

**Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG**

CITY VETERINARY SERVICES OFFICE

LIST OF FRONTLINE SERVICES

1. RENDER CATCHING AND IMPOUNDING STRAY ANIMALS IN COMPLIANCE OF RA-8485 (THE ANIMAL WELFARE ACT OF 1998)
2. AVAILING VETERINARY HEALTH CERTIFICATE / SHIPPING PERMIT.
3. AVAILING ARTIFICIAL INSEMINATION FOR FARM ANIMALS (CARABAO, CATTLE, GOATS & PIGS)
4. AVAILING TECHNICAL ASSISTANCE IN ANIMAL HEALTH CARE SERVICES (DEWORMING OF SMALL AND LARGE ANIMALS)
5. AVAILING ANIMAL VACCINATION SERVICES (ANTI-RABIES, HOG CHOLERA, HEMOSEP, NCD, ETC.)
6. AVAILING TECHNICAL ASSISTANCE IN ANIMAL HEALTH CARE SERVICES (TREATMENT, SUPPLEMENTATION OF VITAMINS AND PREVENTION OF DISEASES)
7. AVAILING ANTE/POST MORTEM ABATTOIR INSPECTION.

VISION STATEMENT

A dynamic livestock and Poultry Enterprise in support to Poverty Alleviation

MISSION STATEMENT

A healthy and productive livestock and poultry industry within Bislig City to sustain food security

PERFORMANCE PLEDGE

We, the employees of the City Veterinary Services Office of Local Government Unit of Bislig solemnly pledge to extend and render services to our clients – the Livestock and Poultry farmers, the pet lovers and our animal patients with utmost tender loving care and professionalism in the prevention and treatment of various diseases affecting creatures that cannot help themselves.

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	RENDER CATCHING AND IMPOUNDING STRAY ANIMALS IN COMPLIANCE OF RA-8485 (THE ANIMAL WELFARE ACT OF 1998)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	PET OWNER'S OF STRAY ANIMALS
DURATION OF TRANSACTION	:	2 HOURS AND 5 MINS.
WHAT ARE THE REQUIREMENTS?	:	PROOF OF OWNERSHIP / ANTI-RABBIES VACCINATION CERTIFICATE
FEE/S	:	IMPOUNDED FEE 100 PESOS

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Checks and verifies impounded stray animal	Conducts interview with the animal owner and instruct to pay the impoundment and rabies vaccination fees at the City Treas. Office (CTO)	None	None	30 minutes	Virgilio V. Lazarte Animal Welfare Coordinator
2	Pays the ff. fees: a. Impoundment b. rabies vaccination	Issues Release Form	P 100 per dog P53.00/ animal	None	1 hour	Dr. Rizal M. Pabalate City Vet. Dr. Marjorie S. Cambronero Veterinarian II Evelyn Layno Admin. Officer I
3		Conducts rabies vaccination and issuance of Certificate of Vaccination			20 mins	Dr. Rizal M. Pabalate City Vet. Dr. Marjorie S. Cambronero Veterinarian II
4		Releases Impounded Animal together with Certificate of Vaccination	None	None	15 minutes	Virgilio V. Lazarte Animal Welfare Coordinator Christopel S. Hojas JO Employee
	END OF TRANSACTION					

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING VETERINARY HEALTH CERTIFICATE / SHIPPING PERMIT
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM,
WHO MAY AVAIL OF THE SERVICES?	:	FARMERS ANIMAL OWNERS
DURATION OF TRANSACTION	:	1 HOUR AND 45 MINUTES
WHAT ARE THE REQUIREMENTS?	:	CERTIFICATE OF VACCINATION
FEE/S	:	LARGE/SMALL ANIMALS: P65.00/ANIMAL

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents the animals Presents credentials and Vaccination Certificate	-Examines the animals on bodily health condition & other related information -Evaluates for fitness of transport	None	None	1 hour	Dr. Rizal M. Pabalate/ City Veterinarian Dra. Marjorie S. Cambronero/ Veterinarian I
2		Advices payment of Services to the City Treasurers			5 minutes	Dr. Rizal M. Pabalate City Veterinarian Dra. Marjorie S. Cambronero Veterinarian I
3	Proceeds to City treasurer office for payment	Issues official receipt	P65.00/animal	Official receipt	10 minutes	Ms. Evelyn A. Layno AO I Agnes Mildred Esturas RCC II
4		Issues Veterinary Health Certificate & shipping permit		Veterinary health Certificate OR Affix	30 minutes	Dr. Rizal M. Pabalate / City Veterinarian Dra. Marjorie S. Cambronero/ Veterinarian I
	END OF TRANSACTION					

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ARTIFICIAL INSEMINATION FOR FARM ANIMALS (Carabao, Cattle, Goats & Pigs)
SCHEDULE OF AVAILABILITY OF SERVICE	:	PER AVAILABILITY OF SEMEN
WHO MAY AVAIL OF THE SERVICES?	:	LIVESTOCK FARMERS
DURATION OF TRANSACTION	:	5 HOURS AND 23 MINUTES
WHAT ARE THE REQUIREMENTS?	:	CONSTRUCTION OF CHUTE (IPITAN)
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Persons
1	Submits letter request	Receives, records and schedules request	None	None	3 mins.	Dr.Rizal M. Pabalate / City Veterinarian Mr. Ethelmar C. Goyongco / AI Tech.
2	Presents the animal	Examines bodily condition of the animal and inject hormone synchronization	None	None	2 hours	Dr.Rizal M. Pabalate / City Veterinarian Mr. Ethelmar C. Goyongco / AI Tech. Ailon L. Peregrino / AI Tech.
3	Restrain the animal	Prepares all the equipments & materials for insemination procedures	None	None	2 hours	Dr.Rizal M. Pabalate / City Veterinarian Mr. Ethelmar C. Goyongco / AI Tech. Ailon L. Peregrino / AI Tech.
4		Conducts artificial insemination			1 hour	Dr.Rizal M. Pabalate / City Veterinarian Mr. Ethelmar C. Goyongco / AI Tech. Ailon L. Peregrino / AI Tech.
5		Fills-up AI Form		AI Form	20 mins.	Dr.Rizal M. Pabalate / City Veterinarian Mr. Ethelmar C. Goyongco / AI Tech. Ailon L. Peregrino / AI Tech.
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING TECHNICAL ASSISTANCE IN ANIMAL HEALTH CARE SERVICES (DEWORMING SMALL AND LARGE ANIMALS)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	FARMERS
DURATION OF TRANSACTION	:	53 MINUTES
WHAT ARE THE REQUIREMENTS?	:	REQUEST FORM
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Persons
1	Submits request form	Receives, records and schedules request	None	Request Form	3 mins.	Dr.Rizal M. Pabalate / City Veterinarian Mr. Ethelmar C. Goyongco / AI Tech./Admin. Aide IV
2	Presents the animal	- Evaluates condition history of the animal as related by the client	None	None	25 minutes	<ul style="list-style-type: none"> ➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I ➤ Ethelmar C. Goyongco Admin. Aide IV
3		A. Actual giving of deworming B. Prescribes drugs & calculate dosage - instruct correct way of administering it	None	None	15 minutes 10 minutes	<ul style="list-style-type: none"> ➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ANIMAL VACCINATION SERVICES (ANTI-RABIES, HOG CHOLERA, HEMOSEP, NCD, ETC.)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ANIMAL OWNERS
DURATION OF TRANSACTION	:	2 HOURS
WHAT ARE THE REQUIREMENTS?	:	PREVIOUS VACCINATION CERTIFICATE
FEE/S	:	VACCINATION FEE : P26.50/DOG REGISTRATION : P26.50/DOG

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Persons
1	Presents the animal together with previous vaccination certificate	Evaluates for fitness of vaccination	None	None	40 minutes	<ul style="list-style-type: none"> ➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I ➤ Ethelmar C. Goyongco Admin. Aide IV
2		Advices payment of services to the City Treasurers Office	None	None	20 mins.	<ul style="list-style-type: none"> ➤ Virgilio V. Lazarte Admin. Asst. III ➤ Ailon I. Peregrino COS AT
3	Proceeds to City Treas. Office-Collection Unit	Issues Official Receipt	P26.50/ dog Registra- tion: P26.50/dog	Official Receipt	10 mins.	<ul style="list-style-type: none"> ➤ Evelyn A. Layno Admin. Officer II ➤ Agnes Q. Esturas Admin. Asst. II ➤ Anna Mae Ellazo Admin. Asst. II
4		Advices customer the do's and don'ts after vaccination	None	None	30 mins.	<ul style="list-style-type: none"> ➤ Virgilio V. Lazarte Admin. Asst. III ➤ Ailon I. Peregrino COS AT ➤ Christopel S. Hojas COS AT ➤ Beryl S. Peninsula COS AT
5		Issues Certificate of Vaccination	None	Vaccina- tion Certifi- cate	20 mins.	<ul style="list-style-type: none"> ➤ Virgilio V. Lazarte Admin. Asst. III ➤ Ailon I. Peregrino COS AT ➤ Christopel S. Hojas COS AT ➤ Beryl S. Peninsula COS AT
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING TECHNICAL ASSISTANCE IN ANIMAL HEALTH CARE SERVICES (TREATMENT, SUPPLEMENTATION OF VITAMINS AND PREVENTION OF DISEASES)
AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	FARMERS
DURATION OF TRANSACTION	:	<u>FOR NORMAL TRANSACTION:</u> ✓ For Walk-in clients: 7 DAYS, 6 HOURS & 40 MINUTES ✓ On-site Consultation: 7 DAYS, 12 HOURS & 10 MINUTES <u>FOR RE-INSTITUTING TREATMENT:</u> ✓ For Walk-in clients: 7 DAYS, 12 HOURS & 40 MINUTES ✓ On-site Consultation: 7 DAYS, 18 HOURS & 10 MINUTES
WHAT ARE THE REQUIREMENTS?	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Consultation with the Veterinarian	<u>For Walk-in clients:</u> - Evaluates & conducts tentative diagnosis <u>On-site Consultation:</u> - Prioritizes ocular & Physical examination of the patient	None	None	30 mins. 6 hours	➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
2	Requests for the schedule of actual visit	Records the schedule	None	Request Form	10 minutes	➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
3	Facilitates home visit for actual check-up of the patient as scheduled	Renders routinary preliminary prognosis & collection of blood/ fecal samples & other body exudates	None		4 hours	➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
4		- Renders supportive/ palliative medication prior to the lab. - After lab. result Diagnosis will be established & institute indicated treatment			2 hrs	➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
5	Post-observation period				Five (5) to Seven (7) calendar days	Respective Client
END OF TRANSACTION						
6	Informs the vet officers for non-recovery	Re-institutes treatment			6 hrs.	➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY VETERINARY SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING ANTE/POST MORTEM ABBATTOIR INSPECTION
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	GENERAL PUBLIC AND MEAT BUSINESSMEN
DURATION OF TRANSACTION	:	3 HOURS AND 46 MINUTES
WHAT ARE THE REQUIREMENTS?	:	CREDENTIAL/DESCRIPTION OF THE ANIMALS
FEE/S	:	P34.65 – CATTLE AND CARABAO P14.50 – PIG P34.65 – GOAT

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Presents animal together with the documents	Reviews/ evaluates/assesses the animal and required documents	None	None	30 mins.	<ul style="list-style-type: none"> ➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I
2		Advises the client to pay for the Veterinary Health Certificate	None	None	6 mins.	<ul style="list-style-type: none"> ➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Dr. Marjorie S. Sore Veterinarian I ➤ Ethelmar C. Goyongco Admin. Aide IV
3	Proceeds to CTO-Collection Unit for payment of the necessary fees	Issues Official Receipt	P34.65/ Cattle and Carabao P14.50/pig P34.65/ goat		1 hour	<ul style="list-style-type: none"> ➤ Evelyn A. Layno Admin. Officer II ➤ Agnes Q. Esturas Admin. Asst. II ➤ Anna Mae Ellazo Admin. Asst. II
4		Issues Veterinary Health Certificate			10 mins.	<ul style="list-style-type: none"> ➤ Celso M. Ambi Admin. Asst. III ➤ Virgilio V. Lazarte Admin. Asst. III
5		Renders post-mortem inspection for fit consumption			2 hours	<ul style="list-style-type: none"> ➤ Dr. Rizal M. Pabalate City Veterinarian ➤ Celso M. Ambi Admin. Asst. III ➤ Virgilio V. Lazarte Admin. Asst. III
END OF TRANSACTION						