



## 10. Application for Senior Citizen Discount Availment

Digos Water District adheres to Philippine Law such as;

REPUBLIC ACT NO. 9994 AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432, AS AMENDED, OTHERWISE KNOWN AS “AN ACT TO MAXIMIZE THE CONSTRUCTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PREVILEGES AND FOR OTHER PURPOSES”

*“© the grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities: Provided, That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: Provided, further, That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m<sup>3</sup>) of water: Provided, furthermore, That the privilege is granted per household regardless of the number of senior citizens residing therein” (<https://www.officialgazette.gov.ph/2010/02/15/republic-act-no-9994/>)*

<b>Office or Division:</b>	Customer Services Division
<b>Classification:</b>	Simple Transactions
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Concessionaires who are senior citizens
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
If applied by the Senior Citizen (SC): <ul style="list-style-type: none"> <li>○ Valid Senior Citizen ID Card (1 photocopy) – present the original ID at the office</li> <li>○ Cedula (1 photocopy)</li> <li>○ Recent 2 x 2 picture (1 original)</li> </ul>	Owner/Office of the Senior Citizen Affairs (OSCA)  City Treasurer’s Office Owner
If applied through Representative: <ul style="list-style-type: none"> <li>○ Valid Senior Citizen ID Card (1 photocopy) – present the original ID at the office</li> <li>○ Authorization letter by the Senior Citizen (1 original)</li> <li>○ Recent 2 x 2 picture of the SC applicant(1 original)</li> <li>○ Valid ID of the representative (1 photocopy) – present the</li> </ul>	Owner/Office of the Senior Citizen Affairs (OSCA)  Senior Citizen applicant Owner



<ul style="list-style-type: none"> <li>original ID at the office</li> <li>o Proof of residence of the SC / Purok/Barangay Certification (1 original)</li> </ul> <p>Conditions for the Availment</p> <ol style="list-style-type: none"> <li>1. The Senior Citizen must be a resident of the household.</li> <li>2. Consumption should not exceed 30 cu.m.</li> <li>3. This is granted by household regardless of the number of Senior Citizens living therein.</li> <li>4. Water connection/water bill should be in the name of the SC for a period of ONE YEAR.</li> <li>5. There shall be annual renewal of application.</li> <li>6. A Senior Citizen can only avail the discount of one residential account.</li> <li>7. A valid SC ID must be presented upon payment.</li> </ol>		<p>Owner</p> <p>Purok/Barangay Hall where the applicant is a resident of</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Division and fill-out application form for Senior Citizen Discount Availment and attach the documentary requirements	<ol style="list-style-type: none"> <li>1.1 Assess application form and the completeness of the documentary requirements submitted.</li> <li>1.2 Prepare Service Request and attach ledger of the concessionaire's account.</li> <li>1.3 Submit to the Sup. Customer Service Officer, Customer Services Division Manager and General Manager for signature/approval.</li> </ol>	None	5 minutes	<i>Customer Service Assistant</i> Customer Services Division
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	