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 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**	