

# 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.

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	3 days			
<b>TYPE OF TRANSACTION</b>	G2C			
<b>WHO MAY AVAIL THE SERVICE</b>	Pet owners in City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination records of pet if any (to be presented on vaccination Date)		City Veterinary Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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; Melinda Dumaraos
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	



## 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.

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

### 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.

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Highly-Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All pet owners of Imus (For large animal <i>livestock animals</i> the City Veterinary will visit the location).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring pet for consultation and treatment	1.1 Interview the owner	None	3 minutes	Jonadel Ramirez; Haydee Olita; Melinda Dumaraos
	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	None		
2. Receive medicine and prescription	2. Give prescription and instructions.	None	3 minutes	Dr. Maribel A. Depayso
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>16 minutes</b>	

#### 4. SCHEDULING FOR SPAY AND NEUTER SERVICES

A service provided to help control animal population in the City of Imus.

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Highly-Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All pet owners in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID as proof of Imus residency.		City Veterinary Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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; Melinda Dumaraos
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; Melinda Dumaraos
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				
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 8 minutes</b>	

NOTE: Surgery depends on the condition of the dog



## 5. ANIMAL VACCINATION (WALK-IN CLIENT)

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Highly-Technical			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All pet owners in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination card/s of pets if any		City Veterinary Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring Pet to the City Veterinary Services Office	1. Check and evaluate health status of dog or animal.	None	3 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	2 minutes	Jonadel Ramirez Haydee Olita Melinda Dumaraos
	2.2. Update Vaccination Record.	None		
	2.3 Vaccinate the animal	None	5 minutes	Dr. Maribel A. Depayso
	2.4 Release animal to the owner and advice client of the post vaccination care of the animal.	None	3 minutes	Gilbert G. Remulla
3. Claim vaccination and registration	3. Issue vaccination certificate card/booklet.	None	3 minutes	Haydee Olita; Jonadel Ramirez
Fill out Customer Feedback Form				
<b>TOTAL</b>		<b>None</b>	<b>16 minutes</b>	



## 6. 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.

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents/ Non-Residents of Imus; Barangay or Homeowner's Association Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		City Veterinary Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	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				
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	

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



## 7. CLAIMING OF IMPOUNDED ANIMALS

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

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	Owners of Impounded stray animals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proof of ownership			Client	
Official receipt from City Treasurer's Office			City Treasurer's Office	
Updated Community Tax Certificate			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Proof of Ownership	1. Check the requirement.	None	3 minutes	Jonadel Ramirez; Haydee Olita
2. Claim the Order of Payment	2. Release Order of Payment	None	2 minutes	Jonadel Ramirez; Haydee Olita
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 <sup>st</sup> offense) P1,000.00 Fine (2 <sup>nd</sup> Offense) P2,000.00 Fine (3 <sup>rd</sup> Offense) P 3,000.00  If animal is unvaccinated, Fine (1 <sup>st</sup> offense) P 2,000.00 Fine (2 <sup>nd</sup> Offense) P 3,000.00 Fine (3 <sup>rd</sup> 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
5. Claim Release Stub	5. Issue Release Stub	None	2 minutes	Jonadel Ramirez; Haydee Olita
6. Present Release Stub	6. Release Pet/ Animal	None	10 minutes	Jay Maliksi
Fill out Customer Feedback Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>40 minutes</b>	



## 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.

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All interested and qualified adopters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID		City Veterinary Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present photocopy of any valid ID	1. Validate & photocopy the identification card presented	None	2 minutes	Jonadel Ramirez Haydee Olita
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
	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				
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 11 minutes</b>	

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.

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



## 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.

<b>OFFICE OR DIVISION</b>	City Veterinary Services Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	Livestock Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
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				
<b>TOTAL</b>		<b>None</b>	<b>7 minutes</b>	

NOTE: Depends on the number of animals to be inseminated

