

**OFFICE FOR SENIOR CITIZEN'S AFFAIRS**  
**10<sup>th</sup> FLR.MALABON CITY HALL, F. SEVILLA BLVD., SAN AGUSTIN, MALABON CITY**  
**CHAIRMAN: RUFINO F. BAUTISTA**  
**TEL. NO. : 281-4999 LOC. 4017**

**SERVICES OFFERED: Issuance of Senior Citizens I.D. and Purchase Booklet, Filing of complaints and grievances, Application for Social Pension, Death Claim Benefits, ID Lamination and Cancellation of Senior Citizen's I.D.**

	CLIENT STEP	PERSON RESPONSIBLE	PROCESSING TIME	FEES (IF APPLICABLE)	REMARKS
1	Presentation of requirements / documents	Clerk / Front Desk / Records and Statistic	3 – 5mins	Php50.00 (for lost and replacement of Senior Citizen's ID)	
2	Processing of ID and Booklet	Clerk / Front Desk	3 – 5mins		
3	Lamination of I.D.	Clerk	2mins	Php15.00	
4	Complaints / Grievances	Admin Officer and Chairman	5 – 10mins		w/. short interview

**REQUIREMENTS:**

**1. Application for Senior Citizen's ID (New)**

- Filled – up application form
- 2pcs. 1x1 ID picture
- Birth Certificate / Baptismal or Valid ID with address (Voter's ID, Postal ID, Driver's License, UMID, Company ID, TIN ID)
- Voters ID or Voters Certification

**For Lost ID**

- Filled – up application form
- 2pcs. 1x1 ID Picture
- Blotter report from their respective Barangay.
- Purchase Booklet w/. applicant's information  
(In case of lost purchase booklet, present all the necessary requirements for application of new ID)

**2. Purchase Booklet**

- Present the Senior Citizen's ID

**3. Application for Social Pension**

- Filled – up social intake application form
- Photo copy of Senior Citizen's ID (Back to back)
- Barangay Indigency
- Certificate of no pension given by SSS

**4. Cancellation of Senior Citizen's ID**

- Brgy. Clearance / Valid ID with their present address. (Photo Copy)
- Senior Citizen's ID

**5. COMPLAINT TO DELINQUENT ESTABLISHMENTS (R.A. 9257)**

- Fill – up the complaint form/Feedback form (available at the OSCA)
- Senior Citizen's ID.
- Receipt.
- Other pertinent / supporting documents.

**6. Application for Death Claim benefits**

**= For the deceased Senior Citizen**

- 2pcs Photo copy of death certificate (registered and certified true copy.)
- 1pcs. 2x2 picture or any available picture.
- 1pcs Photo copy Barangay Clearance.
- Certification from the Senior Citizen's chapter president of their respective Barangay.
- Senior Citizen's ID. (To be surrendered).

*\*No affidavits disclaiming items on legal documents will be accepted.*

= For the claimant (should be a registered voter of the city with Voter's ID / Certification)

\*\*If wife or husband: (Photo Copy of the following, 1pc.)

- a. Voter's ID / Voters Certification / Senior citizen's ID (if senior)
- b. Marriage Contract.

\*\*If parent / brother / sister (if the SC is single): (Photo Copy of the following, 1pc.)

- a. Voter's ID / Voters Certification / Senior citizen's ID (if senior)
- b. Marriage Contract and/or Birth certificate. (Both the claimant and the deceased).
- c. Waiver from other siblings expressing their desire to waive to one sibling their rights in claiming the death benefits of the deceased brother / sister.
- d.

\*\*\*If son / daughter: (Photo Copy of the following, 2pcs.)

- a. Voter's ID / Voters Certification / Senior Citizen's ID (if senior).
- b. Birth Certificate / Baptismal / Marriage Contract
- c. Waiver from other siblings expressing their desire to waive to one sibling their rights in claiming the death benefits of the deceased parent.