



**MUNICIPALITY OF TUBIGON**

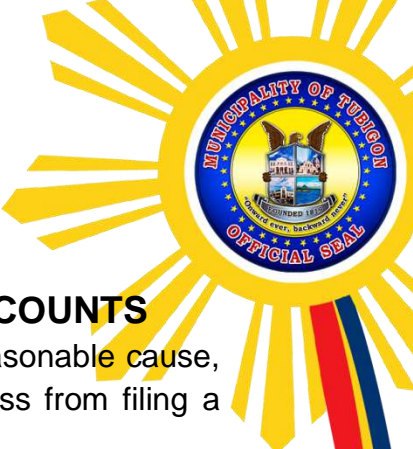
**CITIZEN'S  
CHARTER**





**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 advice complaint 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 complaint/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			Bes Necy S. Villaber
Wait			One-half day	
Wait			One hour	Fernando M. Astronomo Jr.
Attends Hearing			5 mins	Fernando M. Astronomo Jr.
			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		