



MUNICIPALITY OF TUBIGON

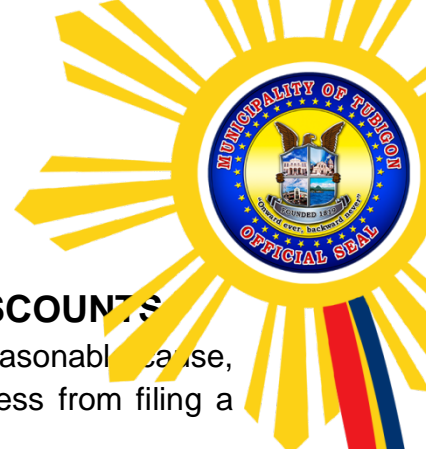
**CITIZEN'S
CHARTER**





**OFFICE OF SENIOR
CITIZENS AFFAIRS
(OSCA)
ADMINISTRATIVE SERVICES**

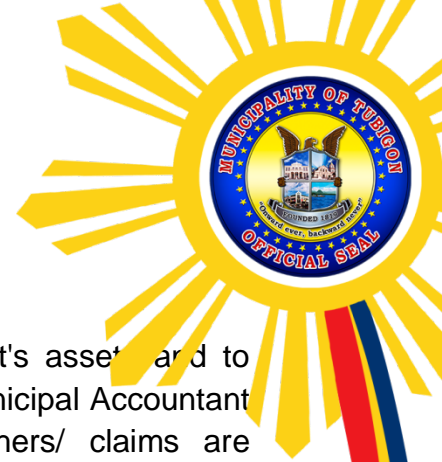




1. RECEIVING COMPLAINTS FOR NOT GRANTING DISCOUNTS

To investigate the validity of the complaint if ever the complaint had reasonable cause, then advise complainant to fill up a complaint form. Adopting due process from filing a formal complaint in court

Office or Division:	OSCA OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C-Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizens ID 2. Complaint Form duly accomplished		OSCA OFFICE		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Complaint form	Assist the complainant/receive the complaint	None	15 minutes	Fernando M. Astronomo Jr.
2. Explain/clarifies complaint	Listen/discusses complaint with client	None	20 minutes	Fernando M. Astronomo Jr.
3. Wait	Notifies members of the complaints Board Deliberates complaint with the board Sets Hearing with the board Conducts hearing within 5 days from notice of hearing for a maximum of 3 sessions		One-half day	Bes Necy S. Villaber
Wait			One hour	Fernando M. Astronomo Jr.
Wait			5 mins	Fernando M. Astronomo Jr.
Attends Hearing			One-half day	Fernando M. Astronomo Jr.
4. Receives decision of the Board	Notifies complainant on the Board's decision within 5 working days from the date of its final deliberation	None	1 Hour	Bes Necy S. Villaber
If he/she desires may file case in court	Assist complainant in the filing of the complaint		2 Hours	Fernando M. Astronomo Jr.
TOTAL:		None		



2. ISSUANCE OF OSCA ID

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/ claims are submitted.

Office or Division:	OSCA OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C-Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>A. For issuance of New ID</p> <ol style="list-style-type: none"> 1. Application form duly accomplished 2. Photocopy of any of the following” <ul style="list-style-type: none"> -Certificate of Live Birth (birth certificate) -Civil Registry Form No. 1A -Baptismal Certificate -Marriage Contract(for Married Women only) -Atleast 2 1x1 ID picture <p>B. For re-issuance of ID's</p> <p>For lost ID- same requirements as for issuance of new ID</p> <ul style="list-style-type: none"> -For Damaged, illegible, and or old ID *Application form duly accomplished *The old/damaged/illegible ID *Aleast 2 1x1 picture <p>-TRANSFEREES</p> <ul style="list-style-type: none"> *Application from duly accomplished *the old ID issued by the OSCA of the previous place of residence *Certification from the OSCA head that the applicant has transferred residence . *atleast 2 1x1 picture 		OSCA OFFICE		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application form	Assist the applicant	None	5 minutes	Mary Jane S. Donio
Wait	Prepares the ID	None	5 minutes	Bes Necy S. Villaber
Wait	Submits prepared ID to OSCA Head for signature	None	2minutes	Bes Necy S. Villaber
Wait	Submit signed ID To Mayor for his Signature	None	10 minutes	Mary Jane S. Donio
Wait	Laminates ID	None	4 minutes	Mary Jane S. Donio
TOTAL:		None	31 inutes	



3. GRANTING OF BURIAL ASSISTANCE

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/ claims are submitted.

Office or Division:	OSCA OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C-Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate 2. Certificate of Residency		OSCA OFFICE		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Death Certificate and Certificate of Residency	Receives Death Certificate and Certificate of Residency and record in logbook	None	3 minutes	Mary Jane S. Donio
Wait	Prepares voucher and other supporting documents	None	20 minutes	Bes Necy S. Villaber
Wait	Submits voucher and documents to OSCA head for signature Submits documents to following offices BUDGET, ACCOUNTING, TREASURER, MAYOR for their signature		1 minute	Bes Necy S. Villaber
Wait			3 days	Fernando M. Astronomo Jr.
Wait			Fernando M. Astronomo Jr.	
Receives amount	Return voucher to treasurer for release	None	2 mins	Utility casua
TOTAL:		None		



4. ISSUANCE OF PURCHASE BOOKLETS

To safeguard the use and disposition of the Municipal Government's asset and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/ claims are submitted.

Office or Division:	OSCA OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C-Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizens ID 2. Two ID pictures 1x1 3. Submission of the old booklet is required before another booklet is issued. Payment in the amount of P37.00 IS required for replacements in case of lost booklets.		OSCA OFFICE		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID	Records information in record book	None	1 minute	Bes Necy S. Villaber
Wait	Paste ID picture in purchase booklet	None	1 minute	Bes Necy S. Villaber
Receives purchase booklet	Gives purchase booklet after affixing signature in record book 3 sessions		1 minute	Bes Necy S. Villaber
TOTAL:		None		



5. ISSUANCE OF MEMBER DATA RECORD (MDR)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/ claims are submitted.

Office or Division:	OSCA OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C-Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizens ID 2. 1 ID picture 1x1 3. MDR application form		OSCA OFFICE		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents ID	Record information in record book	None	1 minute	Bes Necy S. Villaber
Accomplish MDR form	Assist applicant	None	10 minutes	Bes Necy S. Villaber
Wait	Submit MDR to philheath		2 minutes	Bes Necy S. Villaber
Receive MDR	Give MDR applicant		1 minute	Bes Necy S. Villaber
TOTAL:		None		