

# OFFICE OF THE SENIOR CITIZENS AFFAIRS

## EXTERNAL SERVICES



## 1. OSCA ID and BOOKLET ISSUANCE

The OSCA ID and Booklet is being issued to Imus City Senior Citizen (Ages 60 and up). This would serve as the main requirement in availing privileges and benefits from the local and national government.

<b>OFFICE OR DIVISION</b>	Office of the Social Citizens Affairs	
<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 Citizenship and Residency of at least 6 months).	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Application Form		OSCA Office
<b>For New Applicant</b>		
Duly Accomplished Application Form		OSCA Office
Birth Certificate/Marriage Contract (photocopy)		Local Civil Registrar/Philippines Statistic Authority
Latest 1X1 ID Picture (2 pcs)		Client
Proof of Residency (photocopy)		Utility Bills
Any Valid ID (Government Issued) (photocopy)		Client
<b>For Lost</b>		
Latest 1X1 ID Picture (2 pcs)		
COMELEC Certification (photocopy) * for Imus registered voters		Commission on Election (COMELEC)
Affidavit of Loss		Notary Public
<b>For Transfer</b>		
<b>Barangay to Barangay</b>		
Senior Citizen ID – Original and Photocopy		OSCA Office
Proof of Address – Photocopy		Utility Bills
<b>Other City/Municipality</b>		
SC ID/Cert. of Cancellation from the City/Municipality		OSCA Office
*for Dual Citizenship – Oath of Allegiance		Department of Foreign Affairs/Philippine Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Application Form with required documents	1. Verify Requirements and Encode OSCA ID	None	3 minutes	Gina Fe Gabriel; Monica Castro; Vicky Ison; Krisel Monzon
2. Receive OSCA ID and Booklet	2. Issue OSCA ID and Booklet	None	3 minutes	Vicky Ison; Monica Castro; Gina Fe Gabriel; Krisel Monzon; Aurelio Salazar
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>6 minutes</b>	



## 2. PHILHEALTH MEMBERSHIP APPLICATION

The Office of the Senior Citizens Affairs helps the senior citizens in processing the PhilHealth ID and MDR.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs			
<b>CLASSIFICATION</b>	Simple			
<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		
OSCA ID (1 photocopy)		Client, OSCA Office		
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. Receive and verify the documents	None	5 minutes	Aurelio Salazar; Gina Fe Gabriel; Efren Camaisa; Monica Castro
	1.2 Forward documents to PHILHEALTH office for processing	None	30 minutes (stop time)	Rafael Bravo; Aurelio Salazar; Gina Fe Gabriel; Efren Camaisa
	1.3 Processing in PhilHealth			PhilHealth – Imus
2. Receive MDR for Senior Citizens Office	2. Issuance of PHILHEALTH ID and MDR	None	5 minutes	Efren Camaisa; Rafael Bravo
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	

NOTE: Processing and Issuance of MDR/ID depends on action of Philhealth Branch



### 3. BURIAL ASSISTANCE FOR SENIOR CITIZEN OF IMUS CITY

Financial Assistance to the surviving relative of the deceased Senior Citizen. A yearly project of Imus City Local Government.

<b>OFFICE OR DIVISION</b>	Office of the Senior Citizens Affairs			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	The nearest surviving relative who took care of the deceased senior citizen until death; The nearest relative who is the signatory in the Death Certificate of the deceased senior citizens.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified Death Certificate of the deceased Senior Citizen		City Civil Registrar's Office, 2 <sup>nd</sup> Floor, Imus City Hall		
Photocopy of OSCA ID of the deceased Senior Citizen		OSCA Office		
Original Barangay Certification and Indigency of Claimant		Barangay Hall		
Photocopy of CEDULA of the Claimant		City Treasurer's Office, 1 <sup>st</sup> Floor, Imus City Hall		
Photocopy of Any Valid Government ID		Client		
Proof of legal relationship to the deceased (if not indicated as the informant in the Death Certificate) - Birth Certificate/Marriage Certificate		City Civil Registrar's Office, 2 <sup>nd</sup> Floor, Imus City Hall		
Photocopy of Birth Certificate/Marriage Contract		PSA/ City Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents.	1.1 Receive and verify the documents	None	2 minutes	Vicky Ison; Monica Castro; Gina Fe Gabriel; Aurelio Salazar; Jocelyn Del Mundo
	1.2 Process the voucher	None	5 minutes	
	1.3 Advise for the availability of check		5 minutes	
2. Secure the check	2. Release the check	None	3 minutes	City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	