

**CITIZEN CHARTER
OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA)**

MANDATES:

- **R.A. 9994 or The Expanded Senior Citizens Act of 2010**
- **Ordinance No. 06, Series of 1994 - An Ordinance amending certain provisions of Ordinance No. 22, Series of 1993, entitled “An Ordinance creating and/or establishing the office for Senior Citizens Affairs (OSCA) pursuant to R.A.7432, appropriating funds therefor and for other purposes”.**
- **Ordinance No. 22, Series of 1993 – An Ordinance Creating and/or Establishing the Office for Senior Citizens Affairs (OSCA) pursuant to R.A. No. 7432 appropriating funds therefor and for other purposes.**

VISION:

A community of Happy, Healthy and Active Elderly of Pasig City

MISSION:

To provide efficient, free and easy access to quality health care and other basic social services to senior citizens, not just part of the program but also a commitment of the City Government of Pasig.

CORE VALUES:

- E – Empowerment of Senior Citizens**
- Q – Quality Service Assistance**
- U – Universal / Unity**
- A – Awareness Campaign**
- L – Liveable Community**
- I – Institutionalized values**
- T – Transparency of PPA’s**
- Y – Yielding to policy down the line**

Office or Division:	Office of the Senior Citizens Affairs (OSCA)-Pasig City Government
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Senior Citizens

FRONTLINE SERVICE

The Office of the Senior Citizens Office (OSCA) is committed to provide the following major frontline services to help the general public, the private sector, and our client; local government units, agencies, department and offices:

- A. Issuance of Senior Citizens Identification Card (with Booklets for Medicine/Hospital, Grocery/Agricultural Products, Movies)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. 2 pcs. 1x1 picture 2. Birth Cert./Baptismal 3. Barangay Clearance 4. COMELEC Certification		OSCA			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Senior Citizens Identification Card (with Booklets) New Applicant Lost/Change of ID	Receive the requirements and issue immediately the ID and other needs, such as Booklets for Medicines/Hospital, Grocery/Agriculture products, Movies same	None	3 min.	Jonelyn A. Maquiling and Leah Josephine Marie C. Chua
TOTAL:			None	3 min.	2

B. Application for Senior Citizens Cash Card ATM Privilege.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Photocopy of Senior Citizen's ID Card 2. Proof of Billing 3. Barangay Clearance 4. COMELEC Certification (at least 2 years registered) 5. Accomplish the Application Form for Cash Card ATM		OSCA			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Senior Citizens Cash Card ATM Privilege	Receive the requirements Verification/Validation Releasing by schedule thru Landbank branches or offsite per barangay	None	3 min. 1 mo.	Jomel C. Librea and Maria Gherina T. Labao Landbank personnel
TOTAL:			None	1 mo. & 3 min.	3

C. Application for Senior Citizens Burial Assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Death Certificate (with registry number; certified true copy) 2. Marriage Contract, if the claimant is the spouse of the deceased person (photocopy) or Birth Certification, if the claimant is the child of the deceased person and Special Power of Attorney from the other surviving heirs 3. 2 valid IDs of the claimant (photocopy) 4. Surrender the original Senior Citizen's ID Card of the deceased person	OSCA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Senior Citizens Burial Assistance	Receive the requirements Verification/Validation Preparation of financial document Releasing by schedule	None	3 min. 1 week 1 week	Cristina M. Miguel and Ma. Riza M. Leonor OSCA, Budget Office, Accounting Office, Treasurer's Office, HR Office, Mayor's Office Treasurer's Office
TOTAL:			None	2 weeks & 3 min.	8

D. Financial Assistance for Centenarian

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Birth Certificate (authenticated copy form PSA or Certified true copy from the Local Civil Registry) 2. Baptismal (in the absence of the birth certificate) and Certification from the Phil. Archives) 3.. Latest picture (whole body)		OSCA			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Financial Assistance for Centenarian	Receive the requirements Verification/Validation Preparation of financial documents	None	3 min, 1 week	Erick O. Estrada OSCA, Budget Office, Accounting Office,

		Releasing by schedule		1 week	Treasurer's Office, HR Office, Mayor's Office Treasurer's Office
TOTAL:			None	2 weeks & 3 min.	6

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Client Request Form or email us at OSCApasig@gmail.com
How feedback is processed	Sending a reply; entertain directly/personally to the client
How to file a complaint	File a written complaint or email us at OSCApasig@gmail.com
How complaints are processed	Sending a written reply or responding thru email
Contact Information	NOLIE T. BACSAL OIC, Administrative Division OSCA JOSE REY Q. ESPINA Executive Assistant V OIC, OSCA