



**SERVICE STANDARD
CITY OF MANILA
OFFICE OF THE MAYOR
OFFICE FOR SENIOR CITIZENS AFFAIRS**



VISION: To provide quality service to our elderly and monitor compliance of the provisions of RA 9994 particularly the grant of discount and their privileges.

MISSION: To encourage active participation of the senior citizens in the affairs of the city giving unequivocal recognition to their outstanding contribution to the society.

Type of Frontline Service	Documentary Requirement	Client/Requesting Party	Office/Person Responsible	Steps/Procedures	Forms to Fill-up	Fees	Processing Time
1. Request for ID & Booklet *application as NEW/LOST/ REPLACEMENT OF OLD ID	*Birth Certificate *Barangay Certificate *Voter's Record *Any valid ID w/ Date of Birth and Address *Passport	Senior Citizen(60 years old & above) or authorized representative	Receiving Clerk Clerk Verifier/Encoder/Clerk Typist Releasing Clerk	1.Receive Application & Supporting document 2. Check the information given. 3.Assigns the ID & Booklet 4. Types the entries to the ID 5. Encode the vital info given. 6. Releases the ID and Booklet.	Application Form	Pro-Bono	15 mins (if req. are complete) If not , to be scheduled and immediately processed upon submission of required documents.
2. Request for Certification	*OSCA ID For late registration *Cert. of No Record plus any of the ff : *Baptismal Certificate *Passport *Form 138/137 *Voter's Record	Senior Citizen(60 years old & above) or authorized representative	Receiving Clerk	1.Receive Request and Supporting Documents. 2.Verify from database 3.Type the Certification 4. OSCA Officer In-Charge signs certification.	Letter Request	Pro-Bono	15 mins upon receipt
3. Applying for Social Pension	OSCA ID	65 & above Indigent not receiving any pension sickly or frail	Clerk/Staff/Focal Person	1. Check Information given 2. Interview the Applicant 3. Refer to MDSW for home visitation.	Social Pension Intake Form	Pro-Bono	

For inquiries, comments, suggestions, and recommendations, please call telephone no. 310-9841 and/or send it to our e-mail address: oscamanila2016@gmail.com

JEFFREY C. MANANSALA
Officer In-Charge