

CITY VETERINARY SERVICES OFFICE EXTERNAL SERVICES

1. MASS RABIES VACCINATION AND ANIMAL REGISTRATION

A service providing mass rabies vaccination in all barangays and subdivisions within the city – Ordinance Nos. 03-85-S-2017 or “An Ordinance Enacting the Revised City of Imus Anti-Rabies Act of 2017”, Section 2. It is the policy of the city to protect and promote the right to health of the people. Toward this end, a system for the control, prevention of the spread and eventual eradication of human and animal rabies shall be provided and the need for responsible pet ownership established.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Pet owners in City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination records of pet if any (to be presented on vaccination Date)		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring pets at the designated venue	1. Coordinate to barangay captain/s for the schedule of rabies vaccination	None	5 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

2. ANIMAL VACCINATION (WALK-IN CLIENT)

A service provided to the residents of the City of Imus to intensify efforts towards animal disease prevention and control specifically rabies.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly - Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination card/s of pets if any		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring pet for vaccination	1. Check and evaluate health status of dog or animal	None	5 minutes	Dr. Maribel A. Depayso; Gilbert G. Remulla
2. Register the owner and pet profile	2.1 Register, Record and File owner and pet profile.	None	3 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
	2.2 Update Vaccination Record	None		
	2.3 Vaccinate the animal	None	5 minutes	Dr. Maribel A. Depayso Gilbert G. Remulla
	2.4 Release animal to the owner and advice client of the post vaccination care of the animal.	None	2 minutes	
3. Claim vaccination and registration	3. Issue vaccination certificate Card/Booklet.	None	3 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
Fill-out Client Satisfaction Rating Form				
TOTAL		None	18 minutes	

3. ANIMAL CONSULTATION/TREATMENT

This is a service providing assistance to pet owners with regards to their pets most especially those that need medical attention.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners of Imus (For large animal <i>livestock animal</i> the City Veterinary will visit the location).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring pet for consultation and treatment	1.1 Interview the owner	None	3 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
	1.2 Inspect sick animal	None	10 minutes	Dr. Maribel A. Depayso
	1.3 Do basic procedure to establish a tentative diagnosis	None		
	1.4 Administer appropriate medicine to the animal (if available)	None		
2. Receive medicine and prescription	2. Give prescription and instructions.	None	3 minutes	Dr. Maribel A. Depayso
Fill-out Client Satisfaciton Rating Form				
TOTAL		None	16 minutes	

4. SPAY AND NEUTER SERVICES

A service provided to help control animal population in the City of Imus and provide a longer and healthier life to the pets. It is also a solution that will help in the eradication of rabies disease.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID as proof of Imus residency.		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the City Veterinary Office to avail of the service.	1. Interview client if pet is qualified for the procedure.	None	5 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
2. Sign waiver if fully understood	2.1 Explain the content of the waiver to client. 2.2 Schedule the surgery and advise owner on the pre-operative care of the pet.	None	3 minutes (stop time)	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
3. Bring pet on the scheduled time of surgery	3.1 Conduct the surgery 3.2 Prescribe medicine and advise client on the post-operative care of the patient	None	1 hour	Dr. Maribel A. Depayso
Fill out Customer Feedback Form				
TOTAL		None	1 hour, 8 minutes	

NOTE: Surgery depends on the condition of the dog

5. PET MICROCHIPPING

A service provided to tag pets by inserting a microchip that is roughly a size of a grain that carries a unique identification number for each animal. This serves as a lifetime identification of the animal.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination card/s as proof that pet is rabies vaccinated		City Veterinary Services Office or any private veterinary clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Pet to the City Veterinary Services Office (or specified venue during events).	1.1 Interview client.	None	3 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
	1.2 Evaluate pet if fit for the procedure.	None	5 minutes	Dr. Maribel A. Depayso
	1.3 Insert microchips on the pet.	None	2 minutes	Dr. Maribel A. Depayso
	1.4 Explain to pet owners on how to register their pets to the system of petidentity.	None	2 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
Fill out Customer Feedback Form				
TOTAL		None	12 minutes	

6. ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)

A service providing Veterinary Health Certificate to clients as compliance to the requirements of the Bureau of Animal Industry if animal is to be travelled to other regions to prevent the spread of animal diseases especially rabies, avian influenza and African swine fever.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination card/s as proof that pet is rabies vaccinated (cats and dogs) and New Castle Disease vaccination certificate for avians		City Veterinary Services Office or any private veterinary clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Animal/s to the City Veterinary Services Office.	1.1 Interview client	None	3 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
	1.2 Evaluate the health status of the animal	None	3 minutes	Dr. Maribel A. Depayso
	1.3 If fit, collect blood and nasal/cloacal sample if animal/s presented is avian/s.	None	3 minutes/bird	Dr. Maribel A. Depayso, Gilbert Remulla
	1.4 Advise owner on the proper handling of samples before they will bring it to the Bureau of Animal industry for testing.	None	2 minutes	Dr. Maribel A. Depayso, Gilbert Remulla
	1.5 Advise owner to claim the Veterinary Health Certificate after 14 days.	None	2 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
Fill out Customer Feedback Form				
TOTAL		None	13 minutes	

7. ASSISTANCE TO ANIMAL IMPOUNDING OPERATION

A service provided to collect stray animals in all barangays to prevent spread of rabies and as one way of animal population control. Implementation of Ordinance Nos. 2011-117 Sec. 10, "Impounding, Field Control and Disposition of Animal.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All residents/ Non-Residents of Imus; Barangay or Homeowner's Association Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask assistance in the impounding of stray animals through phone call or personal visit.	1.1 Ask for location & other specifications	None	10 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
	1.2 Check availability of the city pound team & inform them of the site/location of stray animals to be impounded.	None		
	1.3 Dispatch the impounding team	None		
Fill out Customer Feedback Form				
TOTAL		None	10 minutes	

NOTE: Period of impounding operation will vary depending on various factors.

8. CLAIMING OF IMPOUNDED ANIMALS

A service provided to claim or redeem impounded animals. Implementation of Ordinance Nos. 03-85-S-2017, Sec. 24 – Penalties.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Owners of Impounded stray animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of ownership		Client		
Official receipt from City Treasurer's Office		City Treasurer's Office		
Updated Community Tax Certificate		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Proof of Ownership	1. Check the requirement.	None	3 minutes	Jonadel Ramirez; Haydee Olita Kara Mae Igtiben
2. Claim the Order of Payment	2. Release Order of Payment	None	2 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
3. Proceed to City Treasurer's Office and pay the required fee.	3. Receive payment and issue Official Receipt (OR)	Releasing P500.00 Additional penalties: Fine (1 st offense) P1,000.00 Fine (2 nd Offense) P2,000.00 Fine (3 rd Offense) P 3,000.00 If animal is unvaccinated, Fine (1 st offense) P 2,000.00 Fine(2 nd Offense) P 3,000.00 Fine (3 rd Offense) P 5,000.00	15 minutes	City Treasurer's Office
4. Present Requirements	4. Check the completeness of requirements	None	3 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben

5. Claim Release Stub	5. Issue Release Stub	None	2 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
6. Present Release Stub	6. Release Pet/ Animal	None	10 minutes	Jay Maliksi; Kervin Tapawan; Jose Traverro
Fill out Customer Feedback Form				
TOTAL		Based on assessment	35 minutes	

8. ADOPTION PROGRAM

A service opting all qualified impounded dogs for adoption to give them a second chance to live and find a permanent and loving owner.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All interested and qualified adopters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopy of any valid ID	1. Validate & photocopy the identification card presented	None	2 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
2. Choose dog/cat to adopt	2. Show the dogs/cats opt for adoption	None	1 hour	Kervin Tapawan; Jose Traverro
3. Fill-out the adoption form and sign the adoption agreement	3.1 Assess if adopter is qualified and capable to adopt	None	2 minutes	Haydee Olita; Jonadel Ramirez; Kara Mae Igtben
	3.2 Explain briefly the adoption program and agreement	None	3 minutes	Dr. Maribel A. Depayso; Gilbert G. Remulla
	3.3 Vaccinate pet with anti-rabies vaccine and advise owner to have the dog vaccinated with other core vaccines.	None	2 minutes	
4. Receive the adopted pet	4. Award dog/cat to the owner	None	2 minutes	Dr. Maribel A. Depayso Gilbert G. Remulla
Fill out Customer Feedback Form				
TOTAL		None	1 hour, 11 minutes	

NOTE: Depends on how long the adopter will choose an animal to adopt.

9. ANIMAL DEWORMING

A service providing dewormers or anthelmintic drugs to animals to rid them of parasites such as roundworms, flukes, tapeworms and others; also, to boost their immune system and improve their health status. Vitamins is administered specially to emaciated animals.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All owners of livestock			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrange schedule with City Veterinarian	1. Schedule the proposed activity	None	5 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
Fill out Customer Feedback Form				
TOTAL		None	5 minutes	

10. SCHEDULING OF BREEDING SUPPORT SERVICES

A service providing assistance to farmers to improve the quality of livestock through artificial insemination, proper management and introduction of new techniques or innovations.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Livestock Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly or call the City Veterinary Office to coordinate concerns on livestock production	1. Get the necessary information of the owner especially the exact location of the animal and farmer	None	2 minutes	Jonadel Ramirez; Haydee Olita; Kara Mae Igtiben
2. Wait for the update of the office.	2. Coordinate with the Provincial Veterinarian for insemination	None	5 minutes	Jonadel Ramirez; Haydee Olita
Fill out Customer Feedback Form				
TOTAL		None	7 minutes	

NOTE: Depends on the number of animals to be inseminated