

OFFICE OF THE SENIOR CITIZENS AFFAIRS EXTERNAL SERVICES

1. OSCA ID ISSUANCE

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

OFFICE OR DIVISION	Office of the Senior Citizens Affairs	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C – Government to Citizen	
WHO MAY AVAIL THE SERVICE	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).	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New Applicant:		
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
Lost ID:		
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		Notary Public
Transfer from Other City/Municipality:		
OSCA ID and Certificate of Cancellation from the City/Municipality of Origin – Original and Photocopy		OSCA Office (of Origin), 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
Updating of:		
Name		
OSCA ID – Original and Photocopy		OSCA Office, Client
Birth Certificate/Marriage Contract		Local Civil Registrar/Philippines Statistic Authority, Client
Latest 1X1 ID Picture (White Background) - 2 pcs.		Client
Birthday		
OSCA ID – Original and Photocopy		OSCA Office, Client
Birth Certificate/Marriage Contract		Local Civil Registrar/Philippines Statistic Authority, Client

Latest 1X1 ID Picture (White Background) - 2 pcs.		Client		
Address				
OSCA ID – Original and Photocopy		OSCA Office, Client		
Certificate of Residency		Barangay Hall		
Latest 1X1 ID Picture (White Background) - 2 pcs.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with complete requirements (Walk-In Application)	1.1 Verify requirements	None	10 minutes	Eliana Janica Llagas Venditta Gasic
	1.2 Typing information on OSCA ID	None	3 minutes	Gina Fe Gabriel, Jay Anne I. Cinco
2. Receive OSCA ID	2. Issue OSCA ID	None	1 minute	Eliana Janica Llagas Venditta Gasic
Fill out Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

1.2 OSCA ID ISSUANCE (ONLINE APPLICATION)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Online Form and submit complete requirements via email. (Online Application)	1.1 Verify the filled-out online form and requirements.	None	5 minutes	Kristina Lea Monzon
	1.2 Typing information on OSCA ID	None	3 minutes	Gina Fe Gabriel, Jay Anne Cinco
	1.3 Advice client via e-mail on the schedule of date of issuance of OSCA ID.	None	2 minutes	Kristina Lea Monzon
2. Receive OSCA ID	2. Issue OSCA ID.	None	1 minutes	Eliana Janica Llagas
Fill out Client Satisfaction Rating Form				
TOTAL		None	11 minutes	

2. BOOKLET ISSUANCE

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

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Registered Senior Citizen of City of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA Identification Card		OSCA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OSCA ID	1. Verify and log OSCA ID	None	3 minutes	Ernesto Bandilla
2. Receive Booklet	2. Release Booklet	None	2 minutes	Ernesto Bandilla
Fill out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

3. BURIAL ASSISTANCE FOR SENIOR CITIZENS OF IMUS CITY

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

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	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.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		Respective Barangay		
Birth Certificate or Marriage Contract if claimant is not the informant		Local Civil Registrar/Philippines Statistic Authority, Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1.1 Receive and verify the documents	None	8 minutes	Venditta Gasic
	1.2 Process the voucher	None	5 days	Gencil Ramos, Various Offices
	1.3 Advise for the availability of cash via text message	None	2 minutes	Gencil Ramos
2. Receive cash	2. Release cash assistance.	None	2 minutes	Office of the City Treasurer
Fill out Client Satisfaction Rating Form				
TOTAL		None	5 days and 12 minutes	

NOTE: Time varies depending on the availability of budget and processing of voucher

4. PHILHEALTH MEMBERSHIP APPLICATION

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

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All Senior Citizens in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth Application Form		OSCA Office/PHILHEALTH Office/Downloadable Forms from OSCA/Philhealth website		
OSCA ID (photocopy)		OSCA Office, Client		
Latest 1X1 ID Picture (1 pc)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with the required documents	1.1 Receive and verify the documents	None	8 minutes	Eliana Janica Llagas
	1.2 Forward documents to PHILHEALTH office for processing	None	2 hours	Stephen L. Soriano
	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	Eliana Janica Llagas
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 hours and 10 minutes	

NOTE: Processing and Releasing of MDR/ID depends on action of Philhealth Branch

5. AMBULATORY CARE

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

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Senior Citizens who are physically injured or incapacitated due to illness, and unable to perform their duties without the aid of a wheelchair or cane.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and verify requirements	None	8 minutes	Gina Gabriel
	1.2 Process the voucher	None	5 days	Gina Gabriel Various Offices
	1.3 Advice the client	None	2 minutes	Gina Gabriel
2. Receive the wheelchair/cane	2. Deliver the wheelchair/cane	None	1 day	Gina Gabriel Stephen L. Soriano IMUSCAI President OSCA Chairman
Fill out Client Satisfaction Rating Form				
TOTAL		None	6 days and 10 minutes	

NOTE: Time varies depending on the availability of budget and processing of voucher.

6. CENTENARIAN ACT

This program is to provide a 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.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Senior Citizen who reaches the age of 100 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	8 minutes	Gencil Ramos; Luzviminda Elbinias
	1.2 Process the voucher	None	5 days	Gencil Ramos Various Offices
	1.3 Advise the client on the delivery of the grant.	None	2 minutes	Gencil Ramos
2. Secure the cash	2. Deliver grant to the Centenarian in his/her home Received cash to be delivered.	None	1 day	City Mayor, OSCA Chairman
Fill out Client Satisfaction Rating Form				
TOTAL		None	6 days and 10 minutes	

NOTE: Time varies depending on the availability of budget and processing of voucher

7. SOCIAL PENSION

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

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2G- Government to Government			
WHO MAY AVAIL THE SERVICE	Indigent Senior Citizens of City of Imus (member or non- member of Imus Municipal Senior Citizen Association Incorporated (IMUSCAI))			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		OSCA Office, Association President		
OSCA ID		OSCA Office, Client		
Latest 1X1 ID Picture (White Background) - 1 pc.		Client		
Medical Abstract / Medical Certificate / Latest Prescription		Hospitals, City Health Office		
Printed whole-body photo		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit application form with requirements to Association President	1.1 Receive and evaluate documents	None	10 minutes	Association Presidents
	1.2 Receive and evaluate the requirements submitted by the Association Presidents.	None	10 minutes	Joan Claire Rosido
2. Applicants interview	2.1 Interview and evaluate the applicant. (House-to-house assessment.)	None	20 minutes	Joan Claire Rosido Venditta Gasic
	2.2 Encode qualified Social Pension beneficiaries to be submitted to DSWD Regional Office	None	3 days	Joan Claire Rosido DSWD Region
	2.3 Receive final list of Social Pension Beneficiaries from DSWD Regional Office		(stop time)	DSWD Region

3. Receive cash	3. 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				
TOTAL		None	6 days and 40 minutes	

NOTE: Distribution depends on the scheduled date from DSWD Regional Office

8. SENIOR CITIZENS SUBSIDY (CASH GIFT) APPLICATION

The Senior Citizens Subsidy Program is a program to provide cash assistance to a Senior Citizen and an increase in subsidy to a Nonagenarian (aged 90-99). It is given on the Senior Citizen's birthday.

This subsidy is a privilege for a Senior Citizen who is a resident for at least two (2) years and an active voter of City of Imus (Ordinance No. 05-209 Series of 2023). A Senior Citizen can also be qualified whether he/she is an active member of a Senior Citizens Association or not.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs Extension Office – Old City Hall			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Senior Citizens who are 60 years old and above, and Nonagenarians (90-99) who met the criteria or requirements set by City Government of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID – photocopy		OSCA Office, Client		
Certificate of Residency		Barangay Hall		
Voter's Certificate (issued from 2022 up to present) - photocopy		Commission on Election (COMELEC)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Verify requirements	None	10 minutes	Eliana Janica Llagas
2. Receive acknowledgment stub.	2.1 Issue acknowledgment stub.	None	2 minutes	Eliana Janica Llagas
	2.2 Encode qualified Senior Citizen to the database	None	4 minutes	Kurt Jonrai Matro
Fill out Client Satisfaction Rating Form				
TOTAL		None	16 minutes	

NOTE:

1. A Senior Citizen who will be qualified for the current year shall be included in the Master List of the succeeding fiscal year to receive Subsidy (Cash Gift).
2. A Senior Citizen who registered himself/herself as a Senior Citizen of City of Imus (applied for OSCA ID) in the current year and was evaluated as qualified to become beneficiary through his/her requirements will be automatically included in the Master List of the succeeding fiscal year to receive Subsidy (Cash Gift).