



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY VETERINARY OFFICE
Tacloban City, Leyte

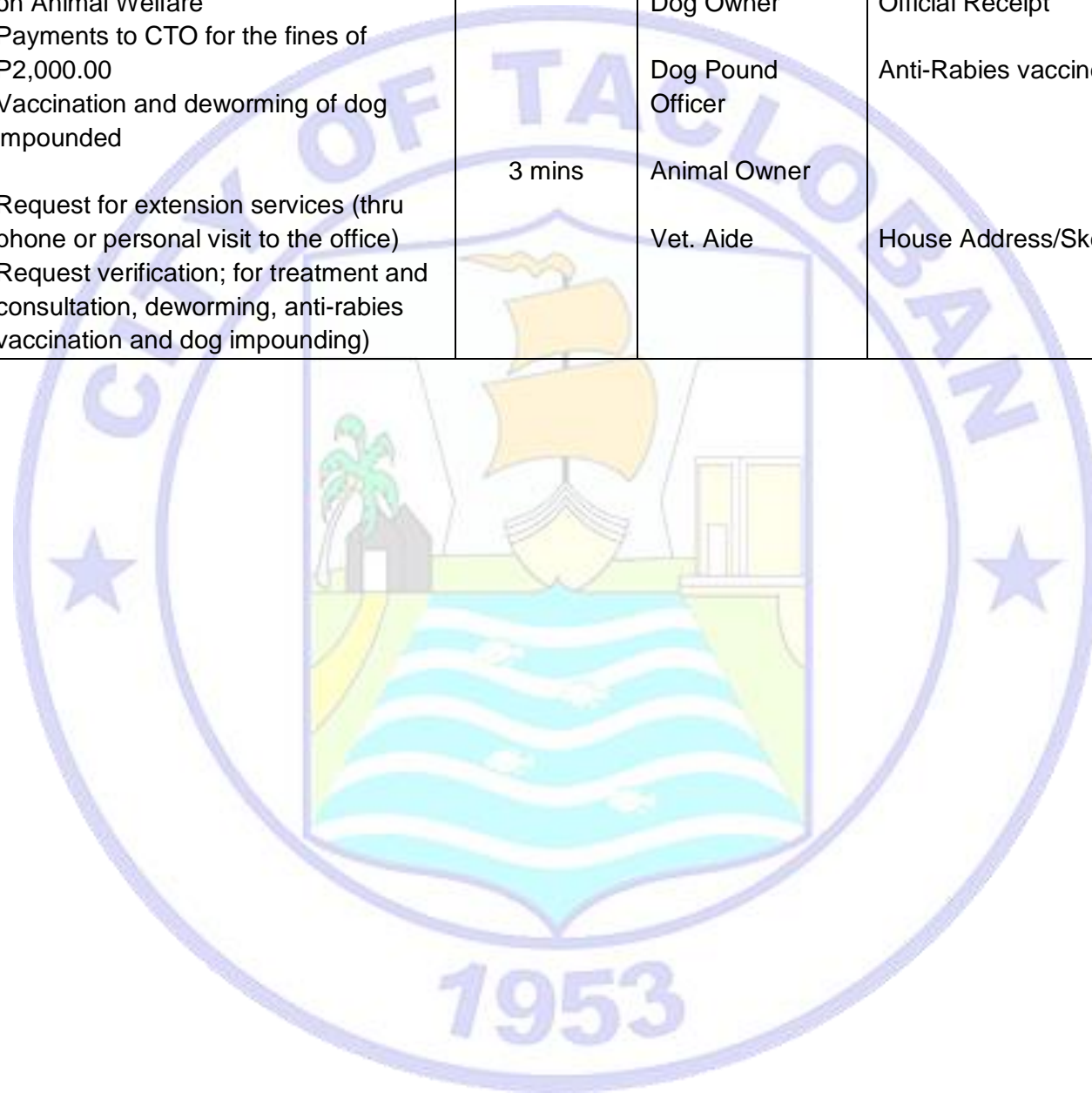
CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
1. Veterinary Health, Permits and Services Operation <ul style="list-style-type: none"> • Consultation and Treatment 	1. Presentation of animal patient to Veterinarian on duty 2. History taking (vital signs) 3. Evaluation of animal condition 4. Discussion of animal patient 5. Treatment of animal patients 6. Prescription of medicines if not available in the office/clients. 7. Schedule of follow-up check-up 8. Issuance of statement of account	2-3 mins 5-10 mins 5 mins 5-10 mins 5-10 mins 3-5 mins 1-2 mins 3-5 mins	Owner Vet. Aide Vet. on duty Vet. on duty Vet. on duty Vet. on duty Vet. Aide	Pet Record if available 1. Precise and accurate history of animal is critical to vet's prognosis. 2. Pulse, respiratory, temperature taking and weighing of animal. 1. Based on vital signs and history of animal 2. Lab exam will be recommended if necessary. Vet's diagnosis. Availability of veterinary meds. and supplies. Medical Prescription Schedule date for the next check-up Owners and pet information Bill/ statement of account	P 50.00 per treatment of animal

<ul style="list-style-type: none"> • Dog Registration/ Anti-Rabies Vaccination 	<ol style="list-style-type: none"> 1. Presentation of dog to the Vet. on duty or Vet Aide. 2. History taking (condition of animal) 3. Restraining of dogs 4. Administration of anti-rabies vaccine 5. Preparation of statement of account 6. Payment to CTO 7. Issuance and releasing vaccination card 8. Given instructions to pet owner for the post treatment care 	3-5 mins	Veterinarian/ Vet. Aide Vet. Aide CTO Collector	Pet record if available Official Receipt Vaccination card	P 50.00
<ul style="list-style-type: none"> • Anti-Rabies Mass Vaccination 	<ol style="list-style-type: none"> 1. Letter request signed by the Brgy. Chairman/official for anti-rabies mass vaccination. 2. Approval and scheduling for the mass vaccination. 3. Conduct of mass vaccination in the barangay. 	3 mins 1 day	Veterinarian/ Vet. Aide Barangay Official Vet. on duty Vaccinators	Letter request Dog Population Survey Assistance from the Barangay Council, BHW and Tanod	Free
<ul style="list-style-type: none"> • Information Education Campaign (IEC) 	<ol style="list-style-type: none"> 1. Conduct of Film showing at MASA. 2. Film showing to students/pupils 	15-20mins 15-20mins	Vet. Aide City Veterinarian	Client of MASA Health Letter request to School Head/Principal	Free

2. Animal Control and Dog Pound Operation					
<ul style="list-style-type: none"> • Spay an Neuter 	<ol style="list-style-type: none"> 1. Setting of appointments thru phone call or personal appointments 2. Scheduling for the operation 3. Given prescription for medicine/supply needed that is not available at the office/clinic. 4. Instruction to pet owner for the pre spay and neuter care. 5. Operation proper (spaying & neuter care) 6. Given instructions to pet owner for the post treatment cate 	<p>3-5 mins</p> <p>15-30mins</p> <p>3 mins</p>	<p>Pet owner</p> <p>Vet. on Duty/ Vet. Aide</p> <p>Veterinarian on duty</p>	<p>Prescribed medicines and supply</p>	<p>Free</p>
<ul style="list-style-type: none"> • Dog Euthansia 	<ol style="list-style-type: none"> 1. Setting of appointments thru phone call or personal appointments. 2. Scheduling for euthansia and discussing of owners responsibilities in euthanizing dogs. 3. Euthansia Procedures. 	<p>3-5 mins</p> <p>1 hours</p>			<p>Free</p>
<ul style="list-style-type: none"> • Dog Impounding 	<ol style="list-style-type: none"> 1. Letter request signed bt the Brgy. Chairman/ official for anti-rabies mass vaccination 2. Approval & Scheduling for the dog pound operations. 3. Conduct Dog Impounding at the Barangay <p><u>Claiming of Dog Impounded:</u></p> <ol style="list-style-type: none"> 1. Dog owner must see the dog found officer for the lecture on responsible 	<p>3-5 mins</p> <p>1 day</p> <p>30 mins</p>	<p>Brgy. Council/ Officials</p> <p>Vet. on duty/ Dog Pount Officer</p> <p>Authorized dog catchers and Brgy. Officials/ Tanods/</p> <p>Dr. Johdel S. Ty</p>	<p>Letter request from the barangay</p> <p>Assistance/guide from the Brgy. Officials or Tanods.</p> <p>City Ordinance</p>	

<ul style="list-style-type: none"> • Extension Services 	<p>pet ownership and the City Ordinance on Animal Welfare</p> <ol style="list-style-type: none"> 2. Payments to CTO for the fines of P2,000.00 3. Vaccination and deworming of dog impounded <ol style="list-style-type: none"> 1. Request for extension services (thru phone or personal visit to the office) 2. Request verification; for treatment and consultation, deworming, anti-rabies vaccination and dog impounding) 	<p>3 mins</p>	<p>Dog Owner</p> <p>Dog Pound Officer</p> <p>Animal Owner</p> <p>Vet. Aide</p>	<p>Official Receipt</p> <p>Anti-Rabies vaccine and dewormer</p> <p>House Address/Sketch</p>	<p>P2,000.00</p>
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3. Livestock Production Program					
<ul style="list-style-type: none"> • Dispersal Project <ul style="list-style-type: none"> - Carabao - Goat - Swine - Native Chicken 	1. Submission of letter request	3-5 mins	Farmers Livestock Raisers Farmers Association	Letter request from the farmers, livestock raisers and Farmers Association.	Free
	2. Validation	1day	Livestock Production Team	Endorsement from FA, active member of the FA	
	3. Distribution of stock	1day	Livestock Production Team	Animal Stock Infusion	
	4. Monitoring and evaluation	1day	Livestock Production Team	Monthly Status report	
<ul style="list-style-type: none"> • Artificial Insemination 	1. Request from the raisers	3 mins	Animal Raisers	Animal Shute	
	2. Verification	3-5 mins	Livestock Production Team	Animal Shute	
	3. Esrous Synchronization (hormone injection)	2-3days			
	4. Conduct Artificial Insemination	30-45mins	AI Technician	Animal Shute	
<ul style="list-style-type: none"> • Extension Services 	1. Request for extension services (thru phone or personal visit to the office)	3 mins	Animal owner		
	2. Request verification; for treatment and consultation, deworming anti-rabies vaccination and dog impounding and AI)		Vet. Aide	House Address/Sketch	
	3. History taking (condition of animal).				
	4. Setting of appointments during extension.				
	5. Treatment or vaccination and deworming of animals.	5-10 mins	Vet./ Vet. Extensionist	Owners must be available during the extension services	P50.00 per dose of medicine.
	6. Issuance of statement of account.				
	7. Given instructions to pet owner for the post treatment care.				

4. Meat Inspection Services <ul style="list-style-type: none"> • Issuance of Veterinary Clearance • Supervision of Slaughtered Animals at Tac. City Slaughter house • Dressing Plant Inspection 	1. Request for Veterinary Clearance	10-15mins	City Veterinarian/ Meat Inspector on duty	Previous year Business Permit, CTC, Brgy. Clearance stating that the applicant is allowed to conduct business, police clearance, duly accomplished info. Sheet and OR for CVO Clearance and Market Clearance (documents must be photocopied).	
	1. Conduct ante-mortem inspection	3-5 mins/ animal	Meat Inspection on duty	Animals to be slaughtered, slaughtered animals/cacasses and offals	Hogs= P83.00 Carabao/ Cattle= P233.00
	2. Conduct post-mortem inspection	20-30mins/ slaughtered animals	Meat Inspection on duty	Carcasses and offals must pass NMIS standards.	
	3. Conduct inspection on Meat Inspection Certificate per vendor	3-5mins/ vendor or establishment	Meat Inspection on duty		
	1. Conduct ante-mortem inspection	2-3 hrs 3-4 hrs	Meat Inspection on duty	Shipping Permit, Veterinary Permit, Dressed Chicken must pass the NMIS standard	
	2. Conduct post-mortem inspection	2-3 hrs	Meat Inspection on duty		
	3. Conduct inspection on Meat Certificate per vendor		Meat Inspection on duty		

Prepared by :



JOEL PADUL PERCELA

Admin. Officer Designate/Meat Inspector-I

Noted :



EUNICE J. ALCANTARA, D.V.M.

City Veterinarian