

CITIZEN'S CHARTER

Frontline Service: Issuance of Senior Citizen ID Card

Office: Office of the Senior Citizen's Affairs
Ground floor, City Hall Building

Schedule of Availability of Service:

Monday – Friday, 8:00 a.m. - 5:00 p.m. without noon break

Who may Avail of the Service?

- Individuals who are:
 - ✓ 60 years old and above
 - ✓ Resident of Angeles City
 - ✓ Filipino Citizen (even with dual citizenship provided he/she resided for at least 6 months in the City)

What are the Requirements?

1. Photocopy of One (1) valid Identification Card
2. Barangay Clearance
3. 1 pc. 2x2 picture
4. 2 pcs. 1x1 picture
5. Completely filled-up Application Form with clear signature

Fees/Charges: None

Duration (under normal circumstances): 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person in Charge	Fees/Charges	Forms
1	Submit the accomplished Application Form and the requirements	Receive and review the Application Form	5 minutes	Receiving Clerk	None	Application Form
2	Wait while the application is processed	Encode the information in the Senior Citizen's Master List	5 minutes	Data Encoder		
3		Prepare the Senior Citizen ID Card - Scan photo and signature - Encode information in the Identification Card - Print and laminate the ID	7 minutes 5 minutes 3 minutes	Data Encoder		
4	Receive the Senior Citizen ID Card	Issue the Senior Citizen ID Card and Booklet	5 minutes	Releasing Clerk		

END OF TRANSACTION

