

FRONTLINE SERVICE	APPLICATION FOR VETERINARY CLEARANCE FOR MEAT ESTABLISHMENTS (cont.)
STEP 8	Issue Veterinary Clearance (depends on the result of the actual inspection of the establishment made by the office which will be conducted within one month from the issuance of the Provisional Clearance)
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - ROMEO L. FLORES - Dr. RANDY F. CABRERA - HONESTO Y. GUTIERREZ, JR.
TIME FRAME	1 minute
REQUIRED FEE/S	None

FRONTLINE SERVICE	REDEMPTION OF IMPOUNDED ANIMALS
STEP 1	Verify if animal is impounded (check the City Pound in Camarin).
SERVICE PROVIDER/S	- CATHERINE V. LAPUZ - ARNEL P. ARCILLA
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	Any valid Identification Card with complete address
STEP 2	If impounded, issue Order of Payment
SERVICE PROVIDER/S	- CATHERINE V. LAPUZ - ARNEL P. ARCILLA
TIME FRAME	2 minutes
STEP 3	Pay impounding fee.
SERVICE PROVIDER/S	CASHIER - CITY TREASURER'S OFFICE
TIME FRAME	2 – 5 minutes
STEP 4	Prepare Release Order and Gate Pass
SERVICE PROVIDER/S	- CATHERINE V. LAPUZ - ARNEL P. ARCILLA
TIME FRAME	2 minutes
STEP 6	Release animal/s to owner/ representative upon presentation of Official Receipt by the owner or a representative (familiar to the animal).
SERVICE PROVIDER/S	- CATHERINE V. LAPUZ - ARNEL P. ARCILLA
TIME FRAME	3 minutes
REQUIRED FEE/S	Impounding fee – PhP 150.00 Additional cost for a maximum of five days – PhP 50.00 per day

FRONTLINE SERVICE	WALK-IN FOR ANTI-RABIES VACCINATION AND CONSULTATION
STEP 1	Interview the owner. Check the animal and document (if any).
SERVICE PROVIDER/S	- Dr. RANDY F. CABRERA - ALEXANDER G. ESPIRITU - JOSEPH DANIEL M. CABAIES III
TIME FRAME	2 minutes
STEP 2	For Consultation - Recommend procedure and refer to clinic, if necessary. For Vaccination- Administer the needed vaccine.
SERVICE PROVIDER/S	- Dr. RANDY F. CABRERA - TRAINED VACCINATOR - ORLANDO T. DIZON
TIME FRAME	Consultation – 4 minutes Vaccination – 2 minutes
STEP 3	Prepare Vaccination Certificate.
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - TRAINED VACCINATOR - Dr. RANDY F. CABRERA
TIME FRAME	1 minute
STEP 4	Sign Vaccination Certificate by the City Veterinarian.

SERVICE PROVIDER/S	Dr. TEODORO M. ROSALES, DVM
TIME FRAME	1 minute
FRONTLINE SERVICE	WALK-IN FOR ANTI-RABIES VACCINATION AND CONSULTATION (cont.)
STEP 5	Release Vaccination Certificate.
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - TRAINED VACCINATOR - Dr. RANDY F. CABRERA
TIME FRAME	Recording and vaccination – 5 – 8 minutes Release of vaccination certificate – 2 minutes – If the signatory is not available, the vaccination certificate will be released within three days.
REQUIRED FEE/S	None

FRONTLINE SERVICE	REQUEST FOR TURNOVER AND/OR DISPOSAL OF ANIMALS
STEP 1	Concern citizens/ owners of the animal prepare request letter addressed to the City Mayor.
STEP 2	Receive request letter endorsed by the Office of the City Mayor.
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - JOSEPH DANIEL M. CABAIES III - Dr. RANDY F. CABRERA - ALEXANDER G. ESPIRITU
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Request letter
STEP 3	Prepare schedule of pick-up of animal/s for turn-over and inform the Impounding Team.
SERVICE PROVIDER/S	- HONESTO Y. GUTIERREZ, JR. - Dr. TEODORO M. ROSALES, DVM
TIME FRAME	2 minutes
STEP 4	Proceed to the specified place. Let the owner sign a waiver before pick-up of animal/s.
SERVICE PROVIDER/S	- RICKY R. LOPEZ - IMPOUNDING TEAM (from the City Animal Pound)
TIME FRAME	Scheduled within three to five days depending on the availability of the pound vehicle
REQUIRED FEE/S	None

FRONTLINE SERVICE	MASS ANTI-RABIES VACCINATION PER BARANGAY
STEP 1	Concerned persons/ barangay official prepare request letter addressed to the Office of the City Mayor.
STEP 2	Receive the scheduled vaccination from the Community Relations Office (CRO)
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - JOSEPH DANIEL M. CABAIES III - Dr. RANDY F. CABRERA - ALEXANDER G. ESPIRITU
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Vaccination Calendar
STEP 3	Review the vaccination schedule and inform the vaccination teams
SERVICE PROVIDER/S	- HONESTO Y. GUTIERREZ, JR. - Dr. TEODORO M. ROSALES, DVM
TIME FRAME	Within the day the schedule is received
STEP 4	Conduct vaccination as per schedule.
SERVICE PROVIDER/S	- ORLANDO T. DIZON - VACCINATION TEAM - JOSEPH DANIEL M. CABAIES III
TIME FRAME	Vaccination is from 9:00 AM to 12:00 NN but will be extended in the afternoon depending on the number of dogs.
REQUIRED FEE/S	None

FRONTLINE SERVICE	APPLICATION FOR BUTCHER AND MEAT HANDLER'S LICENSE
STEP 1	Secure Application Form and List of Other Requirements for the License applied for.
STEP 2	Receive and review accomplished Application Form and supporting documents for the license applied for.
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - Dr. RANDY F. CABRERA
	- ROMEO L. FLORES - HONESTO Y. GUTIERREZ, JR.
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Updated Health Certificate issued by the LGU Physician 2. Drug-Free Certificate 3. Police Clearance 4. Barangay Clearance 5. Certification of Attendance in Butchers/Meat Handler's Orientation conducted by any of the following: Provincial Veterinary Office, City Veterinary Office or Municipal Veterinary Office
STEP 3	Prepare and issue Butcher and/or Meat Handler's License in ID Form (signed by the City Veterinarian and valid for one year).
SERVICE PROVIDER/S	- HONESTO Y. GUTIERREZ, JR. - ROMEO L. FLORES
	- DR. TEODORO M. ROSALES, DVM
TIME FRAME	6 minutes
REQUIRED FEE/S	None

FRONTLINE SERVICE	REPORT ON HOTMEAT AND OTHER VETERINARY CONCERNS
STEP 1	Concern citizens inform the office personally or thru telephone number 703-4454.
STEP 2A	Receive and record the report.
STEP 2B	Inform the Office Head regarding received report.
SERVICE PROVIDER/S	- MARY JOY V. BUCAO - Dr. RANDY F. CABRERA
	- JOSEPH DANIEL M. CABAIES III - ALEXANDER G. ESPIRITU
TIME FRAME	3 minutes
STEP 3	Verify and/ or conduct surveillance.
SERVICE PROVIDER/S	- RAUL B. GALIT - ALEXANDER G. ESPIRITU
	- JESUS GRACIANO B. TIMBOL - MEAT INSPECTION TEAM
TIME FRAME	On the following day after receiving the report
STEP 4	Conduct operation.
SERVICE PROVIDER/S	- RAUL B. GALIT - ALEXANDER G. ESPIRITU
	- JESUS GRACIANO B. TIMBOL - MEAT INSPECTION TEAM
TIME FRAME	Within one week after verification
STEP 5	Inform the concerned party.
SERVICE PROVIDER/S	RAUL B. GALIT
TIME FRAME	One day after the conducted operation
REQUIRED FEE/S	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address: ***doctormr28@yahoo.com***

Telephone Numbers: **(02) 288 – 8811 to 21 loc. 2234**