



## Securing Senior Citizen Identification Card

About the Service: OSCA issued Senior Citizen's Identification Card for the availment of benefits and privileges mandated under RA 9994.

<b>Department / Office:</b>	<b>OFFICE FOR SENIOR CITIZENS AFFAIRS</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail</b>	<ul style="list-style-type: none"> <li>• Individuals who are sixty (60) years of age and above, and: <ul style="list-style-type: none"> <li>- Residents of Naga City for at least one (1) year</li> <li>- Registered voter of the City of Naga (except bedridden senior citizens pursuant to Ordinance No. 2018-053)</li> </ul> </li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. FOR NEW APPLICANT</b> <ol style="list-style-type: none"> <li>1. Photocopy of Birth Cert or any Valid ID's with Birth date</li> <li>2. Barangay Cert. of Residency</li> <li>3. Photocopy of Naga City Voter's I.D/Voter's Cert./COMELEC Registration for non-bedridden applicants</li> <li>4. Three (3) pcs 2x2 identical picture for the Application form and for the Purchase Booklets</li> <li>5. Authorization letter if applicant cannot personally apply indicating therein the authorized person, relationship to the applicant, and reasons for such authorization, subject to the verification of the CSWDO for which a written certification should be issued ( Note: Issuance of ID for the first time shall be free of charge )</li> </ol>	<ul style="list-style-type: none"> <li>• PSO (if the applicant doesn't have a copy)</li> <li>• Barangay Hall (applicant's respective brgy.)</li> <li>• COMELEC (if applicant doesn't have a copy)</li> </ul>
<b>B. FOR RENEWAL / TRANSFEREE / MUTILATED ID CARD</b> <ol style="list-style-type: none"> <li>1. Existing OSCA Identification Card (SCID)</li> <li>2. Barangay Cert. of Residency</li> <li>3. Photocopy of Naga City Voter's I.D/Voter's Cert./COMELEC Registration for non-bedridden applicants</li> <li>4. Three (3) pcs 2x2 identical picture for the Application form and for the Purchase Booklets</li> <li>5. Replacement fee of (P100.00) for renewal, mutilated ID Card payable at the City Treasurer's Office.</li> <li>6. Authorization letter if applicant cannot personally apply indicating therein the authorized person, relationship to the applicant, and reasons for such authorization, subject to the verification of the CSWDO for which a written certification should be issued</li> </ol>	<ul style="list-style-type: none"> <li>• Barangay Hall (Respective Barangay)</li> <li>• COMELEC</li>   <li>• City Treasurer's office (Collecting Office)</li> </ul>



<b>C. FOR LOST SENIOR CITIZENS ID CARD</b>				
<ol style="list-style-type: none"> <li>1. Barangay Cert. of Residency</li> <li>2. Affidavit of loss</li> <li>3. Photocopy of Naga City Voter's I.D/Voter's Cert./COMELEC Registration for non-bedridden applicants</li> <li>4. Three (3) pcs 2x2 identical picture for the Application form and for the Purchase Booklets</li> <li>5. Replacement fee of (PHP 100.00) payable at the City Treasurer's Office.</li> <li>6. Authorization letter if applicant cannot personally apply indicating therein the authorized person, relationship to the applicant, and reasons for such authorization, subject to the verification of the CSWDO for which a written certification should be issued.</li> </ol>		<ul style="list-style-type: none"> <li>• Barangay Hall (Respective Barangay)</li> <li>• PAO or other law office</li> <li>• COMELEC</li>   <li>• Treasurer's Office (Collecting Officer)</li> </ul>		
<b>D. FOR REPLACEMENT OF PURCHASE BOOKLETS:</b>				
<ol style="list-style-type: none"> <li>1. Issuance of Purchase Booklets shall be free of charge for the first time, however, an amount of (P25.00) shall be charge for replacement of lost, worn out mutilated, and fully filled up or consumed Booklets (either Medicines or Basic Necessities &amp; Prime Commodities) payable to City Treasurer's Office.</li> </ol> <p>Note: All indigent SC duly certified by the CSWDO shall be given free replacement of lost, ID and exhausted/used booklets.</p>		<ul style="list-style-type: none"> <li>• Treasurer's Office (Collecting Officer)</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. FOR NEW APPLICANT</b> <ol style="list-style-type: none"> <li>1. Client comes to OSCA.</li> <li>2. Client inquires on how to secure SC ID.</li> <li>3. Client asks for a copy of application form with the list of requirements.</li> <li>4. If client has already secured the needed requirements, he/she submits the filled up application form for evaluation, approval and endorsement.</li> <li>5. Once approved,</li> </ol>	<ul style="list-style-type: none"> <li>- Offer a seat.</li> <li>- Greet the client</li> <li>- Ask the client their purpose of coming.</li> <li>- Provide information.</li> <li>- Provide the client order of payment slip to Treasurer's office.</li> <li>- If client has the complete requirements, provide and assist him/her in filling out the form.</li> <li>- Evaluate the</li> </ul>	Free of charge for the first issuance.	15 - 30 mins	EDGARDO S. PASION Office Staff (COS)  PRECILA C. PELAGIO Administrative Aide I (Casual)  JAIME R. REBLANDO OSCA Program Director



<p>client proceeds to the staff for data encoding, picturing and SC ID issuance</p>	<p>application and the supporting requirements.</p> <ul style="list-style-type: none"> <li>- Sign, approve the application form.</li> <li>- Endorse client for data encoding, picturing and issuance of SC ID.</li> <li>- Record the transaction in logbook.</li> </ul>			<p>JONATHAN F. MILANO Administrative Aide I (Casual)</p> <p>ANGELICA B. CORDIAL Office Staff (COS)</p>
<p><b>B. FOR RENEWAL / TRANSFEREE / MUTILATED ID CARD</b></p> <ol style="list-style-type: none"> <li>1. Client comes to OSCA.</li> <li>2. Client inquires on how to replace SC ID.</li> <li>3. Client asks for a copy of application form with list of requirements.</li> <li>4. Client goes to the Treasurer's Office to pay for renewal and mutilated card replacement fee</li> <li>5. If client has already secured the needed requirements, he/she submits the filled up application form for evaluation, approval and endorsement.</li> <li>6. Once approved, client proceeds to the staff for data encoding, picturing and SC ID issuance.</li> </ol>	<ul style="list-style-type: none"> <li>- Offer a seat.</li> <li>- Greet the client.</li> <li>- Ask the client's purpose of coming.</li> <li>- Provide information</li> <li>- Provide the client order of payment slip to Treasurer's office</li> <li>- If client has the complete requirements, provide and assist him/her in filling out the form.</li> <li>- Evaluate the application and the supporting requirements</li> <li>- Sign, approved the application form</li> <li>- Endorse client for data encoding, picturing and issuance of SC ID.</li> <li>- Record the transaction in logbook</li> </ul>	<p>PHP 100.00</p>	<p>15 - 30min</p>	<p>EDGARDO S. PASION Office Staff (COS)</p> <p>PRECILA C. PELAGIO Administrative Aide I (Casual)</p> <p>JAIME R. REBLANDO OSCA Program Director</p> <p>JONATHAN F. MILANO Administrative Aide I (Casual)</p> <p>ANGELICA B. CORDIAL Office Staff (COS)</p>
<p><b>C. FOR LOST SC ID CARD</b></p> <ol style="list-style-type: none"> <li>1. Client comes to OSCA.</li> <li>2. Client inquires on how to replace lost SC ID.</li> <li>3. Client asks for a</li> </ol>	<ul style="list-style-type: none"> <li>- Offer a seat</li> <li>- Greet the client</li> <li>- Ask the client of their purpose for coming.</li> <li>- Provide information.</li> </ul>			<p>EDGARDO S. PASION Office Staff (COS)</p> <p>PRECILA C.</p>



<p>copy of application form with list of requirements.</p> <p>4. Clients goes to Treasurer's Office to pay for replacement fee</p> <p>5. If client has already secured the needed requirements, he/she submits the filled up application form for evaluation, approval and endorsement.</p> <p>6. Once approved, client proceeds to the staff for data encoding, picturing and SC ID issuance.</p>	<ul style="list-style-type: none"> <li>- Provide the client order of payment slip to Treasurer's office.</li> <li>- If client have the complete requirement, provide and assist him/her in filling out the form</li> <li>- Evaluate the application and the supporting requirements.</li> <li>- Sign, approved the application form.</li> <li>- Record the transaction in logbook.</li> </ul>	<p>PHP 100.00</p>	<p>15 - 30mins</p>	<p>PELAGIO Administrative Aide I (Casual)</p> <p>JAIME R. REBLANDO OSCA Program Director</p> <p>JONATHAN F. MILANO Administrative Aide I (Casual)</p> <p>ANGELICA B. CORDIAL Office Staff (COS)</p>
<p><b>D. FOR REPLACE OF PURCHASE BOOKLETS</b></p> <p>1. Client comes to OSCA.</p> <p>2. Client inquires on how to replace purchase booklets.</p> <p>3. Clients proceeds to Treasurer's Office to pay for replacement fee.</p> <p>4. Client presents the OR to the attending staff.</p> <p>5. Client receives from the attending staff the desired booklet(s) with printed or typewritten data of the holder.</p>	<ul style="list-style-type: none"> <li>- Offer a seat</li> <li>- Greet the client</li> <li>- Ask the client purpose of coming</li> <li>- Provide information</li> <li>- Provide the client order of payment slip to Treasurer's office</li> <li>- If client have the complete requirements, issue to client the desired booklet(s) with printed or typewritten data of the holder</li> <li>- Record the transaction in logbook</li> </ul>	<p>PHP 25.00</p>	<p>5-15 mins</p>	<p>RAYMUND DL. ANTONIO Administrative Aide (Job Order)</p> <p>JOSHUA PERFECTO NL. CALLEJA JR. Administrative Aide (Job Order)</p> <p>HERMOGENA M. BALAHIBO Clerk (COS)</p>
<b>TOTAL</b>		<p>P225.00</p>	<p>1 hr &amp; 45 mins</p>	

**OFFICE FOR SENIOR CITIZENS AFFAIRS**

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