



City Government of Imus  
**CITY VETERINARY OFFICE**

# CITIZEN'S CHARTER

## CITY VETERINARY OFFICE



MAYOR Emmanuel MALIKSI



@EmmanuelMaliksi



@CityMayorELM



[www.imus.gov.ph](http://www.imus.gov.ph)

# CITIZEN'S CHARTER

## CITY VETERINARY SERVICES OFFICE

The office protects the public from contracting animal diseases. It is also tasked to regulate domestic animals, improving quality of livestock and domesticated animals, monitoring the operation of slaughterhouses and locally registered dressing plants and to protect public health by ensuring that commercial meat and meat products are fit for human consumption. The office is also tasked to monitor events and situations involving veterinary matters.

### FUNCTIONAL STATEMENT

1. Formulate measures for the consideration of the Sangguniang Panglungsod and provide technical assistance and support to the City Mayor in carrying out measures to ensure the delivery of basic services and provision of adequate facilities.
2. Develop plans and strategies and upon approval thereof by the City Mayor implement the same, particularly those which have to do with the veterinary-related activities which the City Mayor is empowered to implement and which the Sangguniang Panlungsod is empowered to provide for under the Local Government Code of 1991.
3. Advise the City Mayor on all matters pertaining to the slaughter of animals for human consumption and regulation of slaughterhouses.
4. Regulate the keeping of domestic animals.
5. Regulate and inspect poultry, milk and dairy products for public consumption.
6. Enforce all laws and regulations for the prevention of cruelty to animals.
7. Take the necessary measures to eradicate, prevent or cure all forms of animal diseases.
8. Be in the frontline of veterinary related activities, such as in the outbreak of highly-contagious and deadly diseases, and in situations resulting in the depletion of animals for work and for human consumption, particularly those arising from and in the aftermath of man-made and natural disasters and calamities.



9. Recommend to the Sangguniang Panlungsod and advise the City Mayor on all other matters relative to veterinary services which will increase the number and improve the quality of livestock, poultry and other domestic animals used for work or for human consumption.
10. Perform such other duties and functions and exercise such other powers as provided for under the Local Government Code of 1991, and those that are prescribed by law or ordinance.



## FRONTLINE SERVICES OFFERED

- Request for Mass Rabies Vaccination and Animal Registration
- Provide Animal Vaccination (Walk-in Clientele)
- Provide Animal Consultation / Treatment
- Animal Impounding Operation
- Claiming of Impounded Animals
- Provide Animal Deworming
- Provide Breeding Support Services

## FRONTLINE SERVICES PROCEDURE

### **REQUEST FOR MASS RABIES VACCINATION AND ANIMAL REGISTRATION**

A service providing mass rabies vaccination in all barangays and subdivisions within the city – Ordinance No. 2011-117 or “The Imus Anti-Rabies Act of 2011”, 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.

#### **WHO MAY AVAIL THE SERVICE:**

- All pet owners in the City of Imus

#### **REQUIREMENT(S):**

- Request letter (approved/ endorsed by the City Mayor)
- Endorsement of Barangay Captain
- Vaccination records of pet if any (to be presented on Vaccination Date)

#### **FEE(S)/CHARGE(S):**

- Php 100.00 for the first registration
- Php. 80.00 for the succeeding years (just present the vaccination card issued by the city) - City Ordinance #2011-117 Sec. 8  
To be paid on vaccination date



**HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the requirements	Assess the requirements	Agnes Aranzaso; Haydee Olita	1 minute
2		Check the availability of the requested date and schedule the activity		2 minutes
		Conduct the mass vaccination	Dr. Maribel A. Depayso; Gilbert G. Remulla; Agnes A. Aranzaso; Haydee D. Olita	*
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				3 minutes
<b>END OF TRANSACTION</b>				

\*Depends on the number of animals to be vaccinated





**PROVIDE ANIMAL VACCINATION (WALK-IN CLIENT)**

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

**WHO MAY AVAIL THE SERVICE:**

- All pet owners in the City of Imus

**REQUIREMENT(S):**

- Vaccination card/s of pets (if any)

**FEE(S)/CHARGE(S):**

- Php 100.00 for the first registration
- Php. 80.00 for the succeeding years just present the vaccination card issued by the city (City Ordinance #2011-117 Sec. 8).

**HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Bring the pet animal	Check and assess the pet animal	Dr. Maribel A. Depayso; Gilbert G. Remulla	3 minutes
		Register, record and file the owner and pet profile.	Agnes Aranzaso; Haydee Olita	2 minutes
		Update the Vaccination Record and issue the order of payment		
2	Pay the required fee to the City Treasurer's Office	Receive the payment and issue the O.R.	City Treasurer's Office	2 minutes
3	Present O.R.	Provide vaccination to the pet animal	Dr. Maribel A. Depayso; Gilbert G. Remulla	5 minutes
		Provide post-vaccination instructions		



4	Receive the vaccination certificate/card and dog tag	Release the certification	Agnes Aranzaso; Haydee Olita	3 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				15 minutes
<b>END OF TRANSACTION</b>				

### **PROVIDE ANIMAL CONSULTATION/TREATMENT**

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

#### **WHO MAY AVAIL THE SERVICE:**

- All pet owners in the City of Imus

#### **REQUIREMENT(S):**

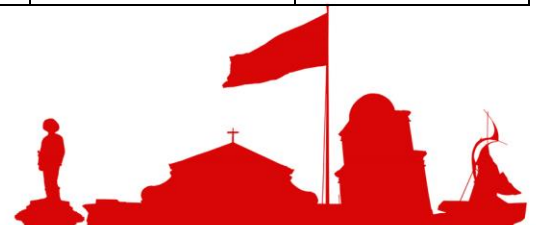
None

#### **FEE(S)/CHARGE(S):**

None

#### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Bring the pet animal and undergo the interview	Interview the owner	Agnes Aranzaso Haydee Olita	3 minutes
		Inspect the sick animal and conduct basic procedure to establish a tentative diagnosis	Dr. Maribel A. Depayso; Gilbert G. Remulla	10 minutes
		Provide appropriate medicine to the animal		



2	Receive the prescription and post-care instructions (medicine if available)	Prescribe medicines and provide post-care instructions (medicine if available)	Dr. Maribel A. Depayso; Gilbert G. Remulla	3 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				16 minutes
<b>END OF TRANSACTION</b>				

**Note:** For large animal(s) or livestock animals, the City Veterinary will visit the location

### **ANIMAL IMPOUNDING OPERATION**

A service provided to collect stray animals in all barangays. Implementation of Ordinance No. 2011-117 Sec. 10 – Impounding, Field Control and Disposition of Animal.

#### **WHO MAY AVAIL THE SERVICE:**

- All residents/ Non Residents of in the City of Imus
- Barangay or Home Owner's Association Officers

#### **REQUIREMENT(S):**

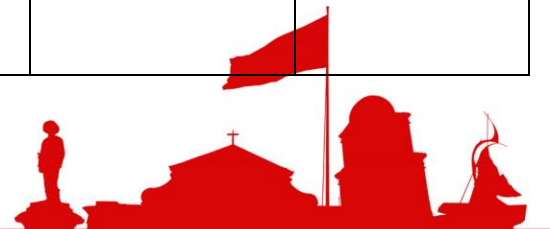
None

#### **FEE(S)/CHARGE(S):**

None

#### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Request for assistance (phone call or personal visit)	Interview the client and Check the availability of the city pound team and inform them of the location of stray animals to be impounded	Agnes Aranzaso; Haydee Olita	10 minutes
		Dispatch the impounding team		





		Catch the animal(s) and bring to the Impounding Facility	Impounding team	*
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				10 minutes
<b>END OF TRANSACTION</b>				

\* The period of the impounding operation will vary depending on various factors affecting the operation

### **CLAIMING OF IMPOUNDED ANIMALS**

A service provided to claim impounded animals. Implementation of Ordinance No. 2011-117 Sec. 10 – Impounding, Field Control and Disposition of Animal.

#### **WHO MAY AVAIL THE SERVICE:**

- Owners of Impounded stray animals

#### **REQUIREMENT(S):**

- Proof of ownership
- Official receipt from City Treasurer's Office
- Updated Community Tax Certificate

#### **FEE(S)/CHARGE(S):**

- Releasing P500.00
- Fine (1<sup>st</sup> offense) P50.00
- Fine (2<sup>nd</sup> offense) P100.00
- Animal Registration P100.00 (if unregistered)

#### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Present the requirements	Assess the requirements and issue the release stub	Agnes Aranzaso; Haydee Olita	5 minutes



2	Present Release Stub (Impounding facility)	Release Pet/ Animal	Jay Maliksi	10 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				15 minutes
<b>END OF TRANSACTION</b>				

**PROVIDE ANIMAL DEWORMING**

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

**WHO MAY AVAIL THE SERVICE:**

- All owners of livestock

**REQUIREMENT(S):**

None

**FEE(S)/CHARGE(S):**

None

**HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Arrange the schedule with the City Veterinarian	Schedule the proposed activity	Agnes Aranzasop; Haydee Olita	5 minutes
2	Prepare the site and the animal to be dewormed	Conduct deworming on the scheduled date	Dr. Maribel A. Depayso; Gilbert G. Remulla	*
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				5 minutes
<b>END OF TRANSACTION</b>				

\* Depends on the number of animals to be dewormed



## **PROVIDE 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.

### **WHO MAY AVAIL THE SERVICE:**

- Livestock owners

### **REQUIREMENT(S):**

None

### **FEE(S)/CHARGE(S):**

None

### **HOW TO AVAIL THE SERVICE:**

<b>STEP</b>	<b>PROCEDURE</b>		<b>DIVISION/ PERSON RESPONSIBLE</b>	<b>DURATION OF ACTIVITY</b>
	<b>CLIENT</b>	<b>DEPARTMENT/ UNIT</b>		
1	Coordinate the concerns on livestock production	Interview the client	Agnes Aranzaso; Haydee Olita	2 minutes
		Coordinate with the Provincial Veterinarian for insemination		5 minutes
		Schedule the insemination		
2	Prepare the site and the animal to be inseminated	Conduct the Artificial Insemination on the scheduled date	Provincial Vet Technician; Gilbert G. Remulla	*
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				7 minutes
<b>END OF TRANSACTION</b>				

\* Depends on the number of animals to be inseminated



# ORGANIZATIONAL STRUCTURE



**Maribel A. Depayso**  
City Veterinarian



**Agnes A. Aranzaso**  
Administrative Officer III



**Ronnie M. Sapin**  
Livestock Inspector II



**Haydee D. Olita**  
Administrative Aide III



**Jay S. Maliksi**  
Driver I



**Gilbert G. Remulla**  
Meat Inspector II



**Renerio T. Tanjay**  
Animal Caretaker



**Location:** The **City Veterinary Services Office** is located at the 2<sup>nd</sup> level of the City Health Office at the back of the Imus Sports Complex.

**Dr. Maribel A. Depayso**

City Veterinarian

You can also contact us at:

**(046) 471-0677**

Or email us at:

**[imuscityvet@yahoo.com](mailto:imuscityvet@yahoo.com)**

