

**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.

|   |  |
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| <b>OFFICE OR DIVISION</b>   | Office of the Senior Citizens Affairs Extension Office – Old City Hall   |
| <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>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   |
| 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   |
| <b>Lost ID:</b>   |  |
| 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  |
| <b>Transfer from Other City/Municipality:</b>   |  |
| 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   |
| <b>Updating of:</b>   |  |
| <b>Name</b>   |  |
| 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   |
| <b>Birthday</b>   |  |
| 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              |                              |  |
|---|--|---------------------|------------------------------|--|
| <b>Address</b>  |  |                     |                              |  |
| 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<br>Celestina Tamondong |
|   | 1.2 Forward documents to OSCA Main office for processing | None                | 30 minutes                   | Maria Victoria Ison<br>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<br>Jeffrey Caseres     |
| 2. Receive OSCA ID  | 2. Issue OSCA ID   | None                | 1 minute                     | Maria Victoria Ison<br>Celestina Tamondong |
| Fill out Client Satisfaction Rating Form                                    |  |                     |                              |  |
| <b>TOTAL</b>  |  | <b>None</b>         | <b>1 hour and 11 minutes</b> |  |

*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.

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|--|--|------------------------|------------------------|--|
| <b>OFFICE OR DIVISION</b>                | Office of the Senior Citizens Affairs Extension Office – Old City Hall |                        |                        |  |
| <b>CLASSIFICATION</b>                    | Simple   |                        |                        |  |
| <b>TYPE OF TRANSACTION</b>               | G2C – Government to Citizens   |                        |                        |  |
| <b>WHO MAY AVAIL THE SERVICE</b>         | Registered Senior Citizen of City of Imus.                             |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>         |  | <b>WHERE TO SECURE</b> |                        |  |
| OSCA Identification Card                 |  | OSCA Office            |                        |  |
| <b>CLIENT STEPS</b>                      | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                  |
| 1. Present OSCA ID                       | 1. Verify and log OSCA ID  | None                   | 3 minutes              | Maria Victoria Ison<br>Celestina Tamondong |
| 2. Receive Booklet                       | 2. Release Booklet   | None                   | 2 minutes              | Maria Victoria Ison<br>Celestina Tamondong |
| Fill out Client Satisfaction Rating Form |  |                        |                        |  |
| <b>TOTAL</b>                             |  | <b>None</b>            | <b>5 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 Extension Office – Old City Hall |   |                               |  |
| <b>CLASSIFICATION</b>                                       | Highly Technical   |   |                               |  |
| <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 (1 pc)                                |  | 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  | 10 minutes                    | Maria Victoria Ison                    |
|   | 1.2 Forward documents to OSCA Main Office                              | None  | 30 minutes                    | Maria Victoria Ison<br>Jeffrey Caseres |
|   | 1.2 Forward documents to PHILHEALTH office for processing              | None  | 2 hours                       | Jerry Tumanon, Jr.                     |
|   | 1.3 Processing in PhilHealth   | None  | <i>(Stop Time)</i>            | PhilHealth – Imus                      |
|   | 1.4 Pickup ID and MDR to OSCA Main Office                              | None  | 30 minutes                    | Maria Victoria Ison<br>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                    |  |   |                               |  |
| <b>TOTAL</b>  |  | <b>None</b>   | <b>3 hours and 12 minutes</b> |  |

*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.

|  |  |                                 |                        |                               |
|--|--|---------------------------------|------------------------|-------------------------------|
| <b>OFFICE OR DIVISION</b>  | Office of the Senior Citizens Affairs Extension Office – Old City Hall   |                                 |                        |                               |
| <b>CLASSIFICATION</b>  | Simple   |                                 |                        |                               |
| <b>TYPE OF TRANSACTION</b>                                       | G2C – Government to Citizens   |                                 |                        |                               |
| <b>WHO MAY AVAIL THE SERVICE</b>                                 | 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. |                                 |                        |                               |
| <b>CHECKLIST OF REQUIREMENTS</b>                                 |  | <b>WHERE TO SECURE</b>          |                        |                               |
| <b>If will be claimed by the Senior Citizen himself/herself:</b> |  |                                 |                        |                               |
| OSCA Identification Card   |  | OSCA Main and Extension Offices |                        |                               |
| <b>If will be claimed by a Representative</b>                    |  |                                 |                        |                               |
| Authorization Letter   |  | Client                          |                        |                               |
| Original and Photocopy of the Senior Citizen's OSCA ID           |  | Client                          |                        |                               |
| Photocopy of the Representative's Valid ID                       |  | Client                          |                        |                               |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>          | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>     |
| 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                         |  |                                 |                        |                               |
| <b>TOTAL</b>   |  | <b>None</b>                     | <b>5 minutes</b>       |                               |

*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).*