OFFICE OF THE SENIOR CITIZENS AFFAIRS

BAHAYANG PAG-ASA EXTENSION OFFICE

EXTERNAL SERVICES

CITY OF
IMUS

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 Extension Office – Bahayang Pag-asa
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

CITIZEN'S CHARTER

CITY OF
IMUS

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	Teresita Reyes Alice Marquilencia
	1.2 Forward documents to OSCA Main office for processing	None	1 hour	Stephen Soriano
	1.3 Processing in OSCA Main Office	None	(Stop Time)	OSCA Main office
	1.4 Pickup ID to OSCA Main Office for issuance.	None	1 hour	Stephen Soriano
2. Receive OSCA ID	2. Issue OSCA ID	None	1 minute	Stephen Soriano
Fill out Client Satisfaction Rating Form				
TOTAL		**None**	**2 hours, and 11 minutes**	

NOTE: OSCA ID Applications were delivered and picked up at the Main Office by batch every Monday and Friday for printing and encoding.

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 Extension Office – Bahayang Pag-asa			
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	Teresita Reyes Stephen Soriano
2. Receive Booklet	2. Release Booklet	None	2 minutes	Stephen Soriano
Fill out Client Satisfaction Rating Form				
TOTAL		**None**	**5 minutes**	

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).

OFFICE OR DIVISION	Office of the Senior Citizens Affairs Extension Office – Bahayang Pag-asa
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	10 minutes	Teresita Reyes Alice Marquilencia
	1.2 Forward documents to OSCA Main Office	None	1 Hour	Stephen Soriano
	1.2 Forward documents to PHILHEALTH office for processing	None	2 hours	Stephen Soriano
	1.3 Processing in PhilHealth	None	(stop time)	PhilHealth – Imus
	1.4 Pickup ID and MDR to OSCA Main Office	None	1 Hour	Stephen Soriano
2. Receive Philhealth ID and MDR from OSCA Extension Office	2. Issuance of PHILHEALTH ID and MDR	None	2 minutes	Teresita Reyes
Fill-out Client Satisfaction Rating Form				
TOTAL		None	4 hours and 12 minutes	

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

CITY OF IMUS