



OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA)
G/F CSWD Building, Tabaco City

SERVICE	STEPS		MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
ISSUANCE OF SENIOR CITIZEN'S ID	1	Proceed to the OSCA office and present the complete requirements		1.Brgy. Residency 2.1x1 picture (2pcs) 3.Photocopy of Birth Certificate or any valid ID if no Birth Certificate	• Romeo Budy	None	G2C	simple
	2	Check the correctness & completeness of client's details	2 minutes					
	3	Fill up application form	3 minutes					
	4	Record to logbook	2 minutes					
	5	ID preparation	3 minutes					
	6	Let the senior citizen check the details in the ID	3 minutes					
	7	Let the senior citizen affix his/her signature and thumbmark	2 minute					
	8	OSCA head will affix the signature	1 minute					
ISSUANCE OF BIRTHDAY CASH GIFT FOR SENIOR CITIZEN	1	Received the list of celebrants from BASCA President	3 minutes	1. 1 original copy and 1 photocopy	• Edna Imperial	None	G2C	Simple
	2	Submit the original copy to CBMS for <ul style="list-style-type: none"> • Received certifications from CBMS • Checking of certificates versus list from BASCA 	2 - 3 weeks					



		<ul style="list-style-type: none"> • Certificates will be forwarded to the office of CPDO for signature 			<ul style="list-style-type: none"> • Francia Bobis 			
	3	Payroll Processing <ul style="list-style-type: none"> • Will be forwarded to CSWD for signature • Budget Office for Signature • Accounting Officer for Signature 	2 days 1 day 1 week 2 weeks	Payroll Vouchers	<ul style="list-style-type: none"> • Jenalyn Abner • Francia Bobis 			
	4	Schedule of Payout	1 day	Approved payroll	<ul style="list-style-type: none"> • Emerita Bognalos 			
BURIAL ASSISTANCE	1	Received requirements from the bereaved family	5 minutes	1. Photocopy of death certificate(4cps) 2. Photocopy of brgy. residency of claimant(4cps) 3. Certification from BASCA President(4cps) 4. Photocopy of claimants valid ID-back-to-back (4cps) 5. Senior Citizen ID to be surrendered	<ul style="list-style-type: none"> • Rosalina Cordovez 	None	G2C	Simple
	2	Payroll processing <ul style="list-style-type: none"> • Forward to budget for signature • Forward to Accounting for Signature 	1 day					
	3	Release of Burial Assistance	5 minutes	Valid ID of Claimant	<ul style="list-style-type: none"> • CTO 			