

CITIZEN'S CHARTER SERVICES

City of Bacoor, Province of Cavite

Responsible Department/Unit:

Office of the Mayor - OSCA

Service Name:

Issuance of Senior Citizen Identification Card and Purchase Booklet

Service Description:

A national card issued to elderly persons aged sixty (60) and above entitling to numerous benefits and privileges such as 20% discount from all establishments relative to the utilization of transportation services, hotel and similar lodging establishments, restaurant and recreation center, and on purchase of medicine anywhere in the country; free admission to movie houses at SM Bacoor and SM Molino; 20% discount on admission fees charged by concert halls, circuses, carnival, and other similar places of culture, leisure and amusement.

Client:

60 years old and above resident of the city of Bacoor

Maximum Duration of Process:

7 minutes

Requirements:

Birth Certificate or any valid documents/ID that establishes date of birth, Voter's ID or Real Property Tax Receipt, Barangay Clearance
3 pieces 1x ID pictures (recently taken)

Step	Actions to be taken		Office / Person Responsible	Time to Complete with complete requirements	Fees	Form/s Use
	Applicants / Client	Frontline Service Unit				
1	Secure and fill up form	Filling up application form by senior applicant assisted by the assigned OSCA employees	1. Antonio A. Gayangos, Jr. 2. Ma. Theresa D. Lim 3. Grace D. Fernandez 4. Enrico S. Quilao	2 to 3 minutes	none	
2	Submit application form with requirements	Checking of requirements and typing required data in the OSCA ID	1. Antonio A. Gayangos, Jr. 2. Ma. Theresa D. Lim 3. Grace D. Fernandez 4. Enrico S. Quilao	2 minutes	none	
3	Recording	Recording of ID and booklet in their respective logbook per barangay	1. Antonio A. Gayangos, Jr. 2. Ma. Theresa D. Lim 3. Grace D. Fernandez 4. Enrico S. Quilao	1 minute	none	
4	Signing of ID and booklet	Signing of ID and booklet by OSCA Chaiman	BAYANI M. DE LEON OSCA Chairman	1 minute	none	
5	Releasing	Releasing of ID and booklet signed by the receiving senior citizens as received	1. Antonio A. Gayangos, Jr. 2. Ma. Theresa D. Lim 3. Grace D. Fernandez 4. Enrico S. Quilao	1 minute	none	

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Service Description:
Client:
Maximum Duration of Process:
Requirement/s:

Office of the Mayor - OSCA
Philhealth Application
Lifetime Free Membership for senior citienz under R.A.10645
60 years old and above resident of the city of Bacoor
Photocopy of senior citizen ID

Step	Actions to be taken		Office / Person Responsible	Time to Complete with complete requirements	Fees	Form/s Use
	Applicants / Client	Frontline Service Unit				
1	Secure and fill up form	Filling up Philhealth Membership Form (PMRF) by senior applicant assisted by the assigned OSCA employees	1. Luzviminda G. Acuña 2. Josefina I. Celestial	2 to 3 minutes	none	
2	Submit Philhealth Membership Form (PMRF) with attached photocopy of OSCA ID	Checking of PMRF and requirement submitted by senior applicant	1. Luzviminda G. Acuña 2. Josefina I. Celestial	1 minute	none	
3	Encoding	Encoding of data based on duly accomplished PMRF	1. Luzviminda G. Acuña	2 minutes	none	
4	Transmittal	Prepare and print transmittal of applicants within a week	1. Antonio A. Gayangos, Jr.	7 minutes	none	
5	Checking and signing of transmittal	Checking and signing of transmittal by OSCA Chairman	BAYANI M. DE LEON OSCA Chairman	2 minutes	none	
6	Submission to Philhealth Office	Submit transmittal and PMRF to Philhealth Office, Imus for screening	1. Luzviminda G. Acuña	1 hour	none	
7	Pick-up Member's Data Record (MDR)	Pick-up newly released Member's Data Record (MDR) upon submission of PMRF	1. Luzviminda G. Acuña	1/2 hour	none	
8	Releasing of MDR	Releasing of MDR signed by the receiving senior citizen as received	1. Eleanor Latorre	2 minutes	none	

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Service Description:
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Maximum Duration of Process:
Requirements:

Office of the Mayor - OSCA
Provincial Burial Assistance Application
Burial Claim of Php2,000 for Deceased Senior
Resident of City of Bacoor
15 Minutes

1. OSCA ID (Original and Photocopy)
2. Death Certificate (Original or Certified True Copy)
3. Barangay Certificate of claimant intended for Provincial Burial Assistance
4. Cedula of claimant (Original and Photocopy)
5. Social Case Study (OSCA)

Step	Actions to be taken		Office / Person Responsible	Time to Complete with complete requirements	Fees	Form/s Use
	Applicants / Client	Frontline Service Unit				
1	Secure and fill up Intake Form	Filling up of Intake Form by beneficiary/claimant of deceased senior citizen assisted by the assigned OSCA employees	1. Luz Javilinar	2 minutes	none	
2	Submit duly accomplished Intake Form with requirements	Checking of requirements	1. Luz Javilinar	2 minutes	none	
3	Social Case Study/Interview	Interview beneficiary/claimant for justification of death, economic status and expenditures incurred	1. Luz Javilinar	5 minutes	none	
4	Prepare endorsement letter	Typing of endorsement letter addressed to the Provincial DSWD	1. Luz Javilinar	2 minutes	none	
5	Checking and signing of endorsement letter	Review and signing of endorsement letter by OSCA Chairman	BAYANI M. DE LEON OSCA Chairman	2 minutes	none	
6	Final Checking and signing of endorsement letter	Final checking and signing of endorsement letter by CSWD Officer	EMILIANA DR. UGALDE CSWD officer	2 minutes	none	

Office of the City Mayor

Office of the Senior Citizens Affairs (OSCA)

The Office of the Senior Citizens Affairs maintains up-to- date list of senior citizens and issue national uniform identification cards and purchase booklets free of charge which shall be valid anywhere in the country.

*Ready to serve and transact with you
as authorized and properly identified personnel from*

Monday to Friday

8:00 AM to 5:00 PM

Ground Floor, National Agency Center

Bacoor Boulevard, Brgy. Bayanan, Bacoor City

