

# **OFFICE OF THE SENIOR CITIZENS AFFAIRS**

**OSCA-001 | ISSUANCE OF SENIOR CITIZENS I.D.**

|   |   |   |  |                           |
|---|---|---|--|---------------------------|
| <b>Office or Division:</b>  | OFFICE FOR SENIOR CITIZENS AFFAIRS  |   |  |                           |
| <b>Classification:</b>  | Simple  |   |  |                           |
| <b>Type of Transaction:</b>   | G2C-Government to Client  |   |  |                           |
| <b>Who may avail:</b>   | SENIOR CITIZENS   |   |  |                           |
| <b>CHECKLIST OF REQUIREMENTS:</b><br>ANY OF THE FOLLOWING GOVERNMENT ISSUED I.D.) <ul style="list-style-type: none"> <li>• BIRTH CERTIFICATE</li> <li>• PASSPORT</li> <li>• SSS ID</li> <li>• PHILHEALTH ID</li> <li>• DRIVERS LICENSE</li> <li>• VOTER'S ID</li> </ul> |   | <b>WHERE TO SECURE</b> <ul style="list-style-type: none"> <li>• REGISTRAR'S OFFICE</li> <li>• SOCIAL SECURITY SYSTEM OFFICE</li> <li>• DEPARTMENT OF FOREIGN AFFAIRS</li> <li>• PHILHEALTH FIELD OFFICE</li> <li>• LAND TRANSPORTATION OFFICE</li> <li>• COMELEC</li> </ul> |  |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b> |
| 1. REGISTER IN LOGBOOK  | ASSIST CLIENT   | NONE  | ONE 1 MINUTES  | ANY AVAILABLE STAFF       |
| 2. PRESENT REQUIREMENTS   | CHECK REQUIREMENTS  | NONE  | THREE MINUTES  | ANY AVAILABLE STAFF       |
| 3. FILL UP SENIOR CITIZENS PROFILE<br>3.1 FOR INTERVIEW<br>3.2 SIGN PROFILE<br>3.3 WAIT I.D<br>3.4 RELEASING I.D.<br>AFFIX SIGNATURE<br>3.5 SIT AND RELAX<br>3.6 ANSWER QUERY   | ISSUE SENIOR CITIZENS PROFILE FORM<br>INTERVIEW SENIOR CITIZENS PREPARES AND ENCODE I.D.<br>SIGNING OF THE I.D. | NONE<br><br>NONE<br><br>NONE  | 1 MINUTE<br><br>10 MINUTES<br>2 MINUTES<br>5 MINUTES<br><br>TEN (10) MINUTES | ANY AVAILABLE STAFF       |

END OF TRANSACTION

**OSCA-002 | ISSUANCE OF GROCERY AND MEDICINE BOOKLET**

|                                       |   |                                   |                        |                                |
|---------------------------------------|---|-----------------------------------|------------------------|--------------------------------|
| <b>Office or Division:</b>            |   | OFFICE OF SENIOR CITIZENS AFFAIRS |                        |                                |
| <b>Classification:</b>                |   | Simple                            |                        |                                |
| <b>Type of Transaction:</b>           |   | G2C-Government to Client          |                        |                                |
| <b>Who may avail:</b>                 |   | SENIOR CITIZENS                   |                        |                                |
| <b>CHECKLIST OF REQUIREMENTS</b>      |   | <b>WHERE TO SECURE</b>            |                        |                                |
| SENIOR ID                             |   | SENIOR CITIZENS OFFICE(OSCA)      |                        |                                |
| <b>CLIENT STEPS</b>                   | <b>AGENCY ACTIONS</b>                           | <b>FEEES TO BE PAID</b>           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>      |
| 1. REGISTER IN LOGBOOK                | ASSIST CLIENT                                   | NONE                              | 1 MINUTES              | RENAN MONTAÑEZ                 |
| 2. PRESENT REQUIREMENTS               | CHECK REQUIREMENTS                              | NONE                              | 3 MINUTES              | MARK/RENAN DIONY/JANE ANGELIKA |
| 3.1 FOR INTERVIEW                     | 1. ISSUE MEDICINE AND GROCERY BOOKLET           | NONE                              | 3 MINUTES              | MARK/RENAN/DIONY/JANE ANGELIKA |
|                                       | 2. INTERVIEW SENIOR CITIZENS                    |                                   | 3 MINUTES              |                                |
|                                       | 3. PREPARE BOOKLETS                             |                                   | 3 MINUTES              |                                |
| 3.3 WAIT MEDICINE AND GROCERY BOOKLET | 4. SIGNING OF THE MEDICINE AND GROCERY BOOKLETS |                                   | 2 MINUTES              |                                |
| 3.4 RELEASING OF BOOKLETS             |   |                                   |                        |                                |

END OF TRANSACTION

**OSCA-003 | ASSIST IN FILLING-UP PHILHEALTH MEMBER REGISTRATION FORM (PMRF)**

|  |   |  |                        |                                |
|--|---|--|------------------------|--------------------------------|
| <b>Office Division:</b>                        |   | OFFICE OF THE SENIOR CITIZENS AFFAIRS                  |                        |                                |
| <b>Classification:</b>                         |   | Simple   |                        |                                |
| <b>Types of Transaction:</b>                   |   | G2G/G2G –Government to Client/Government to Government |                        |                                |
| <b>Who may avail:</b>                          |   | SENIOR CITIZENS  |                        |                                |
| <b>CHECKLIST OF REQUIREMENTS</b>               |   | <b>WHERE TO SECURE</b>                                 |                        |                                |
| SENIOR CITIZENS I.D.                           |   | SENIOR CITIZENS OFFICE (OSCA)                          |                        |                                |
| <b>CLIENT STEPS</b>                            | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>                                 | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>      |
| 1. REGISTER IN LOGBOOK                         | ASSIST CLIENT   | NONE   | 3 MINUTES              | RENAN MONTANEZ                 |
| 2. PRESENT REQUIREMENTS                        | CHECK REQUIREMENTS  | NONE   | 3 MINUTES              | MARK/RENAN/DIONY/JANE ANGELIKA |
| 3. FILL UP PHILHEALTH REGISTRATION FORM (PMRF) | 1. ISSUE PMRF<br><br>2. INTERVIEW SENIOR CITIZENS IN FILLING UP | NONE   | 1 MINUTE               | MARK/RENAN/DIONY/JANE ANGELIKA |
| 3.1 FOR INTERVIEW<br><br>A. SIGN PMRF          |   |  | 10 MINUTES             |                                |
|  | SUBMIT TO PHILHEALTH AND WAIT FOR I.D.                          |  | OSCA HEAD,JANE,MARK    |                                |

**OSCA-005 | MASSAGE THERAPY AND PHYSICAL THERAPY**

|   |  |   |                        |                           |
|---|--|---|------------------------|---------------------------|
| <b>Office Division:</b>                               |  | OFFICE FOR SENIOR CITIZENS AFFAIRS                |                        |                           |
| <b>Classification:</b>                                |  | Simple  |                        |                           |
| <b>Types of Transaction:</b>                          |  | G2C- Government to Client                         |                        |                           |
| <b>Who may avail:</b>                                 |  | SENIOR CITIZENS AND NON SENIOR CITIZENS           |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS:<br/>*DOCTOR'S ORDER</b> |  | <b>WHERE TO SECURE:<br/>*HOSPITAL/INSTITUTION</b> |                        |                           |
| <b>CLIENT STEPS</b>                                   | <b>AGENCY ACTIONS</b>                              | <b>FEEES TO BE PAID</b>                           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| REGISTER IN LOGBOOK                                   | ASSIST CLIENT                                      | NONE  | 3 MINUTES              | RENAN MONTANEZ            |
| PRESENT REQUIREMENTS                                  | CHECK REQUIREMENTS                                 | NONE  | 3 MINUTES              | DIONISIO LLARENAS         |
| FILL UP PATIENTS FORM                                 | ASSIST CLIENT IN FILLING UP                        | NONE  | 2 MINUTES              | DIONISIO LLARENAS         |
| UNDERGOES PROCEDURE                                   | PERFORMS MASSAGE                                   |   | 1 HOUR TO 1 ½ HOUR     | DIONISIO LLARENAS         |
| PAY FEES  | COLLECTS AND RECEIVE PAYMENT WITH OFFICIAL RECEIPT | 150.00  | 5 MINUTES              | DIONISIO LLARENAS         |
| END OF TRANSACTION                                    |  |   |                        |                           |

**OSCA-006 | COORDINATES EYE CHECK-UP AND EXTRA CAPSULAR CATARACT EXTRACTION**

|   |  |                                   |                        |                           |
|---|--|-----------------------------------|------------------------|---------------------------|
| <b>Office Division:</b>   | OFFICE FOR SENIOR CITIZENS AFFAIRS IN COORDINATION WITH OPHTHALMOLOGY DEPARTMENT-ITRMC |                                   |                        |                           |
| <b>Classification:</b>  | Simple   |                                   |                        |                           |
| <b>Types of Transaction:</b>  | G2C – Government to Client   |                                   |                        |                           |
| <b>Who may avail:</b>   | SENIOR CITIZENS  |                                   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                                    |  | <b>WHERE TO SECURE</b>            |                        |                           |
| *SENIOR CITIZENS I.D.<br>*PHILHEALTH I.D OR MEMBER DATA RECORD(MDR) |  | *OSCA<br>*PHILHEALTH FIELD OFFICE |                        |                           |
| <b>PATIENTS STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEEES TO BE PAID</b>           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1.REGISTER IN LOGBO   | ASSIST CLIENT  | NONE                              | 3 MINUTES              | RENAN MONTANEZ            |
| 2. INTERVIEW CLIENT FOR PAST MEDICAL HISTORY                        | RECORD DOCUMENTS   | NONE                              | 3 MINUTES              | MARL LOUIS TABAC          |
| 3.PRESENT REQUIREMENTS  | CHECK REQUIREMENTS   | NONE                              | 3 MINUTES              | MARK LOUIS TABAC          |
| 4. SIT AND REST   | MEASURE VITAL SIGNS  | NONE                              | 10 MINUTES             | MARK LOUIS TABAC          |
| 5.INFORM THE NURSE FOR AVAILABILITY SCHEDULE                        | COORDINATE WITH OPHTHALMOLOGY DEPARTMENT-ITRMC FOR SCHEDULING                          | NONE                              | 1 MINUTES              | MARK LOUIS TABAC          |
|   | EYE CHECK-UP AND CATARACT EXTRACTION WILL BE HELD AT ITRMC                             |                                   |                        | OPHTHALMOLOGY DEPARTMENT  |

**OSCA-007 | WORK FOR THE CASH INCENTIVES FOR CENTENARIANS AND NONAGENARIANS THE LATTER AS PER MUNICIPAL ORDINANCE NO. 14, SERIES OF 2018.**

|   |   |                                    |                        |                             |
|---|---|------------------------------------|------------------------|-----------------------------|
| <b>Office Division:</b>                         | OFFICE FOR SENIOR CITIZENS AFFAIRS            |                                    |                        |                             |
| <b>Classification:</b>                          | Simple  |                                    |                        |                             |
| <b>Types of Transaction:</b>                    | G2C – Government to Client                    |                                    |                        |                             |
| <b>Who may avail:</b>                           | SENIOR CITIZENS WHO AGES 90-99 AND 100 ABOVE  |                                    |                        |                             |
| <b>CHECKLIST OF REQUIREMENTS</b>                |   | <b>WHERE TO SECURE</b>             |                        |                             |
| LOCAL BIRTH CERTIFICATE                         |   | LOCAL CIVIL REGISTRY               |                        |                             |
| PSA BIRTH CERTIFICATE                           |   | PSA OFFICE                         |                        |                             |
| CERTIFICATE OF RESIDENCY                        |   | BARANGAY                           |                        |                             |
| PHOTOCOPY OF SENIOR CITIZENS I.D.(BACK TO BACK) |   | OFFICE FOR SENIOR CITIZENS AFFAIRS |                        |                             |
| CERTIFICATION OF OSCA MEMBERSHIP                |   | OFFICE FOR SENIOR CITIZENS AFFAIRS |                        |                             |
| <b>CLIENT STEPS</b>                             | <b>AGENCY ACTIONS</b>                         | <b>FEES TO PAID</b>                | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| REGISTER IN LOGBOOK                             | ASSIST CLIENT                                 | NONE                               | 3 MINUTES              | RENAN MONTANEZ              |
| PRESENT REQUIREMENTS                            | CHECK REQUIREMENTS                            | NONE                               | 3 MINUTES              | MARY JANE IGNACIO           |
|   | CHECK AUTHENTICITY OF DOCUMENTS PRESENTED     | NONE                               | 5 MINUTES              | MS. GLORIAFINA A. BARNACHEA |
| WAIT FOR FURTHER INSTRUCTIONS                   | WORK FOR THE CASH INCENTIVES FOR NONAGENARIAN | NONE                               | 10 DAYS                | MARY JANE IGNACIO           |
|   | AWARDS CASH INCENTIVES                        |                                    |                        |                             |