

CITIZEN'S CHARTER
Department of Veterinary Services

Anti-Rabies Vaccination

Provide for the control and elimination of human and animal rabies

Office or Division:	Animal Health and Welfare Division, Dept. of Veterinary Services, RED Training Cmpd. C. Raymundo Ave., Brgy. Caniogan, Pasig City
Classification:	Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Apparently healthy (good appetite and lively; not pregnant); three (3) month old pet/s and up	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-up information in the log book provided	Vaccinator interview the owner about the dog's health	N/A	5 minutes	Mark Edgar C. de Leon
2	Hold the pet and wait for the vaccinator to come back	Vaccinator prepare Anti-Rabies vaccine and administer to the pet/s	N/A	3 minutes	Mark Edgar C. de Leon
3	Wait for the vaccination card to be issued	Clerk issue pet's vaccination card	N/A	2 minutes	Marvin L. Malto
	TOTAL:			10 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send to City Command Center C3
How feedback is processed	Feedback received by C3 is forwarded to DoVeS, who in turn, replies or analyzes and implements, if necessary.

How to file a complaint	Send to City Command Center C3
How complaints are processed	Feedback received by C3 is forwarded to DoVeS, who in turn, replies or analyzes and implements, if necessary.
Contact Information	Emma M. Sanchez, DVM OIC, Dept. of Veterinary Services pasig.vet.services@gmail.com 09324262732

Mass Pets Registration

Mandatory registration of pets or companion animals with RFID microchip

Office or Division:	Animal Pound and Regulatory Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Apparently healthy (good appetite and lively), not pregnant, three (3) months old and above	N/A
2. Bring Proof of Residency (Identification or Certification)	Any updated government issued ID or Certification
3. One-time payment of Registration Fee	Cashier assigned by the City Treasurer on the set date in the Barangay Hall or pre-announced venue

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pet assessment	Veterinarian conduct physical assessment of pet/s	N/A	5 to 10 minutes	Dr. Emma M. Sanchez
2	Pre-registration in respective Barangay - fills-up pre-registration form and submit to DoVeS staff	DoVeS staff ask for the filled-up form, issue Order of Payment (OP), attach both, and return to client	N/A	5 to 15 minutes	Marvin L. Malto

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Pay the amount stated in the Order of Payment	Cashier accept OP and payment and issue Official Receipt	P300.00	5 to 15 minutes	City Treasurer's Office Cashier on-duty
4	Proceed to Pet Registration area and present Official Receipt to DoVeS staff	DoVeS staff inspect OR	N/A	1 minute	Marvin L. Malto
5	Hold the pet steadily	Veterinarian implant the RFID microchip to the pet	N/A	5 to 15 minutes	Dr. Emma M. Sanchez
TOTAL:				56 minutes	

Feedback and Complaints

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How to file a complaint	Send to City Command Center C3
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Stray Animal Impoundment

Conduct field patrols, emergency response activities, impoundment of animals to prevent and eliminate stray, apparently ownerless, unregistered and uncared for animals in any place within the territorial jurisdiction of City of Pasig.

Office or Division:	Animal Pound and Animal Regulatory Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasig City Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Violation Fee of P500.00 and Redemption Fee of P500.00	City Treasurer's Office Cashier, 2 nd Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
2. Promissory note stating control over their pet/s and not allow to roam the streets or any public place without a leash	Dept. of Veterinary Services, RED Training Cmpd. C. Raymundo Ave., Brgy. Caniogan, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pet owner identify the impounded pet at the Pasig Animal Pound	Pound keeper or stray animal catcher show the pet owner the impounded stray animals in the Pasig Animal Pound	N/A	2 minutes	Rey Miguel G. Rosario Roberto F. Jalandoon, Jr. Lou U. Salvador
2	Secure Order of Payment at DoVeS Office	DoVeS Clerk issue Order of Payment for Violation and Redemption Fees	N/A	2 minutes	Marvin L. Malto
3	Pay the stated amount in the Order of Payment at the Cashier in City Hall	Cashier accept OP and payment and issues Official Receipt	P1,000.00	5 minutes	City Treasurer's Office Cashier on-duty
4	Return to DoVeS Office and present Official Receipt to DoVeS Clerk with promissory note	Clerk accept promissory note and photo copy the OR for record purposes, and endorse the original OR to the Pound Keeper who release the pet. Vaccinator/Veterinarian administer anti-rabies vaccine, if none yet, and issue vaccination card	N/A	10 to 15 minutes	Marvin L. Malto, Rey Miguel G. Rosario, Mark Edgar C. de Leon / Dr. Emma M. Sanchez
TOTAL:				24 minutes	

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How to file a complaint	Send to City Command Center C3

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Adoption of Pets from Pasig Animal Pound

Adopt, don't shop!

Office or Division:	Animal Pound and Regulatory Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any updated national government issued ID	Any national government agency

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquire about pet adoption	Vaccinator interview the client. If passed, Pound Keeper show the pets available for adoption	N/A	3 minutes	Mark Edgar C. de Leon Rey Miguel G. Rosario
2	Choose the pet/s	Pound Keeper inform the Clerk.	N/A	5 minutes	Rey Miguel G. Rosario Marvin L. Malto
3	Present ID	Clerk ask for ID and prepare the adoption Certificate	N/A	2 minutes	Marvin L. Malto
4	Pose for a photo while accepting the Adoption Certificate, freebies from sponsors and the lucky pet	Pound Keeper release the lucky pet. Vaccinator administer the anti-rabies vaccine. Clerk give the certificate and freebies. Veterinarian sign adoption and vaccination certificate	N/A	5 minutes	Rey Miguel G. Rosario Mark Edgar C. de Leon Marvin L. Malto Dr. Emma M. Sanchez

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:				15 minutes	

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Issuance of Veterinary Health Certificate for Pets, Game Fowl and Livestock

Office or Division:	Animal Health and Welfare Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animal/s requiring Veterinary Health Certificate	
2. Updated Vaccination Card for pets	Private Veterinary Clinic or Dept. of Veterinary Services Office

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present animal/s for physical assessment	Veterinarian assess animal/s presented	N/A	10 minutes	Dr. Emma M. Sanchez
2	Wait for issuance of the Veterinary Health Certificate	Clerk prepare Veterinary Health Certificate and Veterinarian sign	N/A	5 minutes	Marvin L. Malto Dr. Emma M. Sanchez
TOTAL:				15 minutes	

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Laboratory Services for Game Fowls

Laboratory procedures such as wing blood collection, leg/wing band clamping, oro-pharyngeal swabbing, and vaccination against NewCastle Disease are performed to game fowls for the enforcement of animal quarantine directives for the control of diseases.

Office or Division:	Animal Health and Welfare Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Game fowls	
2. Leg or Wing Band	Poultry Supply

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for laboratory procedures for game fowls	Clerk get the contact information of the client to set schedule depending on the vaccine availability	N/A	3 minutes	Marvin L. Malto
2	On the set date, bring game fowls and leg or wing bands.	Clerk ask client to register in the DoVeS logbook while Vaccinator prepare the materials needed	N/A	2 minute	Marvin L. Malto Mark Edgar C. de Leon
3	Bring out game fowls one at a time	Veterinarian / Vaccinator / Handler perform the procedures to the birds and fill-up BAI forms	N/A	10 minutes	Dr. Emma M. Sanchez / Mark Edgar C. de Leon & Rey Miguel G. Rosario
4	Wait for one (1) hour for the blood to settle in the syringe before travel to BAI for laboratory testing	N/A	N/A	N/A	N/A
5	Come back with the laboratory test results after a few days	Clerk prepare the Veterinary Health Certificate; Veterinarian check and sign the VHC	N/A	5 minutes	Marvin L. Malto Dr. Emma M. Sanchez
TOTAL:				20 minutes	

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How to file a complaint	Send to City Command Center C3

How complaints are processed	Feedback received by C3 is forwarded to DoVeS, who in turn, replies or analyzes and implements, if necessary.
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Spay and Castration

To minimize and eventually eradicate the number of unwanted stray dogs and cats

Office or Division:	Animal Health and Welfare Division
Classification:	Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Apparently healthy (good appetite and lively), not pregnant, from eight (8) months old dog and/or one (1) year old cat	N/A
2. Filled-up registration and waiver/consent forms	Animal Health and Welfare Division, Dept. of Veterinary Services, RED Training Cmpd. C. Raymundo Ave., Brgy. Caniogan, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Bring pet for assessment and schedule of surgery	Veterinarian assess the pet and advise owner for the preparation of the pet before surgery	N/A	15 minutes	Dr. Emma M. Sanchez
2	On the date of surgery, fill-up registration and waiver/consent forms	Admin Asst. or Clerk check the forms submitted	N/A	2 minutes	Marvin L. Malto
		Veterinarian and Surgery Team perform spay or castration	N/A	60 minutes	Dr. Emma M. Sanchez Mark Edgar C.de Leon Rey Miguel G. Rosario

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Wait for the text message to come back for release of pet	Admin Asst. or Clerk send a text message to the client upon pet's recovery	N/A	1 minute	Marvin L. Malto
4	Listen for instructions, get prescription and bring home the pet.	Veterinarian advice pet owner for post operation care at home; issue prescription for medication	N/A	5 minutes	Dr. Emma M. Sanchez
TOTAL:				83 minutes or 1 hour & 23 minutes	

Feedback and Complaints

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Meat Inspection Services

To ensure protection of human and animal health against direct and indirect hazards.

Office or Division:	City Meat Inspection Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Meat Consumers, Pasig and Outside Pasig Meat Dealers, Meat Stall Holders, and Meat Handlers (including Vendors)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. POST-ABATTOIR INSPECTION	
a. Pasig Public Market	
1. Meat Inspection Certificate	Point of Origin (Slaughterhouse)
2. Secure Order of Payment	Meat Inspector/s on-duty, Meat Delivery Ingress, Pasig Public Market
3. Payment	Pasig Public Market
4. Certificate of Meat Inspection (COMI) (for frozen meat, chicken and meat by- products)	From Cold Storage of the Imported (Boxed) Meat

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Meat Dealer or representative present the Meat Inspection Certificate (MIC) and secure Order of Payment	Meat Inspector/s check and verify the Meat Inspection Certificate (MIC), inspect and count carcasses, and issue Order of Payment.	N/A	15 minutes	Lauro C. Infante, Elison B. Tajodloy, Jeed Santos V. Turla, Jose Ignacio Resty M. Turla
2	Dealer or representative present OP and payment to Market Cashier	Collector accept OP and payment and issue Official Receipt	Beef - 300/whole Pork - 200/hd Pork/Chevon/Mutton Cut-ups and by-products - 1.00/kg Meat and Meat by-products and Processed Meat - 1.00/kg All kinds of Offal - 0.60/kg Poultry(whole and cut-ups) - 0.60/kg	15 minutes	Pasig Public Market Collector on-duty
TOTAL:				30 minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Roving Inspection of Meat Establishments and Meat Markets	
1. Meat Inspection Certificate	Point of Origin (Slaughterhouse)
2. Veterinary Clearance	Department of Veterinary Services, Red Training Cmpd. C. Raymundo Ave., Brgy. Caniogan, Pasig City
3. Updated Business Permit	BPLO, 2 nd Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Meat Inspection Certificate (MIC)	Meat Inspector/s look for the MIC upon inspection of meat in the Meat Market	N/A	5 minutes	Marieta C. Alcazaren, Eugenio F. Rodillas, Isagani C. Cedilla, Jr.
2	Present Veterinary Clearance	Meat Inspector/s look for the Veterinary Clearance upon inspection of the facilities	N/A	5 minutes	Marieta C. Alcazaren, Eugenio F. Rodillas, Isagani C. Cedilla, Jr.
3	Present Business Permit	Meat Inspector/s look for Business Permit upon inspection of the facilities	N/A	1 minute	Marieta C. Alcazaren, Eugenio F. Rodillas, Isagani C. Cedilla, Jr.
TOTAL:				11 minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
II. ANTE & POST-MORTEM INSPECTIONS	
1. Veterinary Health Certificate and Shipping Permit	Veterinarian from Farm of Point of Origin and National Veterinary Quarantine Services Office from Point of Origin
2. Meat Inspection Certificate	Pasig City Slaughterhouse and Poultry Dressing Plants

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure Shipping Permit and Veterinary Health Certificate	Meat Inspector/s verify Shipping Permit and Veterinary Health Certificate; perform ante-mortem inspection	P 8.00/ head	10 minutes	Eduardo Ramirez, Jr., Sofronio G. Sumande
2	Secure Meat Inspection Certificate	Meat Inspector/s issue MIC after the post-mortem inspection	P 8.00/ head	5 minutes	Eduardo Ramirez, Jr., Sofronio G. Sumande
TOTAL:				15 minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
III. Veterinary Clearance and Livestock/Meat Handlers' Licenses for Meat Establishment or Meat Market	Department of Veterinary Services, RED Training Cmpd. C. Raymundo Ave., Brgy. Caniogan, Pasig City
1. Photocopy of Meat Establishment or Meat Market	Owner of Business
2. Sanitary Permit	Sanitation Office, 5 th Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
3. Environmental Permit	CENRO, 4 th Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
4. Community Tax Certificate	City Treasurer's Office, 2 nd Floor, Pasig City Hall, Caruncho Ave., Brgy., San Nicolas, Pasig City
5. Livestock/Meat Handlers' License/s	DoVeS Office, RED Training Cmpd., C. Raymundo Ave., Brgy., Caniogan, Pasig City
6. Health Certificate	Sanitation Office, 5 th Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
7. BAI Registration Certificate (for Veterinary Clinic/Livestock/Poultry Supply, Petshop, Groomer, and all other facilities dealing with live animals)	Bureau of Animal Industry (BAI) Animal Health and Welfare Division, Visayas Ave., Quezon City
8. Official Receipts of Veterinary Clearance, Livestock/Meat Handlers' License/s Fees and Animal Facility Fee, if applicable	City Treasurer's Office, 2 nd Floor, Pasig City Hall, Caruncho Ave., Brgy., San Nicolas, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Veterinary Clearance and Livestock/Meat Handlers' License/s	Admin Clerk give Veterinary Clearance and Livestock/Meat Handlers' License/s Application Form	N/A	30 seconds	Joy F. Dandan or Marvin L. Malto
2	Fill-up Application Form	a. Accept Application Form b. Issue Order of Payment for Veterinary Clearance, Livestock/Meat Handlers' License/s Fees and Animal Facility Fee, if applicable	N/A	2 minutes	Joy F. Dandan or Marvin L. Malto
3	N/A	Admin Clerk endorse the filled-up Veterinary Clearance Application Form to the Meat Inspector/s on-duty for inspection. MI write remarks/comments in the Application Form if inspected and passed and if there are corrective actions for the owner to comply with	N/A	15 minutes	Joy F. Dandan or Marvin L. Malto Marieta C. Alcazaren, Eugenio F. Rodillas, Isagani C. Cedilla, Jr.
4	Comply with corrective actions immediately, if applicable. Text or call for follow-up inspection	Meat Inspector/s follow-up inspection of the meat establishment or meat market for approval	N/A	Varies upon compliance of corrections	Marieta C. Alcazaren, Eugenio F. Rodillas, Isagani C. Cedilla, Jr.
5	Present Order of Payment and secure Official Receipt	Cashier accept payment and issue Official Receipt	Veterinary Clearance Fee - P500.00 Livestock Handler's Fee - P200.00 Meat Handler's License	Varies upon receipt of OR	City Treasurer's Office Cashier on-duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Fee - P100.00 Animal Facility Fee - P500.00		
6	Submit all requirements	Admin Clerk check all requirements; Veterinarian verify and approve. Admin Clerk prepare Veterinary Clearance and Livestock/Meat Handler's License/s for Veterinarian's signature.	N/A	5 minutes	Joy F. Dandan or Marvin L. Malto Dr. Emma M. Sanchez
TOTAL:					

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IV. Inspection and Accreditation of Livestock and Meat Transport Vehicles	City Slaughterhouse Office, Dept. of Veterinary Services, San Sebastian St., Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
1. Vehicle's Official Receipt and Certificate of Registration	Land Transportation Office
2. Picture of MTV (closed van/trike)	From the owner
3. Delivery Service Permit	TORO, F. Soriano corner F. Baltazar Sts., Brgy. Sto Tomas, Pasig City
4. Business Permit (photo copy) of Accredited Livestock/Meat Dealer	From the owner
5. Order of Payment	City Slaughterhouse Office, Dept. of Veterinary Services, San Sebastian St., Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
6. Official Receipt	City Treasurer's Office, 2 nd Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit all requirements for accreditation	a. Admin. Clerk receive requirements and verify b. Issue Order of Payment upon receipt of complete requirements	N/A	1 minute	Joy F. Dandan or Marvin L. Malto
2	Present Order of Payment and secure Official Receipt	Cashier receive OP with payment and issue Official Receipt	Closed Van - 2,000.00 Trike - 500.00 Hauler Truck - 1,000.00	Varies upon receipt of OR	City Treasurer's Office Cashier on-duty
3	Present Official Receipt to the Admin. Clerk	Admin. Clerk endorse to the Meat Inspector on-duty to inspect MTV/LTC upon verifying OR	N/A	1 minute	Joy F. Dandan or Marvin L. Malto Alcalin T. Cruz, Joven M. Napay, Eduardo V. Ramirez, Jr., Suadan A. Rapsing, Sofronio G. Sumande
4	N/A	After inspection by MI, Admin. Clerk/SLH Administrator prepare the MTV Accreditation Certificate	N/A	1 minute	Joy F. Dandan / Susan A. Rapsing
TOTAL:					

Feedback and Complaints

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CITIZEN'S CHARTER

City Slaughterhouse Office Department of Veterinary Services

Slaughtering Services with Hygienic Carcass Handling

Provide facility for the slaughtering operation in accordance with the DA-NMIS Standards to prevent contamination of the carcasses and edible by-products.

Office or Division:	City Slaughterhouse Operation and Management Section of the City Meat Inspection Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	City Slaughterhouse accredited Meat Dealers and their accredited Livestock and Meat Handlers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. SLH Accreditation of Livestock and Meat Dealers (Swine and Ruminants)	
1. Bio-data with 1 recent 2x2 picture	From the Owner
2. Business Permit from Pasig City (for Pasig City meat dealers)	Business Permit and Licensing Office (BPLO), 2 nd floor, Pasig City Hall, Caruncho Ave. Brgy. San Nicolas, Pasig City
3. Business Permit from other Cities/Municipalities (for outside meat dealers)	Other Cities/Municipalities
4. Veterinary Clearance	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
5. Meat Handlers' License	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Livestock Handlers' License	Bureau of Animal Industry (BAI), Visayas Ave., Quezon City
7. Livestock Transport Carrier Accreditation (for used outside and/or within Pasig City)	Bureau of Animal Industry (BAI), Visayas Ave., Quezon City and/or City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
8. Meat Transport Vehicle (MTV) Accreditation (for carcasses distributed outside and/or within Pasig City)	National Meat Inspection Service (NMIS), Visayas Ave., Quezon City and/or City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
9. Information Sheet and Sworn Statement (conformity/abidance with policies and guidelines)	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
B. Veterinary Clearance for SLH Livestock and Meat Dealers	
1. Veterinary Clearance Application form	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
2. Sanitary Permit (photo copy)	City Sanitation Section Office, 5 th floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
3. Environmental Permit (photo copy)	CENRO, 4 th floor, Pasig City Hall, Caruncho Ave. Brgy. San Nicolas, Pasig City
4. Community Tax Certificate	City Treasurer's Office, 2 nd floor, Pasig City Hal, Caruncho Ave., Brgy. San Nicolas Pasig City
5. Meat Handler's License (for all workers and meat vendors)	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
6. Livestock Handler's License (for Drivers/Helpers)	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
7. Veterinary Clearance Fee	City Treasurer's Office, 2 nd floor, Pasig City Hal, Caruncho Ave., Brgy. San Nicolas Pasig City
8. Livestock/Meat Handler's License Fee	City Treasurer's Office, 2 nd floor, Pasig City Hal, Caruncho Ave., Brgy. San Nicolas Pasig City
C. Livestock/Meat Handler/s License/s for SLH Accreditation	
1. Bio data with recent picture 2 x 2	Applicant
2. Livestock/Meat Handlers' License Application forms	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Health Certificate	City Health Department, 5 th floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
4. Medical and Drug Test Results	City Health Department, 5 th floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City
5. Police Clearance	Eastern Police District HQ, C. Raymundo Ave., Brgy. Caniogan, Pasig City
6. Barangay Clearance	Respective Barangay Hall
7. Sworn Statement (conformity/abidance with policies and guidelines of slaughterhouse workers only)	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
D. Slaughtering Operation	
1. Veterinary Health Certificate (VHC)	Veterinarian of the Farm from Point of Origin
2. Shipping Permit (SP)	National Veterinary Quarantine Services Office from Point of Origin
3. Order of Payment (OP)	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
4. Official Receipt (OR)	City Treasurer's Cashier On-Duty at the City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
5. Meat Inspection Certificate (MIC)	Meat Inspector On-Duty at the City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
6. Gate Pass/Withdrawal Slip	City Slaughterhouse Office, Department of Veterinary Services, San Sebastian St. Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
E. Inspection and Accreditation of Livestock and Meat Transport Vehicles	
7. Vehicle's Official Receipt OR and Certificate of Registration CR	Land Transportation Office
8. Picture of MTV (closed van/trike)	From the owner
9. Delivery Service Permit	TORO, F. Soriano corner F. Baltazar Sts., Brgy. Sto Tomas, Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Business Permit (photo copy) of Accredited Meat Dealer/Owner	From the owner
11. Order of Payment	Slaughterhouse Office, Dept. of Veterinary Services, San Sebastian St., Ilugin Phase II, Brgy. Pinagbuhatan, Pasig City
12. Official Receipt	City Treasurer's Office, 2 nd Floor, Pasig City Hall, Caruncho Ave., Brgy. San Nicolas, Pasig City.

	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A & B	Meat Dealers Accreditation and Veterinary Clearance				
1	Inquire and apply for Meat Dealer Accreditation, Veterinary Clearance & Livestock/Meat Handlers License	<p>a. SLH Administrator / Clerk accommodate queries</p> <p>b. Give checklist of requirements for Hog Dealers and Livestock/Meat Handlers</p> <p>c. Give Veterinary Clearance and Livestock/Meat Handlers' License Application form for their workers</p> <p>d. Issue Order of Payment for Veterinary Clearance and Livestock/Meat Handlers' License fees</p> <p>e. Issue Order of Payment for Animal Facility fee if applicable</p>	N/A	5 minutes	Susan A. Rapsing / Joy F. Dandan

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Dealer or representative present Order of Payment (OP) and payment to Cashier	Cashier accept OP and payment and issue Official Receipt	Veterinary Clearance Fee - P500.00 Livestock Handler's Fee - P200.00 Meat Handler's License Fee - P100.00 Animal Facility Fee - P500.00	Varies upon receipt of OP and payment	City Treasurer's Office Cashier on-duty
3	Meat Dealer or representative submit requirements with Official Receipts for Veterinary Clearance, Livestock/Meat Handlers License	SLH Admin Clerk receive and verify requirements. If complete, clerk give Slaughterhouse's information and sworn statement sheets, and prepare Veterinary Clearance	N/A	2 minutes	Susan A. Rapsing / Joy F. Dandan
4	Submit information and sworn statement filled-up sheets (conformity/abidance with policies and guidelines of the Slaughterhouse)	SLH Admin Clerk receive information and sworn statement sheets; verify details and issue Veterinary Clearance	N/A	1 minute	Susan A. Rapsing / Joy F. Dandan

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C.	Livestock/Meat Handlers' Accreditation				
1	Secure Livestock/Meat Handler's License Application Form	a. Give application form with checklist of requirements and teach/explain how and where to secure all requirements b. Issue Order of Payment (OP) for Livestock/Meat Handler's License Fee/s	N/A	1 minute	Susan A. Rapsing / Joy F. Dandan

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Applicant present Order of Payment (OP) and payment to Cashier	Cashier accept OP and payment and issue Official Receipt	Livestock Handler's Fee - P200.00 Meat Handler's License Fee - P100.00	Varies upon receipt of payment	City Treasurer's Office Cashier on-duty
3	Submit filled-up application form with requirements	SLH Admin Clerk receive and verify, if complete, give sworn statement sheet	N/A	1 minute	Susan A. Rapsing / Joy F. Dandan
4	Present Official Receipt for Livestock/Meat Handler's License Fees	Authorize officer/staff check Official Receipt and conduct Orientation / Lecture on GMP, GHSP, Food Safety and Food Animal Welfare Laws	N/A	30 mins.	Susan A. Rapsing / Joy F. Dandan Dr. Emma M. Sanchez
5	Livestock/Meat Handlers to submit filled-up sworn statement sheet	SLH Admin Clerk receives and verify details and attendance of lecture/orientation; issue Livestock/Meat Handlers license Certificate/ID	N/A	2 seconds	Susan A. Rapsing / Joy F. Dandan
	Total:				

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
D.	SLAUGHTERING OPERATION FLOW				
1	Present Veterinary Health Certificate (VHC) and Shipping Permit (SP) to the on-duty Security Officer	Security Officer hand the VHC & SP to the Meat Inspector who then check, verify, and perform initial ante-mortem inspection to the incoming food animals	N/A	1 minute	Alcalin T. Cruz, Joven M. Napay, Eduardo V. Ramirez, Jr., Suadan A. Rapsing, Sofronio G. Sumande Security Officer on-duty

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Delivery truck proceed to the unloading area of holding pen	Checker ask for the no. of heads and verify against indicated in the SP and VHC; issue Order of Payment	N/A	1 minute	Romano C. Bedana, Gaudencio L Cabuhat, Jr, Alcalin T. Cruz, Roger Odilon D. Dacles, Joven M. Napay, Eduardo V. Ramirez, Jr., Elmer R. Victorino
3	Livestock Handler pay the amount indicated in the OP to the Cashier on-duty	Cashier accept the OP together with the total payment indicated	Hog - P80.00/hd Large - P300/hd	3 minutes	City Treasurer's Office Cashier on-duty
4	Livestock Handler show Official Receipt to the checker	Checker start the actual head count upon receiving the OR, while the animal handler unload the animals one by one to the holding pen. The Checker log the actual no. of heads to the record book for inventory purposes (if the actual no. is higher than the paid no. of heads, the checker issue again additional O.P. indicating the excess no. of heads)	N/A	30 minutes	Romano C. Bedana, Gaudencio L Cabuhat, Jr, Alcalin T. Cruz, Roger Odilon D. Dacles, Joven M. Napay, Eduardo V. Ramirez, Jr., Elmer R. Victorino
5	N/A	Meat Inspector perform ante-mortem inspection again before slaughter of animals	N/A	10 minutes	Alcalin T. Cruz, Joven M. Napay, Eduardo V. Ramirez, Jr., Susan A. Rapsing, Sofronio G. Sumande
6	Meat Handler declares to the Dispatcher 1 the no. of hogs to be released from the holding pen; bring to the shower and stunning areas for slaughter	Dispatcher 1 records the no. of hogs and prepare Withdrawal/Gate Pass	N/A	1 minute	Romano C. Bedana, Gaudencio L Cabuhat, Jr, Alcalin T. Cruz, Roger Odilon D. Dacles, Joven M. Napay, Eduardo V. Ramirez, Jr.,

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Elmer R. Victorino
7	Meat Handler informs the Dispatcher 2 and Security Officer that carcasses are ready to be loaded to the Meat Transport Vehicle (MTV)	Dispatcher 2 and Security Officer start the actual counting of carcasses while loading on MTV. Dispatcher 2 verifies the actual no. of carcasses against the no. of hogs indicated by Dispatcher 1 earlier in the Withdrawal/Gate Pass slip for check and balance	N/A	varies on the number of heads	Romano C. Bedana, Gaudencio L. Cabuhat, Jr., Alcalin T. Cruz, Roger Odilon D. Dacles, Joven M. Napay, Eduardo V. Ramirez, Jr., Elmer R. Victorino
8	Meat Handler/Driver of MTV departs from the loading area, proceeds to the gate and give Withdrawal/Gate Pass slip to the Security Officer	Security Officer checks the MTV for prohibited loads and verifies the no. of heads indicated in Withdrawal/Gate Pass slip; allows MTV to pass	N/A	1 minute	Abner T. Alayon, Romano C. Bedana, Carlito F. Ermino, Giovanne M. Invento, Jonathan B. Lorena, Ryan N. Nallas, Norman M. Plotado, Gil N. Rebadeo, Norberto D. Sta. Ana
TOTAL:					

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E	Inspection and Accreditation of Livestock and Meat Transport Vehicles				
1	Bring all requirements for accreditation.	a. Admin Clerk receive and verify requirements b. Issue Order of Payment upon verification of complete requirements	N/A	1 minute	Joy F. Dandan

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Present Order of Payment and secure Official Receipt	Cashier receive OP with payment and issue Official Receipt	Closed Van - 2,000.00 Trike - 500.00 Hauler Truck - 1,000.00	Varies upon receipt of payment	City Treasurer's Office Cashier on-duty
3	Present Official Receipt to the Admin Clerk	Admin Clerk endorse to the Meat Inspector on-duty to inspect the MTV/LTC upon verifying OR	N/A	1 minute	Joy F. Dandan Alcalin T. Cruz, Joven M. Napay, Eduardo V. Ramirez, Jr., Susan A. Rapsing, Sofronio G. Sumande
4	N/A	After inspection by MI, Administrative Clerk/SLH Administrator prepares the MTV Accreditation Certificate	N/A	1 minute	Susan A. Rapsing / Joy F. Dandan
	TOTAL:				

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru monthly meeting and group chats in Messenger: Employees GC, Meat Handlers GC and Meat Dealers GC
How feedback is processed	Meat Handlers air their feedback/s/concern/s to the Checker and Security Officer who log in to their record book, and immediately send the message to the Employees' GC. Administrator study and analyze feedback, implement/improve if it is necessary.
How to file a complaint	Security Officer log the incident and endorse to Shift Supervisor, who in turn, with the Security Officer on-duty, arrange and settle, if possible. But if not, report the incident to the SLH Office Administrator who address the complaint.
How complaints are processed	SLH Officer Administrator take action after thorough investigation and analysis of the complaint.

Contact Information

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