

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

MANDATES:

- R.A. No. 7432
- R.A. No. 9257
- R.A. 7876
- R.A. 9994 or The Expanded Senior Citizens Act of 2010
- R.A. 11916
- R.A. 11350
- City Ordinance No. 40 Series of 2021

VISION:

A community of happy, healthy, and active elderly individuals in Pasig City, where senior citizens are valued and supported through active participation in acquiring self-esteem and fulfilling lives with dignity.

MISSION:

To empower and enable senior citizens towards attaining social welfare and equality by providing free and efficient social services and capacity development as partner of the City Government in nation building.

CORE VALUES:

- O** – Outstanding values
- S** – Social welfare and security
- C** – Committed integrity
- A** – Age-friendly community

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 of Pasig City

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. 1 Valid ID or COMELEC Certification		OSCA 4 th flr. Pasig City Hall			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Senior Citizens Identification Card (with Booklets) New Applicant	Receive the requirements and issue immediately the ID and other needs, such as Booklets for Medicines/Hospital, Grocery/Agriculture products, Movies	None	4mins.– 5mins.	Trixie Cruz, Sharlene Rufflyn Villanueva, Alma Manlangit, Erick O. Estrada
	Lost/Change of ID	same			
TOTAL:			None	4-5 mins.	4

B. Application for Senior Citizens Cash Card ATM.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished the Application Form for Cash Card ATM 2. Photocopy of Senior Citizen's ID Card 3. Barangay Clearance 4. Valid ID with 2 years date issued or COMELEC Certification (at least 2 years registered)		OSCA 4 th flr. Pasig City Hall			
#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Senior Citizens Benefit Cash Card (Landbank ATM)	Receive the requirements Verification/Screening Encoding Evaluation Approval of Head Releasing by schedule thru Landbank branches or offsite per barangay	None	3 mins. 2 mins. 2 mins. 3-5 days 1 day 2 weeks	Jomel C. Librea Kevin Ross Peñamora Mary Ashley Cabbab Horacio B. Apuyan Jr. Landbank personnel
TOTAL:			None	3 weeks	4

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 4 th flr. Pasig City Hall			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Senior Citizens Burial Assistance	Receive the requirements Verification/Validation Encoding Evaluation Approval of the OSCA Head Preparation of financial document Releasing by schedule	None	3 min. 2-3mins 1 day 1 week 1 day 2 weeks 1 week	Alyzza Segismundo Cristina M. Miguel Jessica Angeles Jomel Librea, Horacio Apuyan Jr., Jomel Librea, OSCA, Budget Office, Accounting Office, Treasurer's Office, HR Office, Mayor's Office Treasurer's Office
TOTAL:			None	4 weeks, 2 days & 6 mins.	12

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) 4. Benefit Cash Card (ATM)/privilege Card		OSCA 4 th flr. Pasig City Hall			
#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Financial Assistance for Centenarian	Receive the requirements Verification/Validation Approval of the OSCA Head Preparation of financial documents 90 – 94 y/o = 10,000 95 – 99 y/o = 20,000 100 y/o above = 20,000 Releasing by schedule	None	3 mins, 2-3 mins. 1 day 1-2 weeks 2-3 days	Erick O. Estrada, Alma Manlangit Erick O. Estrada Mr. Horacio Apuyan Jr. OSCA, Budget Office, Accounting Office, Treasurer's Office, HR Office, Mayor's Office Treasurer's Office
TOTAL:			None	2 weeks, 4 days & 6 mins.	10

E. LOCAL SOCIAL PENSION

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Fill up Form Local Social Pension 2. Photo copy of Senior Citizen ID 3. Landbank ATM Cash card /Temporary Cash Card Stub		OSCA 4 th flr. Pasig City Hall			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Local Social Pension for Senior Citizen	Receive the requirements Encoding / Screening Verification/Validation Approval of OSCA Head Printing of Payroll Preparation of financial documents Releasing by schedule	None	3 min, 1 weeks 10 days 1 day 2 weeks 2 weeks Every 1 st ,2 nd ,3 rd and 4 th quarter	OSCA Senior Help Desk Shiela May Aguado / Maria Gerina Labao OSCA Operation Team Mr. Horacio Apuyan Jr. Jomel Librea OSCA, Budget Office, Accounting Office, Treasurer's Office, HR Office, Mayor's Office Treasurer's Office
KABUUAN:			None	1 ½ months & 3 mins.	14

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Client Request Form or email us at osca@pasigcity.gov.ph
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 osca@pasigcity.gov.ph
How complaints are processed	Sending a written reply or responding thru email
Contact Information	HORACIO B. APUYAN JR., MMHOA OIC, OSCA