



CITY VETERINARY OFFICE

Internal Services



INTERNAL SERVICES

Services Information

Office or Division:	City veterinary Office
Classification:	Complex
Type of Transaction:	Frontline Services
Who may avail:	Walk- in Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Veterinary Health Certificate	City Veterinary Office

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
VETERINARY THERAPEUTIC SERVICES 1. Consults the status of the pet / livestock and other related animals.	For In-Patient Clients 1.1 Records client and Patient information/ Data	None	10-20 minutes	Administrative Aide I
	1.2 Interviews the clients /diagnose the patient/s		5 - 10 minutes	City Veterinarian Administrative Aide I
	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	City Veterinarian



2.	Consultation/ Request for treatment	For Out- Patient Client	None	10 -20 minutes	City Veterinarian
		2.1 Interviews the client/ refers the client to Livestock Inspector/ Technician in charge		10-20 minutes	City Veterinarian Administrative Aide
		2.2 Visit and diagnose the patient/s. Gives the necessary medication		30 minutes	Livestock Inspector Administrative Aide
		2.3 Visits the patients for next follow – up treatment/ medication, if needed .			
		TOTAL		2 hours	

INTERNAL SERVICES

Services Information

Office or Division:	City Veterinary Office
Classification:	Complex
Type of Transaction:	Frontline Services
Who may avail:	Walk –in Clients



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check -up of animals		City Veterinary Office		
Veterinary Health Certificate				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ISSUANCE OF VETERINARY HEALTH CERTIFICATE 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	Senior Admin. Asst. II Administrative Aide I City Veterinarian
	1.2 Inspect the animals; checks the animal health card or the vaccination certificate		5 -10 minutes	City Veterinarian
	1.3 If approved issues Referral slip for payment at the City Treasurer's Office 1.4 Pays at the City	P 100.00	5- 10 minutes 5 -10 minutes	Administrative Aide I Administrative Aide I



	<p>Treasurer's Office and present the OR number</p> <p>1.5 Prepares the Shipping Permit; records the OR Number in the logbook of payments; records data / info of the animal and client and releases the shipping permit.</p>		5 -10 minutes	<p>Administrative Aide I</p> <p>Senior Admin. Asst. II</p>
	TOTAL MINUTES		50 minutes	

INTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Farmers/ Livestock and Poultry Raisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration with Office to avail PCIC insurance			City Veterinary Office / PCIC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ANIMAL PROPAGATION AND DEVELOPMENT			5-10 minutes	



<p>1. Client informs the office of the breeding stage of sow/s.</p>	<p>1.1 Refers the client to the City Veterinarian.</p> <p>1.2 Interviews the client.</p> <p>1.3 Assigns Livestock Inspector / Technician to diagnose the sow and conducts Artificial Insemination (AI), if application.</p> <p>1.4 If applicable, conducts Artificial Insemination to the sow.</p>		<p>5-10 minutes</p> <p>5-10 minutes</p> <p>20-30 minutes</p>	<p>Administrative Aide I</p> <p>Administrative Aide I</p> <p>City Veterinarian</p> <p>City Veterinarian</p> <p>Livestock Inspector I</p> <p>Livestock Inspector I</p>
TOTAL			1 hour	



CITY VETERINARY OFFICE

External Services



EXTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Veterinary Health Certificate			City Veterinary Office	
Veterinary Health Cards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Rabies Mass Vaccination 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	Senior Admin. Asst. II Livestock Inspector I
	1.2 Schedules the mass vaccination. and prepares letter to the Barangay Captain for the schedule of mass vaccination.		3-5 minutes	Livestock Inspector I Senior Admin. Asst. II
	1.3 Reviews and signs the letter.		3-5 minutes	City Veterinarian
	1.4 Delivers the letter to the Barangay Captain Assigns a common vaccination center.		20-30 minutes	Administrative Aide IV



	1.5 Immunize the Dog and records in the logbook		3-5 minutes per dog	Livestock Inspector I
	1.6 Issues the Certificate of Registration duly signed by the Veterinarian and vaccinator as file copy of the Barangay.		10-20 minutes	Administrative Aide I City Veterinarian Livestock Inspector I
		TOTAL	75 Minutes	

EXTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Barangay Rabies and Control Committees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Mandatory Registration			City Veterinary Office	
Request Slip – surrender or for adoption				
If claiming – order of payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stray Dog Elimination 1. Request from Barangay	1.1 Schedule dog catching in		5-10 minutes	Administrative Aide I



Captain/Official to conduct stray dog elimination	coordination with requesting parties			
	1.2 Delivery of impounded dogs at the Dog Pound in Banquerohan Legazpi City.		30 mins –1 hour	Administrative Aide IV
	1.3 Impounding of stray dogs for 3 days; If claimed by the owner, the owner pays at the City Treasurers Office and the dog will be given medication, rabies vaccination before releasing to the owner.	₱1,000.00	10-20 minutes	Administrative Aide IV Administrative Aide I
		TOTAL	60 Minutes	

EXTERNAL SERVICES

Service Information

Office or Division:	City Veterinary Office			
Classification:	Complex			
Type of Transaction:	Frontline Services			
Who may Avail:	Meat Vendors – Dealers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Ante and post mortem form			Legazpi City Slaughterhouse	
Veterinary Health Certificate				
Payment of Slaughterhouse Services				
Meat Inspection Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



MEAT INSPECTION SERVICES				
MEAT INSPECTION SERVICES 1. Meat vendor delivers animals for slaughter at the City Abattoir	1.1 Records the time and type of animals delivered in the logbook per meat vendor.	a.) 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	Slaughterhouse Master II Meat Inspector II Livestock Inspector II Admin. Aide IV Administrative Aide III
	1.2 Conducts ante mortem inspection	b.) Slaughterhouse Service Fee 1. 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	Meat Inspector I Administrative Aide I



	<p>1.3 Conducts post mortem inspection</p>	<p>2. Corral Fee:</p> <p>Large Cattle/ Carabao *Php. 20.00/ head</p> <p>Hogs/Goats/Sheep/Deer *Php. 10.00/heads</p> <p>Others *Php. 10.00/head</p> <p>3. Post Mortem Fee:</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>4. Ante Mortem Fee:</p> <p>Large Cattle/ Carabao *Php. 20.00/ head</p>	<p>5-10 minutes</p>	<p>Slaughterhouse Master II</p> <p>Meat Inspector II</p> <p>Livestock Inspector II</p> <p>Admin. Aide IV</p> <p>Administrative Aide III</p> <p>Meat Inspector I</p> <p>Administrative Aide I</p>
	<p>1.4 Records the slaughtered animals in the Daily Meat Inspection Report to be submitted to the City Treasurers Office for Collection purposes.</p>	<p>Hogs/Goats/Sheep/Deer *Php. 10.00/heads</p> <p>5. Livestock Development Fund:</p> <p>Each head of large cattle *Php. 50.00/ head</p>	<p>5-10 minutes</p>	<p>Slaughterhouse Master II</p> <p>Meat Inspector II</p> <p>Livestock Inspector II</p> <p>Admin. Aide IV</p> <p>Administrative Aide III</p> <p>Meat Inspector I</p> <p>Administrative Aide I</p>
TOTAL			40 minutes	



EXTERNAL SERVICES

Service Information

Office or Division	City Veterinary Office			
Classification	Complex			
Type of Transaction	Frontline Services			
Who may avail:	PWD's and differently abled, families directly impacted by food crisis/pandemic			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for feeding program			Barangays/Organization	
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
Government on Hunger/Mal-Nutrition Intervention and Expansion (GHIE) Food Program				
Client call in advance for egg reservation	1.1 Refers the client to the City Veterinarian		5-10 minutes	City Veterinarian Administrative Aide I
Egg Distribution	1.2 Ask for proof of Feeding Program and release egg the Feeding Program		5-10 minutes	City Veterinarian
Dispersal Program for Pekin Duck and Range Chicken	1.3 If there is available stocks, asks for list of recipients for dispersal and contract signing		5-10 minutes	City Veterinarian Administrative Aide I
		TOTAL	30 minutes	



Complaints may be filed in writing or in person to:

HON. CARMEN GERALDINE B. ROSAL

City Mayor – CP # 09209517266

DR. EMMANUEL V. ESTIPONA

City Veterinarian – CP # 09615453386

SERVICE PLEDGE

We pledge to take necessary measures to eradicate, prevent or cure all forms of animal diseases to protect the public health and safety. We are also committed to perform our duties and responsibilities and treat our work with utmost honesty, competence and dedication. We adhere to the highest standards of veterinary services in the interest of public good.

**Inquiries, Feedback Mechanisms, Suggestions, Recommendations, as well as
Complaints may be send to:**

DR. EMMANUEL V. ESTIPONA

City Veterinarian