

OFFICE OF THE SENIOR CITIZENS AFFAIRS (BAHAYANG PAG-ASA EXTENSION OFFICE)

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 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		
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	

Schedule of Processing:

Transactions from Monday to Thursday - Delivery to Main Office by Friday

Transactions of Friday - Delivery to Main Office by next Monday

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.