

REPUBLIC OF THE PHILIPPINES
QUEZON CITY



Office for the Senior Citizens' Affairs
(OSCA)

CITIZEN'S CHARTER

2022 (1st Edition)

COVER PAGE

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I. Mandate:

The creation of the Office for the Senior Citizens' Affairs (OSCA) in Quezon City, enacted in Ordinance No. SP-57, Series-1993 as embodied in Republic Act No. 7432 of 1992, paved the way to care for the needs and concerns of people aged sixty (60) years and above. This office was conceived and developed to put in place the provisions of laws pertaining to the protection of innate rights of the Elderly.

II. Vision:

To motivate, encourage and give maximum support for the senior citizens contributions in nation-building by granting and providing them optimum benefits and special privileges during years.

III. Mission:

The primary mission of the office is to plan, develop, implement and monitor yearly work program in pursuance to the objectives of Republic Act No. 9994, also known as the "Expanded Senior Citizens Act of 2010" and set into actuality, the mandates of the constitution relative to the protection, welfare and benefits of the elderly of Quezon City.

IV. Service Pledge:

We the officials and the employees of Office for the Senior Citizens' Affairs (OSCA), in the pursuit of high-quality standard of service to our clients, do hereby pledge to commit ourselves to fulfill our duties and responsibilities with utmost honor, devotion and dedication in order to work with social upliftment for our senior citizens:

Observe and ensure immediate response to communication, inquiries and appeals with the respect to the public courtesy from Monday to Friday, from 8:00am to 5:00pm.

Support and expand mechanisms to innovate and enhance our operations, procedures, systems, and workforce to ensure quality service to the satisfaction of our clients.

Committed to serve the public with honor and devotion by crossing the road of excellence with good governance and public service. Our office continues to assist, support and reinforce the quality service we provide to our citizens and initiate reliable, efficient and suitable workforce to comply with the mandate.

Adhere to the agency's core values and uphold the dignity, integrity, coordination, dedication and proficiency. Our office provides appropriate guidelines and programs to ensure fairness to all senior citizens especially the underprivileged and deserving seniors.



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Membership & Information Management Divisions

**Processing of Senior Citizen's ID
with online QCitizen-Card Registration**



1) Processing of Senior Citizen's ID with online QCitizen-Card Registration

Availment of Senior Citizen's Card or OSCA-ID as the "nationally uniform individual identification card" for the discounts, benefits and other privileges.

Office or Division:	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any Filipino resident of Quezon City who is sixty (60) years of age or older can obtain an OSCA Card. This may apply to seniors with "dual citizenship status" if he/she can prove his/her Filipino Citizen status and has resided in this city for at least six (6) months.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Fully Accomplished QCitizen ID Online Form or Request for Sectoral Status Change (if already have a regular resident/non-senior QCitizen ID)</p> <p>A printable form is also available online (https://quezoncity.gov.ph...pdf) for representative and onsite assisted encoding at OSCA</p>	<p>https://qceservices.quezoncity.gov.ph</p> <p>Office for the Senior Citizens' Affairs</p>
<p>Principal:</p> <p>QCitizen Card or any one of Valid ID* below issued at least 6 months with applicant's birthdate and address – 1-Original & 1- Photocopy</p> <ul style="list-style-type: none"> • PHILSYS National ID • UMID Card • Voter's Registration / ID • PRC ID • Philippine Driver's License • AFPSLAI / Veteran's ID • Tax Identification (TIN) ID • Postal Identity Card • Firearm License Card • Police Clearance • NBI Clearance • IBP Card 	<p>https://qceservices.quezoncity.gov.ph</p> <p>Philippine Statistics Authority SSS or GSIS COMELEC Professional Regulation Commission Land Transportation Office Armed Forces of the Philippines / PVAO Bureau of Internal Revenue PHLPOST</p> <p>Philippine National Police</p> <p>National Bureau of Investigation Integrated Bar of the Philippines</p>



<p>Philippine Passport or Dual Citizenship documents (for Filipino naturalized to another country) – 1-Original & 1-Photocopy</p> <p>Birth Certificate (if no birthdate or discrepancy on Valid ID) and Barangay Certificate of Residency (if no or different Quezon City address, stating at least 6 months residency) – 1-Original & 1-Photocopy</p> <p>Marriage Certificate (if the applicant is a married woman whose last name is different from the Valid ID) – 1-Original & 1-Photocopy</p> <p>Latest digital or ID photo (2x2) – Colored with white background</p> <p>Signature or can send a digital signature (clear and uncut on any part of the signature inside the box on the form)</p>	<p>Department of Foreign Affairs Bureau of Immigration</p> <p>Philippine Statistics Authority and/or proper Barangay Hall</p> <p>Philippine Statistics Authority or Local Civil Registry Office</p>
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<p>Representative:</p> <p>Authorization Letter signed by the applicant</p> <p>Valid ID of representative (preferably QCitizen ID) – 1-Original & 1-Photocopy</p>	<p>*(same as above)</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Online Application:				
a) Create a profile and account with QC E-Services, at this link – (https://qceservices.quezoncity.gov.ph/)	(on-line)	None	(on-line)	(on-line)
b) From the QC E-Services menu, select “QCitizen ID eApplication”	(on-line)	-	(on-line)	(on-line)
c) Fill-in all required information or data. If you already have a	(on-line)	-	(on-line)	(on-line)



resident/non-senior QCitizen ID, select “Request for Sectoral Status Change”	(on-line)	-	(on-line)	(on-line)
d) Wait for email confirmation once your application has been approved	(on-line)	-	(on-line)	(on-line)
e) Download the “QCitizen App” on the smartphone to get a digital copy of your QCitizen ID	(on-line)	-	(on-line)	(on-line)
f) Wait for the physical ID to be delivered to your proper Barangay	(on-line)	-	(on-line)	(on-line)
For Offline / Walk-in (assisted) Application:				
a) Fully accomplished application form and present appropriate requirements.	a) Evaluate the application form with proper documents / Verify data	None	10 Minutes	Membership Application Evaluator / I.M.(I.T.) Data Manager
-	b) Input Senior Citizen’s information to the database.	-	10 Minutes	I.M.(I.T.) Encoder
-	c) Review and validate data.	-	10 Minutes	I.M.(I.T.) Approver / Verifier
-	d) Generate Senior Citizen’s ID	-	20 Minutes	I.M.(I.T.) PVC Printer
e) Received the Senior Citizen’s ID by signing the Record Book	e) Released the Senior Citizen’s ID and Booklets / Tag at database	-	10 Minutes	Membership ID Issuance / I.M.(I.T.) Distributor
END OF TRANSACTION		TOTAL:	1 Hour	



Membership & Information Management Divisions

Replacement of Senior Citizen's QCitizen / OSCA Card



2) Replacement of Senior Citizen's QCitizen / OSCA Card

The OSCA replaces Senior Citizen's ID that needs correction or updating, damage, misplaced card and transfer from another city / municipality.

Office or Division:	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen with existing QCitizen ID or lost OSCA Card			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal: Fully Accomplished Senior Citizen QCitizen ID Application Form (NOTE: Correction or Lost, Etc.) Valid ID* / documents showing the correct data or Barangay Certificate of Residency (if no or different Quezon City address, stating at least 6 months residency) – 1-Original & 1-Photocopy Certificate of Cancellation from origin OSCA of city / municipality and surrender the old Senior ID (for transferee to Quezon City)			Office for the Senior Citizens' Affairs A printable form is also available online (https://quezoncity.gov.ph...pdf) *Same on new applicant and/or proper Barangay Hall Other City or Municipality's OSCA	
Representative: Authorization Letter signed by the applicant Valid ID of representative (preferably QCitizen ID) – 1-Original & 1-Photocopy			*(same as above)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present requirements / Surrender ID	a) Evaluate the application form with proper documents / Verify data	–	10 Minutes	Membership Application Evaluator/IM(IT) Data Manager
b) Proceed to Cashier for the payment of Senior Citizen's ID replacement	b) Issued Order of Payment / Official Receipt	Php100.00	15 Minutes	Cashier / City Treasury Office
–	c) Block / edit old data	–	10 Minutes	I.M.(IT) Adjuster



-	d) Input new Senior Citizen's information to database	-	15 Minutes	I.M.(I.T.) Encoder
-	e) Review and validate data	-	10 Minutes	IM (IT) Approver / Verifier
-	f) Generate Senior Citizen's ID	-	20 Minutes	I.M.(I.T.) PVC Printer
g) Received the Senior Citizen's ID by signing the Record Book	g) Released the Senior Citizen's ID / Tag at database	-	10 Minutes	Membership ID Issuance / I.M.(I.T.) Distributor
END OF TRANSACTION		TOTAL:	1 ½ Hour	



Membership & Information Management Divisions

**Issuance of Booklets for Medicine,
DTI (Grocery) and Free Movies**



3) Issuance of Booklets for Medicine, DTI (Grocery) and Free Movies

The OSCA issued a discount booklet for the purchase of medicine, basic necessities or prime commodities and for availing free movies in theaters.

Office or Division:		MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Senior Citizen with existing QCitizen ID or OSCA Card		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fill-up the slip and attach ID with needed requirement	a) Verify Senior Citizen's data	None	3 Minutes	Membership Validator / IM-IT Data Manager
b) Received the Senior Citizen's ID Booklets	b) Released the Senior Citizen's Booklets	-	2 Minutes	Membership Booklets Issuance
END OF TRANSACTION		TOTAL:	5 Minutes	



Membership & Information Management Divisions

**Issuing Record Certification
for other Office Transactions**



4) Issuing Record Certification for other Office Transactions

The OSCA issued to any Senior Citizen the Certificate of Registration or No-Record, Certified Photocopy, Cancellation for those who moved to another city / municipality and as attachment to Burial documentation.

Office or Division:		MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Senior Citizen with existing QCitizen ID or OSCA Card		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fill-up the slip and attach ID with needed requirement	a) Verify Senior Citizen's info's on Sectoral database	None	15 Minutes	Membership Validator / I.M. (I.T.) Evaluator
b) Received the requested document	b) Print and release the appropriate certification	-	15 Minutes	I.M. (I.T.) Certification
END OF TRANSACTION		TOTAL:	30 Minutes	



Social Pension Section

Application for DSWD's Social Pension for Indigent Senior Citizens



5) Application for DSWD's Social Pension for Indigent Senior Citizens

It is a program of the Department of Social Welfare and Development (DSWD) for indigent Senior Citizens. The QC Government and OSCA coordinate and only assist DSWD in the application process and payout of this program.

Office or Division:		SOCIAL PENSION SECTION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		For indigent Senior Citizens of Quezon City who are frail, sickly or with disability and without pension or permanent source of income, compensation or financial assistance from relatives to meet their food and medicine needs as determined by DSWD-NCR Field Office.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DSWD Senior Citizen's Social Pension Application Form and Original Senior Citizen's QCitizen ID			Office for the Senior Citizens' Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present the original QCitizen ID	a) Encode the SC's infos on record and explain the process	None	10 Minutes	OSCA Social Pension Section Evaluator / Encoder
b) Wait the DSWD/SSDD Social Worker at home	b) Visit applicant for house validation	-	Within 6 Months	DSWD-NCR Field Office Staff / SSDD
c) Received a message from DSWD and/or OSCA if eligible	c) Approved are included on the payroll list	-	Within 6 Months	DSWD-NCR Field Office and OSCA
d) Notified by OSCA or Brgy. for requirement to receive the pension	d) Informing of schedule and venue of pay-out	-	Within 3 Months	OSCA and designated Barangay
e) Availing the amount on appropriated period	e) Pay-out by DSWD Paymaster and QC Treasury	-	Within a Day	Barangay, DSWD-NCR & QC / OSCA
END OF TRANSACTION		TOTAL:	About a Year*	

***NOTE:** The OSCA only accepts applications and DSWD is the final assessment and approval if an indigent Senior Citizen is qualified. Not all eligible indigent Senior Citizens will be immediately qualified for DSWD Social Pension as it is only based on currently available funds for the program and priority list depending on age group or health status.



Centenarian Section

Quezon City Living Centenarian Recognition, Award and Benefits



6) Quezon City Living Centenarian Recognition, Award and Benefits

This award is recognition of legitimate city residents aged 100-years and older. Apart from the certificate, he will also receive benefits of Php100,000.00 (one -time), monthly allowance of Php1,000.00, annual birthday gift of Php1,000.00 and christmas gift of Php1,000.00 - as long as the Centenarian lives.

Office or Division:	CENTENARIAN SECTION						
Classification:	Complex						
Type of Transaction:	G2C – Government to Citizen						
Who may avail:	Quezon City's living 100 years old and above Senior Citizens						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
Can be Apply by Representative:							
Fully Accomplished Centenarian Application Form (a printable form is also available online)		Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf					
Old OSCA Card or QCitizen ID issued at least 6 months –1-Original & 1-Photocopy		Office for the Senior Citizens' Affairs					
Certified True Copy of Birth Certificate (PSA / CCRD) or Baptismal Certificate –1-Original & 1-Photocopy		Philippine Statistics Authority or Local Civil Registry Office					
Two (2) of the following (if there is no Birth or Baptismal Certificate) –1-Original & 1-Photocopy		Department of Foreign Affairs PHLPOST COMELEC Armed Forces of the Philippines / PVAO SSS or GSIS Philippine Health Insurance Corporation					
<ul style="list-style-type: none"> • Passport (old or new) • Postal ID • Voter's Registration or ID • AFPSLAI / Veteran's ID • UMID Card • Philhealth MDR 							
Barangay Certificate of Residency (if the address is different from the Senior ID) – 1-Original & 1-Photocopy					Proper Barangay Hall		
One (1) whole body picture with current newspaper							
Note: Application can be made three months in advance, but verification will only begin when he/she has reached his 100th birthday.							
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
a) Fully accomplished application form and	a) Review the Senior Citizen's	None	10 Minutes	Centenarian Section			



present appropriate attachments	information, documents and explain the process			
b) Wait the OSCA staff to visit on Centenarian's 100 th birthday or after	b) Verify the location and his/her living proof condition	-	10 Minutes	Centenarian Section Validator
c) Received the notice when and where the benefits will awarded	c) Informing who's to receive and what are the requirements	-	Within 3 Months after the Validation	Centenarian Section, Accounting and Budget Departments
d) Availed the Recognition Certificate and Php100,000.00	d) Let beneficiary sign the payroll and other docus	-	Within a Day	OCM, OSCA and Treasury Department
e) Notified for the monthly allowance of Php1,000 plus each birthday and christmas gift of Php2,000.00	e) Inform the beneficiary to collect the amount appropriate on each period	-	Quarterly <i>(it depends as long as the centenarian are living & funds)</i>	Centenarian Section and Treasury Department
END OF TRANSACTION		TOTAL:	About 3 Mos.	



Death Benefits Welfare Assistance Section

D.B.W.A. for the Relative of the Deceased Senior Citizens of Quezon City



7) D.B.W.A. for the Relative of the Deceased Senior Citizens of Quezon City

The DBWA is a financial assistance amounting to Php5,000.00 for the relative of a deceased senior citizen registered with OSCA of Quezon City if he or she has died within the past three (3) months.

Office or Division:	DEATH BENEFITS WELFARE ASSISTANCE SECTION	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Relative of the deceased Senior Citizen in Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fully accomplished S.C. Death Benefit Welfare Assistance Application Forms – 2-Copies (a printable form is also available online)		Office for the Senior Citizens' Affairs (https://quezoncity.gov.ph...pdf)
Decedent's Original QCitizen ID or OSCA Card – 1-Original & 3-Photocopies		https://qceservices.quezoncity.gov.ph
Decedent's Death Certificate –1-Original & 1-Photocopy		Local Civil Registry Office
Decedent's CENOMAR from PSA (for single senior citizen) – 1-Original & 1-Photocopy		Philippine Statistics Authority
Claimant's Valid ID* (preferably QCitizen ID) – 1-Original & 2-Photocopies		https://qceservices.quezoncity.gov.ph
<u>ADDITIONAL REQUIREMENTS FOR CLAIMANT</u>		
Surviving Spouse: • Claimant's Marriage Certificate – 1-Original & 2-Photocopies		Philippine Statistics Authority or Local Civil Registry Office
Child: • Death Certificate of Decedent's Spouse – 1-Original & 2-Photocopies • Claimant's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online)		Philippine Statistics Authority or Local Civil Registry Office Office for the Senior Citizens' Affairs (https://quezoncity.gov.ph...pdf)
Parent: • Decedent's Birth Certificate – 1-Original & 2-Photocopies		Philippine Statistics Authority or Local Civil Registry Office



<ul style="list-style-type: none"> • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf
<p>Sibling (Brother or Sister):</p> <ul style="list-style-type: none"> • Claimant's Birth Certificate – 1-Original & 2-Photocopies • Decedent's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	Philippine Statistics Authority or Local Civil Registry Office Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf
<p>Grandchild:</p> <ul style="list-style-type: none"> • Death Certificates of the deceased relatives above – 1-Original & 2-Photocopies • Claimant's Birth Certificate – 1-Original & 2-Photocopies • Decedent's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	Philippine Statistics Authority or Local Civil Registry Office Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present appropriate requirements	a) Review the Senior Citizen's infos, docus and explain the process	None	10 Minutes	D.B.W.A. Section Evaluator
-	b) Validate attached requirements received and appropriate funds	-	Within 2 Months	OCM, Budget, Accounting and Treasury Department
c) Notified that the funds are available to release	c) Inform beneficiary the requirements to receive claim	-	<i>(via call and / or text messaging)</i>	D.B.W.A. Section
d) Availd the Php5,000 and sign the payroll	d) Issue the Claim Stub to release	-	10 Minutes	DBWA Sec'tn & Treasury Dept.
END OF TRANSACTION		TOTAL:	About 2 Mos.	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback:	Answer the client feedback form and drop it at the designated dropbox at OSCA.
How feedbacks are processed:	<p>Every Friday, the Administrative Division opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback that need to be answered, is forwarded to the concerned Division / Section and required to respond within 7 working days.</p> <p>Answer is then forwarded to the proponent (if provided) thru address, e-mail or other form of communication.</p>
How to file a complaint:	<p>Answer the client complaint form and drop it at the designated dropbox at OSCA.</p> <p>Complaints can be sent thru e-mail at OSCA@quezoncity.gov.ph.</p>
How complaints are processed:	<p>The Administrative Division opens the drop box every Friday and evaluates the complaint.</p> <p>Complaints that need to be answered are forwarded to the concerned Division / Section and required to respond within 7 working days.</p> <p>If another office or establishment is concerning the problem, it will be notified.</p> <p>Answer is then forwarded to the proponent (if provided) thru address, e-mail or other form of communication.</p>
Contact Information of CCB, PCC, ARTA:	<p>CIVIL SERVICE COMMISSION Contact Center ng Bayan (CCB) Mag-text sa 0908-881-6565 o Tumawag sa 1-6565* Mag log-in sa www.contactcenterngbayan.gov.ph</p> <p>PHILIPPINE COMPETITION COMMISSION (PCC) Website: www.phcc.gov.ph / Telephone: 87719 722</p> <p>ANTI-RED TAPE AUTHORITY (ARTA) – arta.gov.ph For Complaint E-mail us at: complaints@arta.gov.ph</p>



List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
MAIN: Office for the Senior Citizens' Affairs (OSCA)	Ground Floor Community Center Building, Gate-3 Quezon City Hall Complex, Kalayaan Avenue, Quezon City, 1102 Metro Manila, Philippines	8703-2843 / 8703-9518 OSCA@quezoncity.gov.ph
DISTRICT 1: OSCA Action Center	Katipunan Park, Barangay Katipunan, Quezon City 1105 Metro Manila, Philippines	
DISTRICT 2: OSCA Action Center	Training Center, Katuparan Street corner Commonwealth Avenue, Barangay Commonwealth, Quezon City 1121 Metro Manila, Philippines	
DISTRICT 3: OSCA Action Center	25 Calderon Street corner Dagohoy Street, Barangay Marilag, Project 4, Quezon City 1109 Metro Manila, Philippines	
DISTRICT 4: OSCA Action Center	Archival Building, Scout Reyes Street, Barangay Paligsahan, Quezon City 1103 Metro Manila, Philippines	
DISTRICT 5: OSCA Action Center	Novaliches District Center (NDC), Moses St., Jordan Plains Subdivision, Barangay Santa Monica, Quezon City 1117 Metro Manila, Philippines	