



CITIZEN'S CHARTER

OFFICE OF THE SENIOR CITIZENS AFFAIRS

Provision of Death Assistance

SCHEDULE



Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION



16 minutes

REQUIREMENTS



2 photocopies of Death Certificate of the Senior Citizen
Senior Citizen ID of the deceased
Barangay Certification of Death
Community Tax Certificate of the beneficiary of the deceased Senior Citizen

| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION | PERSON IN CHARGE | FEES/ CHARGES | FORMS |
|---------------------------|---|---|-----------|------------------------------|---------------|-------|
| 1 | SUBMIT requirements. | Assess requirements and interview client. | 6 minutes | OSCA Staff | None | |
| | | Process documents. | 5 minutes | OSCA Staff | None | |
| 2 | CLAIM financial assistance and affix signature to releasing logbook. | Release financial assistance | 5 minutes | Cashier (Treasurer's Office) | None | |
| END OF TRANSACTION | | | | | | |

Provision of Senior Citizen ID and Booklet

SCHEDULE



Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION



12 minutes
(plus 7 days)

REQUIREMENTS



Accomplished Application Form
5 pcs 1x1 picture
Birth Certificate or Affidavit of Birth
Baptismal Certificate
Marriage Certificate
Community Tax Certificate

| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION | PERSON IN CHARGE | FEES/ CHARGES | FORMS |
|---------------------------|---|---|------------|------------------|---------------|----------------------|
| 1 | SUBMIT requirements. | Assess requirements and interview client. | 10 minutes | OSCA Staff | None | Application Form |
| | | Advise the client to claim after 7 days. | | | | |
| | | Process ID Cards. | 7 days | OSCA Staff | None | ID Card and Booklets |
| 2 | CLAIM ID and booklet and affix signature to releasing logbook. | Release document/s. | 2 minutes | OSCA Staff | None | |
| END OF TRANSACTION | | | | | | |



Contact Person: MELBA C. ENDAYA

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