



City Veterinary Office

External

Animal Health Services: Consultation, Diagnosis, Treatment, and Vitamin Supplementation.

This service can be availed by an animal owner by bringing the sick animal patient to the office of the City Veterinarian (OCV) or in case of livestock by reporting the concern to the OCV.

Office or Division:	Office of the City Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals for consultation Visit or call OCV and bring health / vaccination record of the patient. Subject self for temperature evaluation and hand sanitation before entry.	Client's temperature is being checked and hand sanitation is required before entry of each client. Clerk will record the client detail	NONE	1-5 minutes	Clerk
2. Owner will be interviewed for history taking about the patient.	The veterinarian / technician will conduct medical history taking and physical examination of the patient at OCV/In case of livestock/poultry the veterinarian/ technician will travel on the site of the patient	NONE	5-40 minutes	Veterinarian and/ Technician



3. Owner must be present for case diagnosis, necessary test (if needed) and treatment plan for their consent and participate for animal restrain.	The veterinarian will discuss the diagnosis and treatment/supplementation. Release of request for laboratory test/s if necessary. Upon release of result of the laboratory diagnosis is relayed to the owner and necessary prescription is given to the owner and treatment is conducted.	None	15 min-24 hours	Veterinarian and technician
	In cases not requiring laboratory test, diagnosis and treatment is being served to the patient as soon as the medicines and equipment/apparatus is/are available.			
	Total:	None	1 hour and 40 minutes	

Barangay Mass Anti-Rabies Vaccination

This service is extended to pet owners on a house-to-house scheme annually most importantly on areas with history of positive animal/ human rabies cases.

Office or Division:	Office of the City Veterinarian	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Animal/Pet Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the OCV for any positive cases or suspicious case involving an animal bite should immediately be reported to the OCV.	The Clerk will record the client details and other necessary information	None	5-10 minutes	Clerk
2. Owner/s will be providing necessary information to the investigating team.	Epidemiological Survey will be conducted by the veterinarian and OCV personnel.	None	1-3 days	Veterinarian and/ Technician
3. Pet owners should prepare the vaccination record and restraining equipment if necessary to their pet's behavior.	Barangay Officials and health workers are informed of the schedule in order for them to disseminate the information to pet owners	None	1 day	Clerk / Barangay officials and health workers
4. Restrain and prepare their respective pets for vaccination	Conduct massive vaccination against rabies to susceptible animals	None	1-4 weeks	Veterinarian and vaccinators
	TOTAL	None	1 month, 4 days and 10 minutes	

Issuance of Veterinary Health certificate

For the purpose of Inter-city/ municipality/island shipment, animal owner may request for the issuance of veterinary health certificate as a requirement for quarantine measures.

Office or Division:	Office of the City Veterinarian
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Animal Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Updated vaccination and certification signed by a duly license veterinarian		Attending Veterinarian of the Patient/Farm		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals and present health /vaccination record of the animal/s. Subject self for temperature evaluation and hand sanitation before entry.	Client's temperature is being checked and hand sanitation is required before entry of each client. The clerk will record the details of the patient and owner	NONE	1-5 minutes	Clerk
2. The owner will discuss the Clinical history and observed condition/s to the veterinarian, livestock inspector or technician	History taking and Physical Exam Owner will be interviewed for history taking and conduct of physical examination of the patient at OCV/ or on site of the patient in case of livestock/poultry.	NONE	5 -40 minutes	Veterinarian and/ Livestock Inspector
3.Issuance of Certificate	Health certificate is issued and logged if animal/s found healthy and vaccination/s is/are updated.	None	10 minutes-2 hours	Clerk and Veterinarian
	TOTAL	None	2 hours and 45 minutes	

Redemption of Impounded Animals

Pursuant to the Rabies Prevention, Control and Eradication Program of Silay City any stray animal owner may redeem the apprehended animal upon payment of the necessary fees and penalties.

Office or Division:	Office of the City Veterinarian
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Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of ownership		Residing Barangay if no available animal health record or pet ID microchip		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Subject self for temperature evaluation and hand sanitation before entry. Client checks with the OCV to validate apprehension and Ownership of the impounding animals.	Client's temperature is being checked and hand sanitation is required before entry of each client The Clerk and dog pound in charge will verify information with dog pound record and client description and documents	None	3-5 minutes	Clerk and dog pound in charge
2. Pay the fees and charges to the CTO	OCV issues order of payment	1.Rabies vaccination(Php 50.00) 2.Poundage Fee (Php 30.00/day) 3. Boarding Fee(Php 10.00/day) 4.Registration Fee (Php10.00/head) 5.Penalty 1 st Offense Php 300.00 2 nd Offense P 500.00 3 rd Offense P 1,000.00	5 min-30 minutes	OCV clerk
3. Present the Proof of payment and Client sign the redemption	Animals are vaccinated prior to release. and updated	None	15-30 minutes	Vaccinator, dog pound in charge



record. Bring leash/cage for dogs to be claimed.	in redemption record			and clerk
	TOTAL	1.Rabies vaccination (Php50.00) 2. Poundage Fee (Php 30.00/day) 3. Boarding Fee(Php 10.00/day)	1 hour and 5 minutes	

Slaughter of Animals for Human Consumption

The OCV is in charge for inspection of animals intended for slaughter and meat fit for human.

Office or Division:	Office of the City Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership of Large Animals/transfer		City Licensing Division		
Barangay Certificate/ clearance		Barangay of animal origin		
Veterinary Health Certificate		From point of origin or shipping permit if coming from outside the city.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals and required documents. Animals are recorded. Required documents are verified. Subject self for temperature evaluation and hand	Client's temperature is being checked and hand sanitation is required before entry of each client Animals and documents will be checked and verified		5 minutes	Meat inspector and Watchman on duty



sanitation before entry	upon arrival.			
2. Client should submit the animals for observation at holding pens facility for at least six hours prior to slaughter schedule	Ante Mortem Inspection will be conducted by Meat Inspector, animals are inspected for any signs of disease or condition which would warrant condemnation	Ante-Mortem (Per Head) for public and Home consumption *Carabao- Php 2.00 *Cattle - PHP 2.00 *Horse - Php 2.00 *Hog - Php 1.25 *Goat - Php 1.25 Corral Fee (Per Head) *Carabao – Php 1.50 *Cattle - PHP 1.50 *Horse - Php 1.50 *Hog - Php 0.90 *Goat - Php 0.60	6-20 hours	Slaughter master/ Meat Inspector
3. Client's Butchers will slaughter their respective animals	Animals passed the Post mortem inspection are slaughtered and inspectors overseas the procedure.	Slaughter fee (Per Head) for public consumption *Carabao- Php 15.00 *Cattle- PHP 15.00 *Horse Php 15.00 *Hog Php 9.00 *Goat Php 9.00 Slaughter fee (Per Head) for Home consumption *Carabao- Php 7.50 *Cattle- PHP	20 min-6 hours	Butcher



		7.50 *Horse Php 15.00 *Hog Php 4.50 *Goat Php 3.00		
4. Butchers will assist the meat inspector for carcass inspection	Meat Inspector will conduct Post Mortem Inspection Carcass are inspected for signs of disease/ condition which would warrant condemnation and should marked the meat fit for consumption	Post Mortem Inspection (Per Head) *CarabaoPhp 15/200Kg *Cattle Php10/200kg *Horse Php10/200kg *Hog Php0.10/kg *Goat Php0.10/kg	5-10 minutes	
5. Meat Inspection Certificate (MIC) will be received by the client/authorized representative and should be displayed at respective meat stalls	Issuance of Meat Inspection Certificate (MIC) MIC is Issued to be checked by the market inspectors and details will checked by market collectors for total fees to be paid by the client.		5-10 minutes	Slaughter master/ Meat Inspector
	TOTAL	Depends on the kind and weight of livestock	26 hours and 25 minutes	

Stray Animal Control

Pursuant to the Rabies Prevention, Control and Eradication Program of Silay City the 203 OCV regularly conducts stray animal impoundment. Aside from regular animal apprehension, any resident may report to the OCV the presence of stray animals on their area or nearby areas. Apprehended animals are impounded for 3 days only.

Office or Division:	Office of the City Veterinarian
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Animal Owners



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request or Call the OCV to report the presence of stray animals. For personal complaint, Subject self for temperature evaluation and hand sanitation before entry.	Client's temperature is being checked and hand sanitation is required before entry of each client The Clerk will record the client details	None	1-5 minutes	Clerk
2. Caller may wait for the OCV Personnel unless he/she intends to remain anonymous. OCV personnel proceeds to the area for apprehension if animals are still present.	The Apprehension team will check/ evaluate the area of concern and apprehend the stray animals present.	None	5 min-30 minutes	OCV Apprehension team
3. Complainant / requesting body may update the office for further apprehension needed.	Apprehended animals are brought to the City pound and individual details of animals are recorded.	None	15-30 minutes	Apprehending team and dog pound in charge
	TOTAL	None	1 hour and 5 minutes	

Walk in Animal Rabies Vaccination

This service can be availed by an animal owner by bringing the animal susceptible to rabies to the Office of the City Veterinarian (OCV) for the vaccination against the disease.

Office or Division:	Office of the City Veterinarian
Classification:	Highly Technical
Type of Transaction:	G2C



Who may avail:		Animal Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Payment		City Treasurer's Office		
Proof of Ownership		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals and Vaccination record and sign in client log book. Subject self for temperature evaluation and hand sanitation before entry	Client's temperature is being checked and hand sanitation is required before entry of each client The Clerk will record the client details	NONE	1-5 minutes	Clerk
2. The owner will discuss the Clinical history and observed condition/s to the veterinarian/ vaccinator	The veterinarian / vaccinator will conduct medical history taking and physical examination of the patient at OCV/ and asses to subject for vaccination/decline.	None	5- 15 minutes	Veterinarian and/ vaccinator
3. Pay the required fees at the City Treasure's Office	OCV issues an order of payment and instruct the client	Php 50.00	15-30 minutes	Clerk and CTO collectors
4. Client present the Official receipt	The Animal/ pet will be vaccinated and Clerk will log the OR details and complete details for vaccination log book	None	2-5 minutes	Veterinarian/ vaccinator and clerk
	TOTAL	P50.00	55 minutes	