

# CITY VETERINARY OFFICE

## INTERNAL SERVICES

### 1. VETERINARY THERAPEUTIC SERVICES

<b>Office or Division:</b>	City Veterinary Office					
<b>Classification:</b>	Complex					
<b>Type of Transaction:</b>	Frontline Services					
<b>Who may avail:</b>	Walk-in Clients					
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>			
Veterinary Health Card			City Veterinary Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>		
1. Consults the status of the pet/livestock and other related animals Consultation/Request for treatment	For In-Patient Clients	None				
	1.1 Records client and patient information/Data				10 – 20 minutes	Administrative Aide I
	1.2 Interviews the client/diagnose the patient/s				5-10 minutes	CGDH I/ City Veterinarian
	1.3 Prepares animal health card or certificate of registration				5 -10 minutes	Administrative Aide I
	1.4 Signs the animal health card or certificate of registration and issues prescription, if needed	5-10 minutes	CGDH I/ City Veterinarian			
	For Out-Patient Client	None				
	1.5 Interviews the client/refers the client to Livestock Inspector/Technician in charge				10-20 minutes	CGDH I/ City Veterinarian
1.6 Visit and diagnose the patient/s. Gives the necessary medication	10-20 minutes.				CGDH I/ City Veterinarian Clinic Attendant	
1.7 Visits the patients for next follow-up treatment/ medication, if needed	30 minutes (excludes travel time)	Livestock Inspector I Administrative Aide I Livestock Technicians				
<b>Total</b>			<b>2 hours</b>			

## 2. ISSUANCE OF VETERINARY HEALTH CERTIFICATE

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Frontline Services			
<b>Who may avail:</b>	Walk-in Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Check-up of Animals			City Veterinary Office	
Veterinary Health Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secure Veterinary Health Certificate (VHC) as per requisite from Bureau of Animal Industry	1.1 Interviews the client on the date of animal to be transported, the date and destination		5 -10 minutes	Administrative Assistant VI
	1.2 Inspect the animals checks the animal health card or the vaccination certificate		5-10 minutes	CGDH I/ City Veterinarian
	1.3 Inspect the animals; checks the Animal Health Card on Vaccination Certificate		5-10 minutes	CGDH I/ City Veterinarian
	1.4 If approved issues Referral slip for payment at the City Treasurer's Office.		5-10 minutes	Admin. Aide I Clinic Attendant
	1.5 If not approved conducts applicable vaccination		5-10 minutes	CGDH I/ City Veterinarian Clinic Attendant
	1.6 Pays at the City Treasurer's Office and Present the OR number		P100.00/ head	5-10 minutes

	1.7 Prepares the Shipping Permit; records the OR Number in the logbook of payments; and records data /info of the animal and client.		5-10 minutes	Admin. Aide I Administrative Assistant VI
	1.8 Reviews and Signs the Shipping Permit.		5-10 minutes	CGDH I/ City Veterinarian
	1.9 Releases the Shipping Permit (to be received by the client the file copy)		5-10 minutes	Admin. Aide I
	<b>Total</b>		<b>1 hour &amp; 30 mins.</b>	

### 3. ANIMAL PROPAGATION AND DEVELOPMENT

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Frontline Services			
<b>Who may avail:</b>	Farmers/Livestock and Poultry Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration with Office to Avail PCIC Insurance		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client informs the office of the breeding stage of sow/s	1.1 Refers the client to the City Veterinarian		5-10 minutes	Admin. Aide I Clinic Consultant
	1.2 Interviews the client		5-10 minutes	Admin. Aide I Clinic Attendant CGDH I / City Veterinarian
	1.3 Assigns Livestock Inspector/Technician to diagnose the sow and conducts artificial insemination (ai), if applicable.		5.-10 minutes	CGDH I/ City Veterinarian Livestock Inspector I
	1.4 If applicable, conducts artificial insemination to the sow		20-30 minutes	Livestock Inspector I
	<b>Total</b>		<b>1 hour</b>	

## 4. RABIES MASS VACCINATION

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Frontline Services			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Canine Registration			City Veterinary Office	
Veterinary Health Certification Card for Dog Tagging				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the Pre- registration survey on canine population for vaccination.	1.1 Reviews the survey and determines the total number of dogs surveyed.		5-10 minutes	Admin. Assistant VI Livestock Inspector I
	1.2 Schedules the mass vaccination.		3-5 minutes	Livestock Inspector I
	1.3 Prepares letter to the Barangay Captain for the schedule of mass vaccination.		3-5 minutes	Administrative Assistant VI
	1.4 Reviews and signs the letter.		3-5 minutes	CGDH I/ City Veterinarian
	1.5 Delivers the letter to the Barangay Captain Assigns a common vaccination center.		20-30 minutes	Administrative Aide IV
	1.6 Immunize the dog		3-5 min/Dog	Livestock Inspector I Admin. Aide IV
	1.7 Records the vaccinated		3-5 min/dog	Job Order Workers
	1.8 Reviews and signs the Canine Registration of vaccinated dog.		10-20 minutes	Livestock Inspector
	1.9 Issues the Certificate of Registration duly signed by the Veterinarian and vaccinator as file copy of the Barangay.		10-20 minutes	Admin. Assistant VI Livestock Inspector I
	<b>Total</b>		<b>1 hr &amp; 45min</b>	

## 5. STRAY DOGS ELIMINATION

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Frontline Services			
<b>Who may avail:</b>	Barangay Rabies and Control Committees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mandatory Registration		City Veterinary Office		
Request Slip – Surrender for Adoption if Claiming				
Order of payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request from Barangay Captain/Official to conduct stray dog elimination	1.1 Schedules dog catching in coordination with requesting parties	₱ 1,000.00	5-10 minutes	Admin. Aide I Clinic Attendant
	1.2 Delivery of impounded dogs at the Dog Pound in Banquerohan Legazpi City.		30 mins- 1hour	Admin. Aide IV Animal Control Technicians
	1.3 Impounding of stray dogs for 3 days.		3days	Admin. Aide IV Job Order Workers
	1.4 If claimed by the owner, the owner pays at the City Treasurer's Office and the dog will be given medication, rabies vaccination before releasing to the owner.		10-20 minutes	CGDH I/ City Veterinarian Admin. Aide I Clinic Attendant

	<p>1.5 If not claimed, the dogs will be rehabilitated by giving necessary medications, deworming, vaccination and will be given for adoption.</p> <p>1.6 Prospective owners will undergo orientation and will sign contract at the City Veterinary Office.</p> <p>1.7 Dogs with infectious and with non-rehabitable conditions will be subjected to euthanasia.</p>		<p>10-20 minutes</p> <p>10-20 minutes</p> <p>20-30 minutes</p>	<p>CGDH I/ City Veterinarian Animal Control Technicians</p> <p>CGDH I/ City Veterinarian Administrative Aide I</p> <p>CGDH I/ City Veterinarian Administrative Aide IV Animal Control Technicians</p>
	<b>Total</b>		<b>3 days 2 hours &amp; 40 mins</b>	

## 6. MEAT INSPECTION SERVICES

<b>Office or Division:</b>	City Veterinary Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Frontline Services			
<b>Who may avail:</b>	Meat Vendors-dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ante and Post Mortem Form	Legazpi City Slaughterhouse			
Veterinary Health Certification				
Payment of Slaughter Services				
Meat Inspection Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meat vendor delivers animals for slaughter at the City Abbatoir	1.1 Records the time and type of animals delivered in the logbook per meat vendor.	Permit fee to Slaughter Large Cattle/ Carabao *Php. 2.00/kg.  Hogs/Goats/ Sheep/Deer *Php.2.00/kg  Others *Php. 5.00/head	5-10 minutes	Admin. Officer II  Meat Inspector II  Livestock Inspector II  Admin. Aide I  Admin. Aide III
	1.2 Conducts ante mortem inspection	Slaughterhouse Service Fee  Large Cattle/ Carabao *Php. 2.00/kg.  Hogs/Goats/ Sheep/Deer *Php. 1.50/kg  Others *Php. 50.00/head	5-10 minutes	Admin. Aide I  Farm Worker I  Admin. Aide I  Checker & Recorder



	<p>1.3 Conduct post mortem inspection</p>	<p>Large Cattle/ Carabao P 20.00/ head</p> <p>Hogs/Goat/ Sheep/Deer P 10.00/ Head</p> <p>Others P 10.00/ head</p>	<p>5-10 minutes</p>	<p>Admin, Officer II Meat Inspector II Livestock Inspector II Admin Aide I Admin. Aide III Farm Worker I</p>
	<p>1.4 Records the slaughtered animals in the Daily Meat Inspection Report to be submitted to the City Treasurer's Office for Collection purposes.</p>	<p>Large Cattle/ Carabao Php. 1.00/ kg</p> <p>Hogs/Goats/ Sheep/ Deer Php.1.00/kg</p> <p>Meat of other animals *Php. 10.00 / head</p> <p>Large Cattle/ Carabao *Php.20.00/h ead</p> <p>Hogs/Goats/ Sheep/Deer *Php 10.00/head</p>	<p>5-10 minutes</p>	<p>Admin. Aide I Checker &amp; Recorder</p>
	<p>1.5 Stamps the carcasses with APPROVED FOR FOOD CONSUMPTION</p> <p>Issues Meat Inspection Certificate</p>	<p>Large Cattle/ Carabao Php 20.00/head</p> <p>Hog/Goat Php 20.00</p> <p>Hog/Goat 10.00/head</p>	<p>5.20 minutes</p>	<p>Admin Officer II Meat Inspector II Livestock Inspector II Admin Aide I Admin Aide III Farm Worker I Admin Aide I</p>

	1.6 Conduct Post Abbatoir inspection		10.-30 minutes	Administrative Officer II Meat Inspector II Livestock Inspector II Administrative Aide I Administrative Aide III Administrative Aide I Farm Worker I Administrative Aide I
		<b>Total</b>	<b>1 hour &amp; 30 mins.</b>	