

Application for Senior Citizen's Discount

The process of Senior Citizens availing of the Expanded Senior Citizens Benefits;

Office or Division	Division A &
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Concessionaires/ Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Senior Citizen's Identification Card	Requester
2. Senior Citizen's Discount Form	Admin - BWD
3. Barangay Certificate (1 copy)	Office of the Barangay where the applicants resides
4. For Representative : Authorization and Valid ID	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) to request form	1. PACD In-charge issues and assist the client 1.1. Explain the BWD Policy on Expanded Senior Citizen's Act	None	2-3 minutes	PACD Staff
2. Submit requirements	2. Admin staff verify and process the application 2.2 Advise client that discount will effect on the next billing.	None	3-5 minutes	Billing Clerk – Billing Section
Total		None	8 minutes	