



OFFICE OF THE SENIOR CITIZENS AFFAIRS
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)

CITIZEN'S CHARTER

2021 (1st Edition)



I. Mandate

Section 6 of Republic Act 9994, also known as the Expanded Senior Citizens Act of 2010, mandates the establishment of an office of the Senior Citizens affairs (O.S.C.A.) in all cities and municipalities.

II. Vision

To see the senior citizens of the community take their proper place in society where their rights, privileges and basic needs are recognized, respected and provided for.

III. Mission

To provide the best possible services to the elderly that will promote and enhance their desire to remain as a valuable and vibrant sector of the community.

IV. Service Pledge

We commit to:

1. Plan, implement and monitor yearly work programs in pursuance of the objective of R.A. 9994;
2. Draw up a list of available and required services which can be provided by the senior citizens;
3. Maintain and regularly update on a quarterly basis the list of senior citizens and to issue national individual identification cards, free of charge, which shall be valid anywhere in the country;
4. Serve as a general information and liaison center for senior citizens;
5. Monitor compliance of the provisions of R.A. 9994 particularly the grant of special discounts and privileges to senior citizens;

6. Report to the City Mayor, any individual, establishment, business entity, institution or agency found violating any provision of R.A. 9994; and,
7. Assist senior citizens in filing complaints or charges against any individual, establishment, business entity, institution, or agency refusing to comply with the privileges under R.A. 9994 before the department of justice, the City prosecutor's office, the regional or municipal trial court, the court in cities, or the municipal circuit trial court.



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Office of the Senior Citizens Affairs

External Services



1. REGISTRATION, PROCESSING AND RELEASING OF SENIOR CITIZENS IDENTIFICATION CARD (OSCA ID)

The objective is to enable senior citizens to avail of the benefits and privileges to Filipino senior citizens in recognition of their contribution in nation building as provided for by R.A. 9994. The end result of the service is to have a data base of registered senior citizens of Olongapo City.

Office/Division:	Office of the Senior Citizens Affairs (O.S.C.A.)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All senior citizens of Olongapo City who are 60 years old and above; also “DUAL CITIZENS”, PROVIDED they are able to prove their Filipino Citizenship and at least 6 months residency in Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1x1 size recent pictures (4 pcs. Original);		Photo studio		
2. Valid government issued ID with full name, date of birth and present address (1 photocopy)		B.I.R., Postal ID, New SSS ID, GSIS ID, Pag- ibig, Driver’s License, National ID, Phil health ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Aide</i> O.S.C.A.
2. Client Registration inquiry	2. Give checklist of requirements	None	2 Minutes	<i>Administrative Aide</i> O.S.C.A.
3. Submit all requirements	3. Accept / Receive the requirements, check and validate	None	1 Minute	<i>Administrative Aide</i> O.S.C.A.
	3.1 Give Registration form & instructions	None	2 Minutes	<i>Administrative Aide</i> O.S.C.A.

4. Fill- up registration form and submit	4. Check for completeness	None	1 Minute	<i>Administrative Aide O.S.C.A.</i>
5. Receive claim stub and take note of the release date indicated	Issuance of Claim Stub (Temporary ID) Processing, Printing, Transmittal Reports & Signatures	None	6 days 21 minutes	<i>Administrative Aide O.S.C.A. I.T. Encoder O.S.C.A. Head of Office O.S.C.A. Department head O.S.C.A. City Mayor Olongapo City</i>
6. Submit claim stub to claim ID (NO claim stub, NO release policy)	6 Receive claim stub, check and release OSCA ID	None	3 Minutes	<i>Administrative Aide O.S.C.A.</i>
TOTAL:		None	7 days & 13 minutes	



2. ISSUANCE OF PURCHASE BOOKLETS FOR MEDICINES & PRIME COMMODITIES

This service is available to all senior citizens who are holders of O.S.C.A. ID from Olongapo City. The objective is to provide senior citizens with the said purchase booklets that he /she needs to avail of the 20% discount in the purchase of medicines, and 12% VAT exemption, as well as 5% discount for selected prime commodities or basic necessities of the senior citizens.

Office/Division:	Office of the Senior Citizens Affairs (O.S.C.A.)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior citizens holding an OSCA ID from Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OSCA ID- Olongapo City (1 original)		O.S.C.A.- OLONGAPO CITY		
2. 1 x 1 size recent photo (2 pcs. original)		Photo studio		
3.		Photo studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Aide</i> O.S.C.A.
2. Present & Submit the OSCA- OLONGAPO ID plus 2 pcs. 1x1 size recent pictures	2. Receive the requirements & verify OSCA ID	None	3 Minute	<i>Administrative Aide</i> O.S.C.A.
	2.1 Print Booklets, attach pictures and release	None	4 Minutes	<i>Administrative Aide</i> O.S.C.A.
TOTAL		None	10 Minutes	





3. HANDLING AND FILING OF COMPLAINTS FROM SENIOR CITIZENS REGARDING THEIR BENEFITS & PRIVILEGES

This service is available to all senior citizens. The objective is to monitor the full implementation of R.A. 9994 in all Barangays and Business establishments in Olongapo City.

Office/Division:	Office of the Senior Citizens affairs (O.S.C.A.)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Senior Citizens who are 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Letter of Complaint 2. Receipt (all must have 1 original & 1 photo copy) 3. OSCA ID		O.S.C.A.- OLONGAPO CITY		
1. Sign in the client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Aide</i> O.S.C.A.
2. Complainant inquiry at complaint Desk	2. Give instructions and interview	None	10 Minutes	<i>Administrative Aide</i> O.S.C.A.
3. Write & submit a written complaint letter	3. Accept and evaluate written complaint letter	None	3 Minutes	<i>Administrative Aide</i> O.S.C.A.
	31. Give Complaint Form and instructions	None	1 Minute	<i>Administrative Aide</i> O.S.C.A.



4. Fill up Complaint Form & submit together with photo copy of OSCA ID & other requirements	4. Check the filled up Complaint Form	None	1 Minute	<i>Administrative Aide</i> O.S.C.A.
	4.1 Advise the complainant for the schedule of face to face meeting.	None	2 Minutes	<i>Administrative Aide</i> O.S.C.A.
	4.2 Bring the written complaint letter & complaint form to head of office for comment & action	None	1 Minute	<i>Administrative Aide</i> O.S.C.A. & <i>head of Office</i> O.S.C.A.
	4.3 serve complaint letter to the subject of complaint	None	1 Day	<i>Administrative Aide</i> O.S.C.A.
5. Wait for the notification from OSCA office (meeting schedule)	5. Wait for the response from subject of complaint	None	5 working days	Subject of complaint
	5.1 Facilitate meeting, decision making and final action	None	45 Minutes	<i>Head of Office</i> O.S.C.A.
TOTAL		None	7 days	



4. ISSUANCE OF CERTIFICATE OF CANCELLATION (C.O.C.) OF OLONGAPO OSCA ID

This service is available and issued to all senior citizens of Olongapo City. The objective is to monitor the changes in the existing number of senior citizens in their barangay, and to update the master lists data of individual senior citizens of Olongapo City.

Office/Division:	Office of the Senior Citizens affairs (O.S.C.A.)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Senior Citizens who are 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OSCA ID- Olongapo (1 original) 2. 2x2 size picture (1 pc. original) 3. Barangay Certificate of residency from recent residential address (1 original)		O.S.C.A.- OLONGAPO CITY; Photo studio; Barangay Hall (where client resides)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Aide IV O.S.C.A.</i>
2. Client inquiry for Cancellation of OSCA ID	2. Give requirements needed	None	3 Minutes	<i>Administrative Aide IV O.S.C.A.</i>
3. Surrender Olongapo OSCA ID, and other concern requirements and wait	3. Accept requirements, conduct short verification on clients personal information	None	3 Minutes	<i>Administrative Aide IV O.S.C.A.</i>
	3.1 Prepare and print for approval and signature	None	3 minutes	<i>Head of Office O.S.C.A</i>
	3.2 Release	None	3 Minutes	<i>Administrative</i>
	TOTAL	None	15 Minutes	



CLIENT FEEDBACK AND COMPLAINT PROCEDURE

This section provide the senior citizens the best possible services and to attain their rights and privileges that all Filipino senior citizens are entitled to, as provided for in Republic Act No. 9994.

<p>How to send a feedback?</p>	<p>Fill out the client feedback form and drop it at the designated drop box at the Front Desk of the Office of the Senior Citizens Affairs. Clients may also write a feedback letter and submit it to the Receiving Desk of the Office of the Senior Citizens affairs.</p> <p>Contact Info: (047) 611-4800 Loc. 155 or osca2k19@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>The head of Office opens the drop box weekly and compiles and records all feedback forms submitted.</p> <p>Feedback letters submitted to the OSCA Office will be discuss, review, evaluate and recommend course of action.</p> <p>Contact Info: (047) 611-4800 Loc.155 or osca2k19@gmail.com</p>
<p>How to file a complaint?</p>	<p>Clients may also write a complaint letter and submit it to the Receiving Desk of the Office of the Senior Citizens Affairs.</p> <p>Complaints can also be filed via email at osca2k19@gmail.com and via Facebook page at Office of the Senior Citizens Affairs- Olongapo City. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident (details of what transpired) - Evidence <p>Contact Info: (047) 611-4800 osca2k19@gmail.com</p>



<p>How complaints are processed?</p>	<p>The Head of Office opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Complaint letters submitted to the Receiving Desk undergoes the process mentioned under Office Support - Internal Services: 3. Handling & Filing of Complaints from Senior Citizens regarding their Benefits and Privileges</p> <p>Upon evaluation, the Head of Office shall start the processing of complaints and forward the complaint to the pointed person, establishment for their explanation.</p> <p>The Head of Office will notify the complainant and the subject of complaint the schedule of intervention meeting.</p> <p>The Head of Office will facilitate intervention meeting and make final decision and appropriate action.</p> <p>Contact Info: (047) 611-4800 Loc. 155 or osca2k19@gmail.com</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

