



Citizen's CHARTER

PROVINCIAL VETENIRARY SERVICES OFFICE (PVSO)

1) Collection of Fees on Dog Registration and Vaccination

Schedule of availability of Services : Monday to Friday / 8:00am-12:00NN 12:30PM-4:30PM

WHO MAY AVAIL THE SERVICE : Dogs owners.

REQUIREMENTS : Request Slip from the Provincial Veterinary Office

Duration : 3 minutes

HOW TO AVAIL OF THE SERVICE

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|--------------------|--|--|---|------------------------------------|---|-------------------|
| 1 | Ask request slip | Validate request slip | 1 minute | PVSO-Regulatory Services In charge | | Request slip form |
| 2 | | Receive payment and issue Official Receipt | 2minutes | c/o Provincial Treasurer | Dog registration- P50.00 Dog Vaccination- P50.00 | |
| 3 | Receive and present Official Receipt to Provincial Veterinary Office | Issuance of dog vaccination card | 1-2 minutes | PVSO -Dog Vaccinator | | Vaccination Card |
| END OF TRANSACTION | | | | | | |

2) Canine Anti-Rabies Vaccination (For Walk-in Clients)

Schedule of Availability of Service: Monday to Friday (8:00AM-4:30PM)

Duration: 45Minutes

Requirement:

1. Dog Vaccination Card (if previously vaccinated)
2. Dog Registration Form (if previously registration)
3. Receipt of payment from the PTO

How to avail services:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|-------------------|---|---|--|--|--|------|
| | 1. Fill up client request slip. | Validate request slip | 1 minute | Clerk/Information Desk Officer | None | None |
| | 2. Present pertinent documents: a. Dog Vaccination and registration card of the dog. 3. Secure OR FOR Dog registration and vaccination from the PTO | Inspect animal health condition | 10minutes | Technical Staff | None | None |
| 1 | 3. Present Receipt of Payment from the Provincial Treasurer's Office 3. Receipt of Dog registration and Vaccination card | 1. Poor health condition and Dog Bite case: a.) Not qualified for vaccination b.)Subject to observation or treatment 2. Good Health condition and Negative for Dog Bite case: a.) Fill up vaccination and registration payment slip. b.)Advice to Pay to the PTO. c.) Subject dog to anti-rabies vaccination d.)Fill up Dog Registration and vaccination card, e.)Retain copy of the dog registration form f.) Release Dog registration and vaccination card to the owner. | 2 minutes 15minutes 5minutes 5minutes 1minute 2 minutes | Technical Staff Clerk/ Technical staff Local Revenue Collection Officer/Revenue Collection Clerk Clerk/Technical Staff Clerk/Technical Staff Clerk/Technical Staff Clerk/Technical Staff | None P50.00 Dog Registration and P50.00 dog Vaccination None None None | |
| END OF TRASACTION | | | | | | |

3) Animal Health and Extension Services (Animal Disease Treatment)

Schedule of availability of Services: Monday to Friday (8:00AM-4; 30PM)

Duration: 45 Minutes

Requirements:

1. No documents to be presented

How avail services:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|---|---------------------------------|---|---|---|--------------------------------------|---------------------|
| 1. Request for animal disease treatment | 1. Fill up client request slip. | Check out the need of the client among the technical personnel | 2 minute | Clerk/Information Desk Officer | None | Client request slip |
| | | Refer case to the Provincial Veterinarian or technical Personnel concerned. | 2 minutes | Technical Staff | None | |
| | 2. Secure pre-scribed medicine | Interview the client regarding the case Record disease history Conduct actual ocular inspection of the sick animals to check its clinical signs and status if necessary Prescribe proper medication Advice client to secure/procure prescribed medicine Administer medicine or refer to the municipal technologist if needed | 10minutes 5minutes Depends on the travel time 6 minutes 20minutes Depends of the travel distance to the service area | Provincial Veterinarian/ Technical Staff Provincial Veterinarian/ Technical Staff Provincial Veterinarian/ Technical Staff Clerk/Technical staff Provincial Veterinarian/ Technical Staff | None None None None | Prescription slip |
| END OF TRANSACTION | | | | | | |

4) Dog castration

Schedule of Availability of Service: Monday to Friday (8:00AM-4:30PM)

Duration: 2 hours

Requirements:

1. No documents to be presented

How to avail services:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|--------------------|--------------------------------|---|---|---|------|---------------------|
| 1. Dog Castration | 1. Fill up client request slip | Record the name of the client and refer to the Provincial Veterinarian | 5 minutes | Clerk/Information Desk Officer | None | Client Request Slip |
| | | Check the health status of Dog/ dog bite history/ previous vaccination record a.) Negative dog bite. b.)Good health status | 10minutes | Technical staff Provincial Veterinarian | | |
| | | Set schedule for services to be conducted in the barangay or municipality For walk-in clients services is conducted at the PVSO Conduct dog castration Administer medicine Give instructions and release dog for household confinement and follow up medication | 5minutes | Provincial Veterinarian | | |
| | | | 30 min.s-1 hour | Provincial Veterinarian/ Technical staff | | |
| | | | 5 minutes 5minutes | | | |
| END OF TRANSACTION | | | | | | |



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5) Animal Disease Surveillance and Monitoring

Schedule of Availability of Services: Monday to Friday (8:00AM-4:30PM)

Duration: 2 hours and 20 minutes

Requirements:

1. No documents to be presented

How to avail services:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|--|---|---|---|--|------|----------------------------------|
| 1. Collection of Specimen & samples (Serum, Blood, Swab test, direct smear fecal sampling) | 1. Backyard and Commercial Farms, Slaughterhouses | Farm and slaughterhouse visits conducted by the Technical Personnel or Provincial Veterinarian with or with the Department of Agriculture-Regional Field Unit 6 personnel | Depends on the travel distance going to the area. | Provincial Veterinarian/ Technical staff | None | Blood/Serum Sample Record Sheet |
| | | Set schedule of services to be conducted | | | | |
| | | Collect blood and fecal samples, Swab Test and direct smear | 5 minutes | -do- | | |
| | | Process samples collected | 30minutes | -do- | | |
| | | Labeling for proper identification and species of samples | 10minutes | -do- | | |
| 2. Dog head samples For rabies case verification | | Submission of blood/serum samples to the DA RFO-6, Regional Animal Disease Diagnostic Laboratory for lab tests and examination | 5minutes | -do- | | FMD B/S Form 1a; FMD B/S Form 1b |
| | | Collect dogs heads samples within 8 hours and submit to Regional Animal Disease Diagnostic Laboratory | 1 hour & 30 minutes | -do- | none | |
| | | | 2hours or more including travel time | -do- | | Rabies surveillance form |
| END OF TRANSACTION | | | | | | |

6) Collection of Fees on Issuance of Veterinary Health Certificate

Schedule of availability of Services

Monday to Friday - 8:00am-12:00NN 12:30PM-4:30PM at PVSO

Sunday - 8:00am-12:00NN 12:30PM-4:30PM at Livestock Market San Miguel Jordan

Duration

3 minutes

HOW TO AVAIL OF THE SERVICE

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under Normal Circumstances) | Person in Charge | Fees | Form |
|------|---|--|---|--|---|---|
| 1 | Shipper of Livestock, poultry, meat and by products | Conduct inspection of Animals Issuance of veterinary Health Certificate | 5 minutes 10minutes | PVSO personnel & Provincial Veterinarian PVSO-Regulatory Services In charge | Posted at separated table (Revenue Code) | VETERINARY HEALTH CERTIFICATE (Shipping Permit) |