; Stephen L. Soriano
	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	Gina Fe C. Gabriel; Jay Anne I. Cinco; Stephen L. Soriano
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 G. Monzon
	1.2. Typing information- OSCA ID	None	2 minutes	Gina Fe C. Gabriel; Jay Anne I. Cinco
	2. Advice client via e-mail the schedule of date of issuance of OSCA ID and Booklet.	None	2 minutes	Kristina Lea G. Monzon
2. Receive OSCA ID and Booklet	3. Issue OSCA ID and Booklet	None	2 minutes	Gina Fe C. Gabriel; Jay Anne I. Cinco
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 N. Lunzaga
	1.2 Process the voucher	None	<i>(Stop Time)</i>	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 N. Lunzaga



2. Receive cash	2. Release cash	None	2 minutes	City Treasurer's Office
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	Michael N. Lunzaga Joan Claire B. Rosido Stephen L. Soriano
	1.2 Forward documents to PHILHEALTH office for processing		<i>(Stop Time)</i>	Michael N. Lunzaga
	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 Joan Claire B. Rosido Stephen L. Soriano
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	Gina Fe C. Gabriel



	1.2 Process the voucher	None	<i>(Stop Time)</i>	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	Gina Fe C. Gabriel
2. Receive the wheelchair/cane	2. Deliver the wheelchair/cane	None	1 day	Gina Fe C. Gabriel; Gencil A. Ramos; 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 A. Ramos; Luzviminda L. Elbinias
	1.2 Process the voucher	None	<i>(Stop Time)</i>	City Budget Office City Accounting City Treasurer's Office
	1.3 Advise for the availability of check	None	2 minutes	Gencil A. Ramos; Luzviminda L. Elbinias
2. Secures the check	2.1 Release the check	None	2 minutes	City Treasurer's Office
	2.2 Cheque 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. Senior Citizens' Subsidy- Ladderized Program with Nonagenarians Program

A ladderized Senior Citizens Subsidy Distribution Program is a program to provide subsidy to a Senior Citizen and an increase in subsidy to a nonagenarian (Senior Citizens aged 90-99).

<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 is an active member of Imus Senior Citizen Association Incorporated (IMUSCAI). Nonagenarian is a senior citizen who reaches the age of ninety (90) years old and above, and met the criteria or requirements set by Office of the Senior Citizens Affairs (OSCA)	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>REGULAR IMUSCAI MEMBER</b>		
OSCA ID - photocopy	OSCA office, Client	
Comelec stub (recent) / Comelec Certification (latest)	COMELEC, Client	
IMUSCAI Members Application Form	IMUSCAI Office, Association President	
<b>NONAGENARIAN</b>		
Barangay Certification	Barangay Hall	
COMELEC Certification / Comelec ID	COMELEC, Client	
IMUSCAI Membership ID/ IMUSCAI Certification	IMUSCAI Office, Client	
OSCA ID	OSCA Office, Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 New Member submits complete requirements to Association President	1.1 Association President receives and verifies the documents and orient the member his/her obligation as Member of IMUSCAI.	None	5 minutes	Association Presidents
1.2. Association President submits the list of New Members/ Newly transferred members from other barangay	1.2 IMUSCAI receives, evaluates the Membership Application, and issue IMUSCAI ID Number	None	10 minutes	IMUSCAI Secretary and Treasurer
2. IMUSCAI submits the updated lists of Members to OSCA	2. OSCA encodes the names of Members (New and Transfer), includes reactivation of those inactive members. Also deletes names of inactive and Deceased Members	None	<i>(Stop Time)</i>	Gencil A. Ramos; Kristina Lea G. Monzon; Gina Fe C. Gabriel; Jay Anne I. Cinco; Michael N. Lunzaga
3. Association President receives a Masterlist for verification and confirmation of their Members	3. OSCA prepares Masterlists of Members of all 140 Senior Citizens Associations	None	2 days	Gencil Ramos; Kristina Lea Monzon
	4. Process the voucher for subsidy	None	<i>(Stop Time)</i>	City Budget Office City Accounting City Treasurer's Office Office of the City Mayor



5. Receive Subsidy	5. Distribution of Subsidy per Cluster	None	9 days	OSCA Personnel
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>11 days and 15 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	Maria Victoria L. Ison



2. Applicants interview	2. Call the applicants. Interview and evaluates the applicant.	None	<i>(Stop Time)</i>	Maria Victoria L. Ison Venditta C. Gasic
	3. Prepare final list of approved Social Pensioner beneficiaries. Inform concerned Association Presidents.	None	<i>(Stop Time)</i>	Maria Victoria L. Ison DSWD Region
3. Receive cash	4. Distribution of Social Pension	None	3 days	Maria Victoria L. Ison Nanette D. Nuñez 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**

