

OFFICE OF THE SENIOR CITIZENS AFFAIRS

OLD CITY HALL
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 – Old City Hall
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	Maria Victoria Ison Celestina Tamondong
	1.2 Forward documents to OSCA Main office for processing	None	30 minutes	Maria Victoria Ison Jeffrey Caseres
	1.3 Processing in OSCA Main Office	None	(stop time)	OSCA Main office
	1.4 Pickup ID to OSCA Main Office for issuance.	None	30 minutes	Maria Victoria Ison Jeffrey Caseres
2. Receive OSCA ID	2. Issue OSCA ID	None	1 minute	Maria Victoria Ison Celestina Tamondong
Fill out Client Satisfaction Rating Form				
TOTAL		None	1 hour 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 – Old City Hall			
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	Maria Victoria Ison Celestina Tamondong
2. Receive Booklet	2. Release Booklet	None	2 minutes	Maria Victoria Ison Celestina Tamondong
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 – Old City Hall			
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	Maria Victoria Ison
	1.2 Forward documents to OSCA Main Office	None	30 minutes	Maria Victoria Ison Jeffrey Caseres
	1.2 Forward documents to PHILHEALTH office for processing	None	2 hours	Jerry Tumanon, Jr.
	1.3 Processing in PhilHealth	None	(Stop Time)	PhilHealth – Imus
	1.4 Pickup ID and MDR to OSCA Main Office	None	30 minutes	Maria Victoria Ison Jeffrey Caseres
2. Receive Philhealth ID and MDR from OSCA Extension Office	2. Issuance of PHILHEALTH ID and MDR	None	2 minutes	Maria Victoria Ison
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 hours and 12 minutes	

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

4. SENIOR CITIZEN SUBSIDY (CASH GIFT) PAYOUT

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		
If will be claimed by the Senior Citizen himself/herself:				
OSCA Identification Card		OSCA Main and Extension Offices		
If will be claimed by a Representative				
Authorization Letter		Client		
Original and Photocopy of the Senior Citizen's OSCA ID		Client		
Photocopy of the Representative's Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Verify Requirements	None	3 minutes	City Treasurer's Office Staff
2. Receive Subsidy	2. Release Subsidy	None	2 minutes	City Treasurer's Office Staff
Fill out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

NOTE: Last month's Unclaimed Subsidy can be claimed on the last week of the current month at the City Treasurer's Office in Imus City Government Center (New City Hall).