

CITY VETERINARY OFFICE
External Services

1. Animal Health Consultation Services

Free consultation to all animal owners who wish to seek the advice of a professional veterinarian regarding their animal health.

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| Office or Division: | City Veterinary Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Registration Card or Veterinary Health Card from private veterinarian (if any) | | | Personal | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Present dog/cat for information | 2.1 Record data of animal including history of the animal's disease, owner's personal information and log into Animal Health Monitoring Form | None | 5 minutes | Admin Aide |
| | 2.2 Weighing of animal | None | 5 minutes | Admin Aide |
| 3. Clients Consultation | 3. Check-up | None | 10 minutes | City Veterinarian |
| 4. Restrain the animal | 4. Drug Administration | None | 5 minutes | City Veterinarian |
| 5. Acceptance of prescription | 5. Issuance of prescription and directions to client | None | 10 minutes | City Veterinarian |
| TOTAL: | | None | 40 minutes | |

2. Anti - Rabies Mass Vaccination at Barangay

All dog and cat owners are required to have their dog/cats vaccinated as required under R.A. 9482 or The Rabies Act and Cavite City Ordinance No. 2014-3372, an ordinance providing for rabies prevention and control program for the City of Cavite, providing penalties for violation thereof, and for other purposes.

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| Office or Division: | City Veterinary Office/Barangay Concerned | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> - Registration Card or Veterinary Health Card from private veterinarian /Government Veterinarian Animal 3 months old and above - Old Vaccination Card (for previously vaccinated dog) - Good physical condition - Did not bite anyone for the last two weeks - Owner or anyone who can restrain the Dog | | Personal Or Barangay Hall, Multipurpose or any designated area of the Barangay concerned | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present dog/cat for information | 1.1 Record client & dog/cat information on rabies vaccination form | None | 15 minutes | Admin Aide |
| | 1.2 Record same information on the Vaccination Card for dog/cat | None | 5 minutes | Admin Aide |
| 2. Restrain of animal to be vaccinated | 2. Vaccination of animal | None | 5 minutes | City Veterinarian |

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| 3. Acceptance of vaccination card *Make sure to secure vaccination card issued | 3. Issuance of Vaccination Card | None | 5 minutes | Admin Aide |
| TOTAL: | | None | 30 minutes | |

3. Dog Registration and Rabies Vaccination in City Veterinary Office

All dog and cat owners who wish to have their pets vaccinated against rabies at their own convenient time and within office hours. This is in accordance with **City Ordinance No. 2014-3372** providing for rabies prevention and control program for the City of Cavite, providing for violation thereof and for other purposes and **City Ordinance No. 96-2608** requiring all dog owners to register and annually inoculate their pets aged 3 months and above at the Office of the City Veterinarian.

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| Office or Division: | City Veterinary Office/City Pound Office | |
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizens | |
| Who may avail: | All | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| <ul style="list-style-type: none"> - Animal 3 months old and above (with previous rabies vaccination or none) - Good physical condition - Did not bite anyone for the last two weeks - Owner or anyone who can restrain the Dog - Registration Card or Veterinary Health Card from private veterinarian (if any) - Old Vaccination Card from City Veterinary Office | Personal or Barangay Hall | |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCE SSING TIME | PERSON RESPONSIBL E |
|--|--|-----------------------------|-------------------------|---|
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Present dog/cat for registration/vaccination | 2.1 Recording of owner's and animal information | None | 5 minutes | Admin Aide |
| | 2.2 Filling up of Registration Card | None | 5 minutes | Admin Aide |
| 3a. Payment of dog registration fee - transaction is made in City Pound Office | 3a.1 Issuance of Official Receipt | P100.00 as Registration Fee | 10 minutes | Admin Aide |
| 3b. Proceed to City Treasurer's Office if transaction is made in City Veterinary Office. | 3b.1 Issuance of payment slip 3b.2 Issuance of official receipt | | | Admin Aide Budgeting Assistant CTO |
| *Make sure to secure the Official Receipt issued | | | | |
| 4. Present official receipt and restrain of animal to be vaccinated | 4. Vaccination of animal | None | 10 minutes | City Veterinarian |
| 5. Claim the Registration Card | 5. Issuance of Registration Card | None | 5 minutes | Admin Aide |
| TOTAL: | | P 100.00 | 40 minutes | |

4. Other request and complaints (*Catching of Stray Animals*)

Request and complaints are usually submitted by the barangay or residents. It must be promptly attended and action accordingly is taken thereon, like surrender of animals and catching of stray animals including wildlife.

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|--|---|-------------------------|---|---------------------------|
| Office or Division: | City Veterinary Office | | | |
| Classification: | Simple/Complex | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> - Letter of Request - Letter of Complaint | | Personal | | |
| CLIENTS STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Submit formal request/complaints | 2.1 Receive letter of request/complaint | None | 2 minutes | City Veterinarian |
| | 2.2 Secure contact number for coordination of staff to complainant. | None | 5 minutes | City Veterinarian |
| | 2.3 Actual action on the request or complaint | None | Simple request: 3 hours Complex request: 1 week | Admin Aide |
| TOTAL: | | None | Simple request: 3 hours, Complex request: 1 week | |

5. Redeeming of Impounded Animals

Dogs impounded that the owners wish to retrieve as required by the **City Ordinance No. 01-2847**, regulating the straying of equine, swine, fowls, ruminants, and dogs in any public or private area whether fettered or not and providing penalties for the violation thereof.

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| Office or Division: | City Pound Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> - Registration Card or Veterinary Health Card from private veterinarian - Old Vaccination Card from City Veterinary Office, if any - Animal should respond to the owner's call - Payment slip from City Pound - Official Receipt of poundage fee | | <p>Personal</p> <p>City Veterinary Office</p> | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Identify animal to be claimed | 2. Present dogs that were impounded from their barangay | None | 5 minutes | Admin Aide |
| 3. Inquiry of requirements for claiming of impounded animal. | 3. Issuance of payment slip | Impounding fee: P100.00 on the first day, additional P20.00 for the | 5 minutes | Admin Aide |

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| | <p>If not registered</p> <p>If the dog is not vaccinated, immunization against rabies and registration is required prior to release</p> | <p>succeeding days</p> <p>Registration fee: P100.00</p> | | |
| <p>4. Payment of fees</p> <p>a. Proceed to City Treasurer's Office if transaction is made in City Veterinary Office</p> <p>*Make sure to secure Official Receipt issued</p> | <p>4. Issuance of payment slip</p> <p>Issuance of official receipt</p> | None | 5 minutes | Admin Aide |
| 5. Present official receipt | 5. Vaccination of unregistered dog | None | 5 minutes | Admin Aide |
| 6. Claiming of animal | 6. Releasing | None | 2 minutes | Admin Aide |
| TOTAL: | | <p>Impounding fee P100.00</p> <p>Registration fee P100.00</p> | 27 minutes | |

6. Rehoming of Unclaimed Impounded Animals

Adoption of unclaimed impounded animals by an individual or group of individuals who are interested to give the animal a better life and will be taken care of by the new owner as his new pet.

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|---|------------------------------------|------------------------|--|---------------------------------|
| Office or Division: | City Pound Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> - Adoption Form - Screening of interested persons - Approval of City Veterinarian | | | City Veterinary Office/City Pound Office | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Secure adoption form | 2. Issue adoption form | None | 10 minutes | City Veterinarian |
| 3. Wait for result of screening | 3. Interview the interested party | None | 30 minutes | Admin Aide |
| 4. Accept approval/ award letter from City Veterinary | 4. Issue approval/award letter. | None | 5 minutes | City Veterinarian |
| 5. Accept awarded animal | 5. Awarding of dog / cat | None | 5 minutes | City Veterinarian Admin Aide |
| TOTAL: | | None | 55 minutes | |

7. Spay and Neuter Services (Mass)

Scheduled free mass neutering and spay program for the public or interested individual based on pre-registration list.

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|--|---|---|------------------------|---------------------------|
| Office or Division: | City Veterinary Office/City Pound Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> - Physically healthy dog or cat 6 months old and above - Approval for surgical operation - Registration form | | <p>Personal</p> <p>City Veterinary Office</p> | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register animal a. thru phone call b. walk – in b.1 Sign in the Client Log Book | 1.a Record into pre – registration form 1.b.1 Give the Log Book to the client 1.b.2 Record into pre – registration form | None | 10 minutes | Admin Aide |
| 2. Present dog/cat for evaluation | 2.1 Physical Evaluation of the animal | None | 5 minutes | City Veterinarian |
| | 2.2. Give instruction on pre-operative procedures | None | 5 minutes | |

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| 3. Present dog/cat for operation and provision of personal information | 3.1 Recording of owner & animal data. | None | 10 minutes | Admin Aide |
| | 3.2 Weighing of animal. | None | 2 minutes | |
| 4. Signing of waiver form for surgical procedure | 4. Filing of waiver form | None | 5 minutes | Admin Aide |
| 5. Submission of waiver form | 5.1 Acceptance of waiver form | None | 2 minutes | Admin Aide |
| | 5.2 Preparation of the Animal (Anaesthetize, shaved and cleaned) | None | 30 minutes | Admin Aide |
| | 5.3 Surgical Procedure | None | 30 minutes male dog/cat 1-hour female | City Veterinarian |
| | 5.4 Monitoring of recovery of animal | None | 30 minutes | Admin Aide |
| | 5.5 Injection of antibiotic and pain reliever | None | 10 minutes | City Veterinarian |
| | 5.6 Issuance of prescription | None | 10 minutes | City Veterinarian |
| 6. Acceptance of released pet / animal. | 6. Release of Animal (Check up after 2 weeks) | None | 5 minutes | Admin Aide |

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| TOTAL: | | None | 2 hours and 24 minutes male dog / cat 4 hours and 4 minutes female dog / cat | |
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8. Spay and Neuter Services (Individual)

Spaying means removal of ovaries and uterus thru surgical procedure to control dog population.

Neuter/Castration means removal of testicles thru surgical procedure to render the dog unproductive, hence, will control dog population. The procedure is also done to tame aggressive dogs and will prevent dog roaming.

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|---|---|--|------------------------|---------------------------|
| Office or Division: | City Pound Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> - Physically healthy dog or cat 6 months old and above - Approval for surgical operation | | Personal City Veterinary Office/City Pound Office | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Setting of Appointment | 2. Approval of appointment upon checking of calendar of schedules | None | 15 minutes | City Veterinarian |

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|---|--|--|--|-------------------|
| 3. Present dog/cat for evaluation | 3. Physical Evaluation of the animal | None | 5 minutes | City Veterinarian |
| 4. Provision of personal information | 4. Recording of owner & animal data | None | 10 minutes | Admin Aide |
| 5. Signing of waiver form for surgical procedure | 5. Filing of waiver form | None | 5 minutes | Admin Aide |
| 6. Paying of Spaying/ Neutering fee *Make sure to secure Official Receipt issued | 6.1 Issuance of Official Receipt | Spaying Fee: P1500.00 Neutering Fee Puppy/Kitten (6 months old): 2kgs. – 5kgs. = P500.00 Above 5kgs. = P1000.00 Adult (1yr old above): 2kgs. – 5kgs. = P1000.00 Above 5kgs. = P1500.00 | 5 minutes | Admin Aide |
| | 6.2 Preparation of the Animal (Anaesthetize, shaved and cleaned) | None | 30 minutes | Admin Aide |
| | 6.3 Surgical Procedure | None | 30 minutes male dog/cat 1-hour female | City Veterinarian |

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| | | | | |
| | 6.4 Monitoring of recovery of animal | None | 30 minutes | Admin Aide |
| | 6.5 Issuance of prescription | None | 10 minutes | City Veterinarian |
| 7. Acceptance of released pet / animal | 7. Release of Animal (Check up after 2 weeks) | None | 5 minutes | Admin Aide |
| TOTAL: | | Spaying Fee: P1500.00 Neutering Fee Puppy/Kitten (6months old): 2kgs. – 5kgs. = P500.00 Above 5kgs. = P1000.00 Adult (1yr old above): 2kgs. – 5kgs. = P1000.00 Above 5kgs. = P1500.00 | 2 hours and 25 minutes for male dog / cat 2 hours and 55 minutes for female dog / cat | |

9. Veterinary Health Certificate Issuance

Veterinary health certificate is issued if the animal was found to be fit to travel, limited for 3 days validity. It contains animal and client information and updated vaccination and deworming history.

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|--|--|----------------------------------|------------------------|---------------------------------|
| Office or Division: | City Veterinary Office/City Pound Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Physically healthy dog, cat, hogs, goat and gamefowls | | Personal | | |
| Vaccination card if available or any vaccination/health records. | | Personal or private veterinarian | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book | 1. Give the Log Book to the client | None | 5 minutes | Admin Aide |
| 2. Setting of Appointment | 2. Approval of appointment | None | 5 minutes | City Veterinarian |
| 3. Present animals for evaluation | 3. Physical Evaluation of the animal | None | 10 minutes | City Veterinarian |
| 4. Provision of personal information and presentation of available records | 4. Recording of owner & animal data | None | 10 minutes | Admin Aide City Veterinarian |
| 5. Payment of certification fee | 5. Issuance of payment slip to be paid at the City Treasurer's Office. | P130.00 | 10 minutes | Admin Aide |
| *Make sure to secure Official Receipt issued from Treasurer's Office | | | | |

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| 6. Presentation of OR for claiming. | 6. Issuance of Veterinary Health Certificate and Official Receipt | None | 5 minutes | Admin Aide City Veterinarian |
| 7. Acceptance of Veterinary Health Certificate | | | | |
| TOTAL: | | P130.00 | 45 minutes | |