

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.

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	FEE S 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	
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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.

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	
Registration Card or Veterinary Health Card of the animal, 3 months and above, issued by a private or government veterinarian. Old Vaccination Card (for previously vaccinated dog/cat) Good physical condition of pet Has not bitten anyone in the last two (2) weeks Presence of pet owner or representative who can restrain the dog/cat		Personal Or Barangay Hall, Multipurpose or any designated area of the Barangay concerned	

CLIENTS STEPS	AGENCY ACTION	FEE 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 animal to be vaccinated	2. Vaccination of animal	None	5 minutes	City Veterinarian
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.

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		
Animal 3 months old and above (with or without previous vaccination) Good physical condition of the animal Has not bitten anyone in the last two (2) weeks Pet owner or representative who can restrain the animal 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	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 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 3b. Proceed to City Treasurer's Office if transaction is made in City Veterinary Office. *Make sure to secure the Official Receipt issued	3a.1 Issuance of Official Receipt	P100.00 as Registration Fee	10 minutes	Admin Aide
	3b.1 Issuance of payment slip			Admin Aide
	3b.2 Issuance of official receipt			Budgeting Assistant CTO
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 requests and complaints (Catching of Stray Animals)

Requests 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.

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		
Letter of Request Letter of Complaint		Personal		
CLIENTS STEPS	AGENCY ACTION	FEE S 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

Owners of impounded dogs who wish to retrieve their pets, 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.

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		
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		Personal City Veterinary 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. Identify animal to be claimed	2. Present dogs that were impounded	None	5 minutes	Admin Aide

	from their barangay			
3. Inquiry of requirements for claiming of impounded animal.	<p>3. Issuance of payment slip</p> <p>If not registered</p> <p>If the dog is not vaccinated, immunization against rabies and registration is required prior to release</p>	<p>Impounding fee: P100.00 on the first day, additional P20.00 for the succeeding days</p> <p>Registration fee: P100.00</p>	5 minutes	Admin Aide
<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:		Impounding fee P100.00 Registration fee P100.00	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.

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		
1. Adoption Form 2. Screening of interested persons 3. 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	50 minutes	

7. Spay and Neuter Services (Mass)

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

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 or cat 6 months old and above		Personal		
Approval for surgical operation		City Veterinary Office		
Registration form				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register animal a. thru phone call b. walk – in	1.a Record into pre – registration form	None	10 minutes	Admin Aide

b.1 Sign in the Client Log Book	1.b.1 Give the Log Book to the client 1.b.2 Record into pre – registration form			
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	
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
TOTAL:		None	2 hours and 24 minutes male dog/cat 4 hours and 4 minutes female dog/cat	

8. Spay and Neuter Services (Individual)

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

Neutering/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.

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
Physically healthy dog or cat 6 months old and above	Personal

Approval for surgical operation		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
2. Present dog/cat for evaluation	2. Physical Evaluation of the animal	None	5 minutes	City Veterinarian
3. Provision of personal information	3. Recording of owner & animal data	None	10 minutes	Admin Aide
4. Signing of waiver form for surgical procedure	4. Filing of waiver form	None	5 minutes	Admin Aide
5. Paying of Spaying/ Neutering fee	5.1 Issuance of Official Receipt	Spaying Fee: P1500.00 Neutering Fee Puppy/Kitten (6months old): 2kgs. – 5kgs. = P500.00	5 minutes	Admin Aide
*Make sure to secure Official Receipt issued				

		<p>Above 5kgs. = P1000.00</p> <p>Adult (1yr old above): 2kgs. – 5kgs. = P1000.00</p> <p>Above 5kgs. = P1500.00</p>		
	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 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
TOTAL:		<p>Spaying Fee: P1500.00</p> <p>Neutering Fee</p>	<p>2 hours and 25 minutes for male dog/ cat</p> <p>2 hours and 55 minutes</p>	

		Puppy/Kitten (6months old): 2kgs. – 5kgs. = P500.00 Above 5kgs. = P1000.00 Adult (1yr old above): 2kgs. – 5kgs. = P1000.00 Above 5kgs. = P1500.00	for female dog/cat	
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9. Veterinary Health Certificate and Transport Permit Issuance

Veterinary health certificate contains animal and client information. It also contains updated vaccination and deworming history. Transport permit is issued to animals fit for travel, with a validity of 5 days.

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	FEE 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 *Make sure to secure Official Receipt issued from Treasurer's Office	5. Issuance of payment slip to be paid at the City Treasurer's Office.	P130.00	10 minutes	Admin Aide
6. Presentation of OR for claiming. 7. Acceptance of Veterinary Health Certificate and Transport Permit	6. Issuance of Veterinary Health Certificate and Transport Permit with Official Receipt	None	5 minutes	Admin Aide City Veterinarian
TOTAL:		P130.00	45 minutes	