



**Office of the City Mayor -**  
**Office of the Senior**  
**Citizen's Affairs**  
*External Service*



## **MANDATES**

- R.A. 9994 or The Expanded Senior Citizens Act of 2010
- Ordinance No. 06, Series of 1994 – An Ordinance amending certain provisions of Ordinance No. 22, Series of 1993, entitled “An Ordinance creating and/or establishing the office for Senior Citizens Affairs (OSCA) pursuant to R.A.7432, appropriating and for other purposes”.
- Ordinance No. 22, Series of 1993 – An Ordinance Creating and/or Establishing the Office for Senior Citizens Affairs (OSCA) pursuant to R.A. No. 7432 appropriating funds therefor and for other purposes.
- RESOLUTION NO. 7251, Series of 2023 A RESOLUTION DECLARING THE EXCLUSIVE USE OF THE MULTI-PURPOSE SENIOR CITIZENS CENTER BUILDING FOR SENIOR-RELATED PROGRAMS AND ACTIVITIES, SPONSOR: HON. KUSIN S. TAHA

## **MISSION**

An empowered Senior Citizens Organization in partnership with responsive government agencies, civil society group and private sectors to easily access goods and services leading to a graceful and enjoyable aging.

## **VISION**

To plan, implement and monitor the work programs in pursuant to the objectives of RA 9994.

## **CORE VALUES**

- E** – Empowerment of Senior Citizens
- Q** – Quality Service Assistance
- U** – Universal / Unity
- A** – Awareness Campaign
- L** – Liveable Community
- I** – Institutionalized Values
- T** – Transparency of PPA's
- Y** – Yielding to policy down the line



SERVICES AND HOW TO AVAIL THEM

FRONTLINE SERVICE

The Office of the Senior Citizens Affairs (OSCA) is committed to provide the following major frontline services to help the general public, the private sector, and our client; local government units, agencies, department and offices:

A. Issuance of Senior Citizens Identification Card (with Booklets for Medicine/Hospital, Grocery/Agricultural Products, Movies), Cancellation of SC ID and Application of SC Late Birth.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government	
Classification	Simple	
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency	
Who may avail:	All Senior Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>NEW:</b> <ul style="list-style-type: none"><li>✓ Barangay Certificate (Purpose for <i>Applying Senior Citizen ID</i>, Countersigned by the Barangay Senior Citizen President).</li><li>✓ Birth Certificate and any Valid ID</li><li>✓ CEDULA</li><li>✓ Recent 2x2 Photo (1copy)</li></ul>		<ul style="list-style-type: none"><li>✓ Barangay Office</li><li>✓ PSA/NSO</li><li>✓ Individual concern</li><li>✓ Office of the City Treasurer</li><li>✓ Legal Office/Firm</li></ul>
<b>RENEWAL:</b> <ul style="list-style-type: none"><li>✓ Barangay Certificate (<i>Applying for Senior Citizen ID Renewal</i>, Original Copy, Countersigned by the Barangay Senior Citizen President)</li><li>✓ Photo copy of Senior Citizen ID with Three (3) SIGNATURES.</li><li>✓ Recent 2x2 Photo (1copy) white background.</li><li>✓ CEDULA</li></ul>		
<b>LOST:</b> <ul style="list-style-type: none"><li>✓ Affidavit Of Loss</li><li>✓ CEDULA</li><li>✓ Recent 2x2 Photo (1copy)</li></ul>		
<b>CORRECTION:</b> <ul style="list-style-type: none"><li>✓ Senior Citizen ID</li><li>✓ Birth Certificate and any valid IDs</li></ul>		
<b>LAY OUT and PRINTING OF SENIOR CITIZENS ID's</b>  <b>CANCELLATION OF SENIOR CITIZENS ID</b> <ul style="list-style-type: none"><li>✓ Senior Citizen ID</li></ul>		<ul style="list-style-type: none"><li>✓ OSCA</li></ul>
<b>APPLICATION FOR SENIOR CITIZENS LATE BIRTH</b>  1. Verification for Records/PSA Negative		<ul style="list-style-type: none"><li>✓ PSA</li><li>✓ Office of the Civil</li></ul>



<div>2. Verification Fee 100/LCR</div> <div>3. Joint Affidavit of 2 disinterested Persons witnessing the Birth (PAO).</div> <div>4. Barangay Certificate Applying for Birth Certificate where you reside with corresponding Signature of Senior Citizen President.</div> <div>5. <u>OUT OF TOWN</u> (Affidavit of Birth with CORROBORATION)</div> <div>6. MDR ((Philhealth)</div> <div>7. Comelec Certificate (Updated)</div> <div>8. CEDULA</div> <div>9. National ID</div> <div>10. Baptismal Certificate for <u>Christian</u></div> <div>11. Police/NBI Clearance</div> <div>12. PICTURE with latest Calendar</div> <div>13. Birth Certificate of Sibling</div> <div>14. Marriage Contract</div> <div>15. GREEN BIRTH (Barangay)</div> <div>16. OSCA ID Xerox with 3 Signatures</div> <div>17. OSCA Certificate of Senior Citizens Identification Card holder with details</div>			<div>Registrar</div> <div>✓ Barangay Office</div> <div>✓ PHIC</div> <div>✓ COMELEC</div> <div>✓ Postal Office</div> <div>✓ NBI Office</div>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div><b><u>For new, renewal, lost/correction, and lay out/printing:</u></b></div> <div>Apply for Senior Citizens Identification Card (with Booklets)</div>	Receive the requirements and issue immediately the ID and other needs, such as Booklets for Medicines/Hospital, Grocery/Agriculture products, Movies	None	3 minutes	
<div><b><u>Cancellation of Senior Citizens ID:</u></b></div> <div>Client submits OSCA ID for cancellation</div>	Receive the requirements and issue immediately the Certificate of Cancelation.	None	3 minutes	
<div>Application for Senior Citizens Late Birth:</div> <div>Client submits requirements</div>	Receive the requirements Verification/Validation	None	6 mins.	
	<b>TOTAL</b>	None	<b>12 minutes</b>	



**B. Application for Senior Citizens Cash Card ATM Privilege and Social Pension.**

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>CASH CARD</b> <ul style="list-style-type: none"><li>✓ Photocopy of Senior Citizen’s ID Card</li><li>✓ Proof of Billing</li><li>✓ Barangay Clearance</li><li>✓ COMELEC Certification (at least 2 years registered)</li><li>✓ Accomplish the Application Form for Cash Card ATM</li></ul>			✓ OSCA/OSWDS/ DSWD 12/LANDBANK	
<b>SOCIAL PENSION</b> <ul style="list-style-type: none"><li>✓ Three (3) 2x2 pictures</li><li>✓ One (1) Xerox copy of Senior Citizen ID – (with signature of <i>OSCA Head</i>)</li><li>✓ One (1) Barangay Certificate of Residency (Original) – (w/ <i>Signature of Senior Citizen President</i>)</li><li>✓ One (1) Voters Certificate (<i>Xerox copy and Original</i>)</li></ul>			✓ OSCA/OSWDS/DSWD 12	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Senior Citizens Cash Card ATM Privilege	Receive the requirements  Verification/Validation	None	3 minutes	
	Releasing by schedule thru Landbank branches or offsite per barangay	None	1 month	
Apply for Social Pension	Receive the requirements  Verification/Validation	None	3 minutes	
	<b>TOTAL</b>	None	<b>1 month and 6 minutes</b>	



C. Application for Senior Citizens Burial Assistance and Data Collection.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>BURIAL ASSISTANCE</b> 1. Registered Death Certificate (at Office of the City Civil Registrar. 2. Barangay Certificate of Indigency (deceased). 3. Funeral Contract (for Non-Muslims). 4. <b>VIDEO/PHOTO documentations ON CELLPHONE.</b> 5. Deceased and claimant’s government issued valid I.D.			✓ OSCA/OSWDS	
<b>DATA COLLECTION</b> 1. Recent 2x2 pictures white background (1copy) 2. Photo copy of Senior Citizen ID with Three (3) SIGNATURES or thumbmark . 3. Photocopy of BIRTH CERTIFICATE			✓ OSCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Senior Citizens Burial Assistance	Receive the requirement Verification/Validation	None	3 minutes	
	Preparation of financial document	None	1 week	
Data Collection	Releasing by schedule	None	1 week	
	Receive the requirement Interview	None	3 minutes	
	TOTAL	None	2 weeks and 6 minutes	

D. Financial Assistance for Centenarian.

Office/Division	Office of the Senior Citizens Affairs (OSCA) Cotabato City Government			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public G2G – Government to Govt. employee or agency			
Who may avail:	All Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
✓ Intake Sheet ✓ 1x1 Picture (2pcs) ✓ Latest Barangay Certificate ✓ Photocopy of Senior Citizen’s ID			✓ OSCA/OSWDS	



<div><div>✓ NSO Birth Certificate (SECPA with receipt)</div><div>✓ Affidavit of 2 Disinterested Persons with Photocopy of Valid IDs</div><div>✓ <b>ORIGINAL Voter's Certificate</b></div><div>✓ Whole and Half Body Pictures</div><div>✓ Birth Certificate of Children (SECPA with receipt)</div><div>✓ Community Tax Certificate</div></div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Financial Assistance for Centenarian	Receive the requirements	None	3 minutes	OSCA
	Verification/Validation			OSCA, Budget Office, Accounting Office, Treasurer's Office, HR Office, Mayor's Office.
	Preparation of financial documents	None	1 week	
	Releasing by schedule	None	1 week	Treasurer's Office
	TOTAL	None	2 weeks and 3 minutes	



**OFFICE OF THE SENIOR CITIZEN' AFFAIRS**  
Organizational Structure

