



City Government of Imus
OFFICE OF THE SENIOR CITIZENS AFFAIRS

CITIZEN'S CHARTER

OFFICE OF THE SENIOR CITIZENS AFFAIRS



CITY OF
IMUS
FLAG CAPITAL



MAYOR Emmanuel MALIKSI



@EmmanuelMaliksi



@CityMayorELM



www.imus.gov.ph

CITIZEN'S CHARTER

OFFICE OF THE SENIOR CITIZENS AFFAIRS

The office is responsible for the welfare of the senior citizens in the City of Imus through the implementation of developmental programs and provision of privileges to its members.

FUNCTIONAL STATEMENT

The **Office of the Senior Citizens Affairs** shall:

1. Issue the Identification Card and Booklet to the senior citizens in the city;
2. Provide burial assistance for the members of the senior citizen of the City of Imus;
3. Assist the senior citizens in applying for Philhealth membership;
4. Be responsible for semi-annual financial assistance and social pension distribution.



FRONTLINE SERVICES OFFERED

- Issuance of OSCA ID and Booklet
- Provide assistance on Philhealth Membership Application
- Provide Burial Assistance

FRONTLINE SERVICES PROCEDURE

ISSUANCE OF OSCA ID AND BOOKLET

WHO MAY AVAIL THE SERVICE:

- All Filipino resident of Imus 60 years old or above

REQUIREMENT(S):

- Duly Accomplished Application Form
- Birth Certificate
- Proof of Residency

For Dual Citizens:

- Proof of Citizenship and residency for six (6) months

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION / PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT / UNIT		
1	Submit the requirements	Assess the requirements and encode the data	Marthalyn O. Estonactoc	3 minutes
2	Receive the OSCA I.D. and booklet	Issue the OSCA I.D. and booklet	Aurelio D. Salazar	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				5 minutes
END OF TRANSACTION				



PROVIDE ASSISTANCE ON PHILHEALTH MEMBERSHIP APPLICATION

WHO MAY AVAIL THE SERVICE:

- All Senior Citizens to be covered by the National Health Insurance Program of PhilHealth

REQUIREMENT(S):

- Accomplished application form
- Photocopy of Senior Citizen's ID

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION / PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submission of application form with required documents.	Receive and verify requirements	Efren Camaisa	2 minutes
2	Wait for Notice of Availability of MDR	Forward the Documents to Philhealth Imus Branch for processing	OSCA Staff	*
		Claim the Membership Data Record (MDR) upon notice of availability		
		Inform the client		
3	Secure the Membership Data Record (MDR) from Senior Citizen's Office	Issue the Membership Data Record (MDR)	Efren Camaisa Aurelio D. Salazar	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				6 minutes
END OF TRANSACTION				



Note: The application is not applicable to Senior Citizens with Philhealth Life Time Membership ID Card.

*Issuance of MDR depends on action of PhilHealth Branch

PROVIDE BURIAL ASSISTANCE

WHO MAY AVAIL THE SERVICE:

- Relative of the senior citizen with the highest degree of consanguinity

REQUIREMENT(S):

- Death Certificate (deceased)
- OSCA ID (deceased)
- Barangay Clearance (claimant)
- Cedula (claimant)
- Valid ID (claimant)
- Proof of Legal Relationship to the deceased (if not indicated as the informant in the Death Certificate)

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION / PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT / UNIT		
1	Submit the requirements	Assess the requirements	Gencil A. Ramos; Marthalyn O. Estonactoc	2 minutes
		Forward the documents to the City Budget Office and wait for the advice on the availability of check	Arsenia I. Reyes	
		Advise the client on the availability of check	Gencil A. Ramos; Marthalyn O. Estonactoc	1 minute



2	Receive the check from the City Treasurer's Office	Release the check	City Treasurer's Office	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				5 minutes
END OF TRANSACTION				



Location: The **Office of the Senior Citizens Affairs** is located at the 1st level of the New Imus City Hall Building.

Hon. Oscar de Quiroz
OSCA Chairman

You can also contact us at:
(046) 472-3329

Or email us at:
Imusosca2016@gmail.com

