

**CITIZENS' CHARTER**  
**Veterinary Services Department**

**Anti-Rabies Vaccination**

Provide for the control and elimination of human and animal rabies

<b>Office or Division:</b>	Animal Health and Welfare Division, Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	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 up, once a year	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	In VSD clinic/office:				
1	Fill out the information in the logbook provided	The vaccinator interviews the owner about the dog's health	N/A	5 minutes	Mark Edgar C. de Leon
2	Hold the pet and wait while the vaccinator prepares the vaccine to be administered	Vaccinator administers the anti-rabies vaccine to the pet	N/A	2 minutes	Dr. Cely Uy Mark Edgar C. de Leon
3	Wait for the vaccination card to be issued	VSD staff issues pet's anti-rabies vaccination card and advises the pet owner on what to do after	N/A	3 minutes	Mark Edgar C. de Leon Marvin L. Malto Minerva B. Tuazon
	TOTAL:			10 minutes	
	<b>During Vaccination drive in Barangay:</b>				
1	Fill out the information in the logbook provided	The vaccinator interviews the owner about the dog's health	N/A	5 minutes	Mark Edgar C. de Leon
2	Hold the pet and wait while the vaccinator	Vaccinator administers the anti-rabies vaccine to the	N/A	2 minutes	Dr. Cely Uy

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prepares the vaccine to be administered	pet			Mark Edgar C. de Leon
3	Wait for the vaccination card to be issued	VSD staff issues pet's anti-rabies vaccination card and advises the pet owner on what to do after	N/A	3 minutes	Mark Edgar C. de Leon
	TOTAL:			10 minutes	

### 00Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send to UsaP or City Command Center C3
How feedback is processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
How to file a complaint	Send to UsaP or City Command Center C3
How complaints are processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
Contact Information	Emma M. Sanchez, DVM City Veterinarian Veterinary Services Dept. <a href="mailto:vet-services@pasigcity.gov.ph">vet-services@pasigcity.gov.ph</a> 09928302591

### Mass Pets Registration with RFID Microchip

Mandatory registration of pets or companion animals with RFID microchip

<b>Office or Division:</b>	Animal Pound and Regulatory Division, Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	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. Online Pre-registration in the Barangay	Barangay staff assigned
3. Pet Passport and/or anti-rabies vaccination card	VSD staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration in respective Barangay - fill-up onsite registration form and submit to VSD staff	VSD staff checks if the form is properly filled-up; prints the Pet Passport and passes it to 2 <sup>nd</sup> VSD staff	N/A	5 to 10 minutes	Marvin L. Malto
2	Wait for the turn to be called	2 <sup>nd</sup> VSD staff attaches stickers to Pet Passport; calls out pet owner's name	N/A	2 minutes	2 <sup>nd</sup> staff
3	Bring pet on the table for assessment	Veterinarian conducts physical assessment of pet	N/A	5 minutes	Dr. Cely A. Uy or Dr. Anthony John T. Rebong
4	Hold the pet steadily	Veterinarian implants the RFID microchip into the pet	N/A	5 minutes	Dr. Cely A. Uy or Dr. Anthony John T. Rebong
TOTAL:				17 - 22 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send to UsaP or City Command Center C3
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How to file a complaint	Send to UsaP or City Command Center C3
How complaints are processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
Contact Information	Emma M. Sanchez, DVM City Veterinarian Veterinary Services Department <a href="mailto:vet-services@pasigcity.gov.ph">vet-services@pasigcity.gov.ph</a> 09928302591

## **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.

<b>Office or Division:</b>	Animal Pound and Animal Regulatory Division, Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasig City Constituents

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Violation Fee of P500.00 and Redemption Fee of P500.00	City Treasurer's Office Cashier, 2 <sup>nd</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
2. Promissory note stating control over their pet/s and not allowed to roam the streets or any public place without a leash	Animal Health and Welfare Division, Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Pet owner identify the impounded pet at the Pasig Animal Pound	Pound keepers or stray animal catchers show the pet owner the impounded stray animals in the Pasig Animal Pound	N/A	2 minutes	Rey Miguel G. Rosario Lou U. Salvador
2	Secure Order of Payment at VSD office	VSD clerk issues Order of Payment (OP) for Violation and Redemption Fees	N/A	1 minute	Joy F. Dandan o Marvin L. Malto Minerva B. Tuazon
3	Pay the stated amount in the Order of Payment at the Cashier in City Hall	Cashier accepts OP and payment and issues Official Receipt	P1,000.00	N/A	City Treasurer's Office Cashier on-duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Return to VSD office and present Official Receipt to VSD clerk with promissory note	Clerk accepts promissory note and photocopy of the OR for record purposes, and endorses the original OR to the Pound Keeper who releases the pet. Vaccinator/Veterinarian administers anti-rabies vaccine, if none yet, and issues vaccination card	N/A	7 minutes	Dr. Cely Uy or Dr. AJ Rebong  Marvin L. Malto, Mark Edgar C. de Leon, Minerva B. Tuazon, Joy F. Dandan
TOTAL:				10 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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How feedback is processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
How to file a complaint	Send to UsaP or City Command Center C3
How complaints are processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, replies or analyzes and implements, if necessary.
Contact Information	Emma M. Sanchez, DVM City Veterinarian Veterinary Services Department <a href="mailto:vet-services@pasigcity.gov.ph">vet-services@pasigcity.gov.ph</a> 09928302591

### Adoption of Pets from Pasig Animal Pound

Adopt, don't shop!

<b>Office or Division:</b>	Animal Pound and Regulatory Division, Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	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 interviews the client. If passed, Pound Keeper shows the pets available for adoption	N/A	3 minutes	Mark Edgar C. de Leon Rey Miguel G. Rosario Lou U. Salvador Minerva B. Tuazon
2	Choose the pet/s	Pound Keeper informs the Clerk	N/A	5 minutes	Rey Miguel G. Rosario Lou U. Salvador Marvin L. Malto Joy F. Dandan Minerva B. Tuazon
3	Present ID	Clerk asks for ID and prepares the Adoption Certificate; Clerk asks if client wants to pose for a photo to be posted in FB page	N/A	2 minutes	Marvin L. Malto Joy F. Dandan Minerva B. Tuazon
4	Pose for a photo while accepting the Adoption Certificate with the lucky pet and some freebies from sponsors (if available)	Pound Keeper releases the lucky pet. Vaccinator administer the anti-rabies vaccine. Clerk gives the certificate and freebies. Veterinarian signs adoption and vaccination certificate	N/A	5 minutes	Mark Edgar C. de Leon, Marvin L. Malto, Joy F. Dandan, Minerva B. Tuazon
TOTAL:				15 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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Contact Information	Emma M. Sanchez, DVM City Veterinarian Veterinary Services Department <a href="mailto:vet-services@pasigcity.gov.ph">vet-services@pasigcity.gov.ph</a> 09928302591
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### Issuance of Veterinary Health Certificate for Pets, Game Fowl and Livestock Animals

<b>Office or Division:</b>	Animal Health and Welfare Division Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Animal/s requiring Veterinary Health Certificate			Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City		
2. Updated Vaccination Card for pets			Veterinary Services Department or Private Veterinary Clinic		
3. Laboratory test result			Bureau of Animal Industry (BAI), #5 Visayas Avenue, Diliman, Quezon City		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present animal/s for physical assessment	Veterinarian assesses animal/s presented	N/A	10 minutes	Dr. Cely A. Uy or Dr. Anthony John T. Rebong
2	Wait for issuance of the Veterinary Health Certificate	Clerk prepares Veterinary Health Certificate and Veterinarian signs	N/A	5 minutes	Marvin L. Malto Dr. Cely A. Uy or Dr. Anthony John T. Rebong
DTOTAL:				15 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send to

How feedback is processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
How to file a complaint	Send to UsaP or City Command Center C3
How complaints are processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
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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.

<b>Office or Division:</b>	Animal Health and Welfare Division Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasig City constituents with game fowls

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Game fowls	Client's own
2. Leg band/wing band	Poultry supply
3. Vaccine against NewCastle Disease	Poultry Supply

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Request for laboratory procedures for game fowls	a. Clerk gets the contact information of the client to set schedule depending on the availability of vaccines  b. Administer New Castle Disease Vaccine will advise the client to come	N/A	3 minutes	Mark Edgar C. de Leon  Marvin L. Malto  Dr. Cely Uy or Dr. AJ Rebong



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		back after 2 weeks			
2	On the set date, bring game fowls with leg or wing band	Clerk asks client to register in VSD logbook while Vaccinator prepares the materials needed	N/A	2 minutes	Marvin L. Malto Mark Edgar C. de Leon
3	Bring out game fowls one at a time	Veterinarian / Vaccinator / Handler performs the procedures (oro-pharyngeal swab and blood collections) to the birds and fill-up BAI forms	N/A	10 minutes per bird	Dr. Anthony John T. Rebong or Mark Edgar C. de Leon &  Marvin L. Malto
4	Wait for one (1) hour for the blood to settle in the tube/s before travel to BAI for laboratory testing	N/A	N/A	N/A	N/A
5	Come back with the laboratory test results	Clerk prepares the Veterinary Health Certificate; Veterinarian checks and signs the VHC	N/A	5 minutes	Marvin L. Malto Dr. Anthony John T. Rebong
TOTAL:				20 minutes	

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### Spay and Castration

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

<b>Office or Division:</b>	Animal Health and Welfare Division Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	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 Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	View VSD Facebook page for schedule and to be aware of the preparations prior to surgery of their pet/s	Veterinarian confirms if pet owner/s follow the preparations prior to surgery of their pet/s	N/A	3 minutes	Dr. Cely A. Uy / Dr. Anthony John T. Rebong
2	On the date of surgery, fill-up online registration and waiver/consent forms	Clerk checks the forms submitted and print	N/A	1 minute	Marvin L. Malto Joy F. Dandan Minerva B. Tuazon
3	Bring pet for assessment on the scheduled date of surgery	Veterinarian assesses the pet and advises owner for the preparation of the pet before surgery	N/A	1 minute	Dr. Cely A. Uy / Dr. Anthony John T. Rebong
4	Wait while pet is under surgery	Veterinarian and Surgery Team perform spay or castration	N/A	60 minutes	Dr. Cely A. Uy / Dr. Anthony John T. Rebong
5	Wait for the text message to come back for the release of pet	Clerk sends a text message to the client upon pet's recovery	N/A	1 minute	Joy F. Dandan or Minerva B. Tuazon
6	Listen for instructions; get a prescription and bring home the pet	Veterinarian advises pet owner for post-operation care at home; issues prescription for medication	N/A	5 minutes	Dr. Cely A. Uy / Dr. Anthony John T. Rebong
TOTAL:				71 minutes or	

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				1 hour & 11 minutes	

### Feedback and Complaints

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### Animal Rescue/Stray Animal Field Control

<b>Office or Division:</b>	Animal Pound and Regulatory Division, Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Pasig City constituents with pet/s (dog/cat)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Not Applicable	Not Applicable

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	UsaP, C3, walk-in complainants ask for rescue, surrender, or catching of stray	The dispatcher prepares a dispatch slip (Activity Report) upon receipt of the complaint		2 minutes	Mark Edgar C. de Leon or Minerva B. Tuazon
2	N/A	Animal Control Officers will rescue or catch the stray		15 - 20 minutes	Rey Miguel G. Rosario Lou U. Salvador Rogel I. Abuyen Isagani Cedilla Jr.
3	N/A	The team will impound the rescued or caught animals in the pound	N/A	10 minutes	Rey Miguel G. Rosario Lou U. Salvador Rogel I. Abuyen Isagani Cedilla Jr.
4	N/A	The dispatcher will report back to UsaP and C3	N/A	5 minutes	Mark Edgar C. de Leon, Minerva B. Tuazon
TOTAL:				32-37 minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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Contact Information	Emma M. Sanchez, DVM City Veterinarian Veterinary Services Department <a href="mailto:vet-services@pasigcity.gov.ph">vet-services@pasigcity.gov.ph</a> 09928302591

### Meat Inspection Services

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

<b>Office or Division:</b>	Meat Inspection Services Division Veterinary Services Department, RED Training Center Compound,
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	C. Raymundo Avenue, Barangay Caniogan, Pasig City
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Meat Consumers, Pasig and Outside Pasig Meat Dealers, Meat Stall Holders and Meat Handlers (including Vendors)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>I. POST-ABATTOIR INSPECTION</b>	
<b>a. Pasig Public Market</b>	
1. Meat Inspection Certificate/s or Certificate of Meat Inspection (COMI) for frozen meat, chicken and meat by-products	From Slaughterhouse or Poultry Dressing Plants OUTSIDE of Pasig City or From NMIS Accredited Cold Storage/s of the imported (boxed) meat
2. Secure Order of Payment	Meat Inspector/s on-duty at the Meat Delivery Ingress of Pasig Public Market
3. Payment	Pasig Public Market

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Meat Dealers (from outside of Pasig) present the Meat Inspection Certificate/s (MIC) or Certificate of Meat Inspection (COMI) and secure an Order of Payment	Meat Inspector/s checks and verifies the Meat Inspection Certificate/s (MIC), inspects, counts carcasses, and issues Order of Payment.	N/A	7 minutes	Ma. Concepcion A. De Guia, Eduardo V. Ramirez, Jeed Santos V. Turla, Jose Ignacio Resty M. Turla, Jonathan Lorena,
2	Meat Dealers present OP and payment to the Collector	Collector accepts OP and payment; and issues 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 -	5 minutes	VSD MI / Collector on-duty: Ryan Nallas or Giovanne Invento

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			0.60/kg Poultry (whole and cut-ups) - 0.60/kg		
<b>TOTAL:</b>				12 minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>b. Roving Inspection of Meat Establishments and Meat Markets</b>	
1. Meat Inspection Certificate	Point of Origin (Slaughterhouse)
2. Veterinary Clearance	Meat Inspection Services Division Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
3. Updated Business Permit	BPLO, 2 <sup>nd</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Meat Inspection Certificate (MIC)	Meat Inspector (MI) inspects the MIC or COMI upon inspection of meat in the Meat Market	N/A	5 minutes	Dr. Anthony John T. Rebong, Marieta C. Alcazaren
2	Present Veterinary Clearance	Meat Inspector looks for Veterinary Clearance upon inspection of the facilities	N/A	5 minutes	Dr. Anthony John T. Rebong, Marieta C. Alcazaren
3	Present updated Business Permit	Meat Inspector looks for the updated Business Permit upon inspection of the facilities	N/A	2 minutes	Dr. Anthony John T. Rebong, Marieta C. Alcazaren
<b>TOTAL:</b>				12 minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>II. ANTE &amp; POST-MORTEM INSPECTIONS (for Meat Establishments)</b>	
1. Veterinary Health Certificate and Shipping Permit	Veterinarian from Farm of Point of Origin and National Veterinary Quarantine Services Office from Point of Origin

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 from the farm	Meat Inspector/s verify Shipping Permit and Veterinary Health Certificate; perform ante-mortem inspection	P8.00/head - SLH	10 minutes	<b>SLH:</b> Sofronio G. Sumande, Alcalin Cruz, Joven Napay, Norman Plotado, Norberto Sta. Ana, Raymond Maravello  <b>PDP:</b> Ma. Concepcion A. De Guia; Eduardo V. Ramirez, Jr.
2	Secure Meat Inspection Certificate	Meat Inspector/s issue MIC after performance of post-mortem inspection	P8.00/head - SLH  P0.60/head - PDP (collected in Pasig Public Market)	10 minutes	<b>SLH:</b> Sofronio G. Sumande, Alcalin Cruz, Joven Napay, Norman Plotado, Norberto Sta. Ana, Raymond Maravello <b>PDP:</b> Ma. Concepcion A. De Guia; Eduardo V. Ramirez, Jr.
TOTAL:				20 minutes	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>III. Veterinary Clearance and Livestock/Meat Handlers' Licenses for Meat Establishment or Meat Market</b>	Meat Inspection Services Division Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogon, Pasig City
1. Photocopy of Meat Establishment or Meat Market	Owner of Business
2. Sanitary Permit	Sanitation Office, 5 <sup>th</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
3. Environmental Permit	CENRO, 4 <sup>th</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
4. Community Tax Certificate	City Treasurer's Office, 2 <sup>nd</sup> Floor, Pasig City Hall,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Caruncho Avenue, Barangay San Nicolas, Pasig City
5. Livestock/Meat Handlers' License/s	Veterinary Services Department, RED Training Center Compound, C. Raymundo Avenue, Barangay Caniogan, Pasig City
6. Health Certificate	Sanitation Office, 5 <sup>th</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
7. BAI Registration Certificate (for Veterinary Clinic/Livestock/Poultry Supply, Pet Shop, Groomer, and all other facilities dealing with live animals)	Bureau of Animal Industry (BAI) Animal Health and Welfare Division, Visayas Avenue, Diliman, 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 <sup>nd</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay 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	a. Admin clerk gives Veterinary Clearance and Livestock/Meat Handlers' License/s Application Form  b. Issues Order of Payment for Veterinary Clearance, Livestock/Meat Handlers' License/s Fees and Animal Facility Fee, if applicable	N/A	5 minutes	Joy Dandan Minerva Tuazon
2	Present Order of Payment and secure Official Receipt	Cashier accepts payment and issues 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 OR	City Treasurer's Office Cashier on-duty



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Submit the filled-up application form, required requirements and Official Receipts	a. Accepts and verifies Application Form and all submitted requirements	N/A	5 minutes	Joy Dandan Minerva Tuazon
4	N/A	a. If requirements are complete with OR, clerk will prepare the Veterinary Clearance, Meat/Livestock Handlers License  b. Advises the client that VC will be prepared and released but subject for inspection. If there are corrections needed, the Inspector will ask the client for the period to finish corrective actions. Licenses and Certificates can be revoked for non-compliance.  c. Releases the VC	N/A	20 minutes	Joy Dandan Minerva Tuazon
5	Submit the filled-up application form, required requirements and Official Receipts	a. Accepts and verifies Application Form and all submitted requirements  b. Food Safety Lecture will be scheduled and to be announced.	N/A	2 minutes	Joy Dandan Minerva Tuazon
6	Attend Food Safety Orientation/Lecture on the given schedule	a. Conduct Food Safety Lecture/Orientation on the given schedule  b. Release MHL and LHL	N/A	1 hour	Dr. AJ Rebong Joy Dandan Minerva Tuazon
TOTAL:				Varies	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>IV. Inspection and Accreditation of Livestock and Meat Transport Vehicles</b>	City Slaughterhouse Office, Veterinary Services Department, San Sebastian Street, Ilugin Phase II, Barangay 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Delivery Service Permit	TORO, F. Soriano corner F. Baltazar Streets, Barangay Sto Tomas, Pasig City
4. Business Permit (photocopy) of Accredited Livestock/Meat Dealer	From the owner
5. Order of Payment	City Slaughterhouse Office, Veterinary Services Department, San Sebastian Street, Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
6. Official Receipt	City Treasurer's Office, 2 <sup>nd</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit all requirements for accreditation	a. VSD-SLH Head or admin clerk receives requirements and verify  b. Issues Order of Payment upon receipt of complete requirements	N/A	1 minute	Asuncion Colarte  Jane Rose Bolano  Criscendo Coquilla  Susan Rapsing
2	Present Order of Payment and secure Official Receipt	Cashier receives OP with payment and issue Official Receipt	<b>Closed Van - 2,000.00</b> <b>Hauler Truck - 1,000.00</b> <b>Trike - 500.00</b>	Varies upon receipt of OR	City Treasurer's Office Cashier on-duty
3	Present Official Receipt to VSD admin clerk	a. VSD-SLH Head endorses to the Meat Inspector on duty to inspect MTV/LTC upon verifying OR; VSD-SLH Head directly inspects MTV/LTC upon verifying OR	N/A	5 minutes	Alcalin T. Cruz, Joven M. Napay, Norman Plotado, Sofronio G. Sumande, Raymond Maravello, Norberto Sta. Ana and Susan A. Rapsing,
4	N/A	a. After inspection by MI, the VSD admin clerk prepares the MTV Accreditation Certificate  b. Releases MTV Accreditation Certificate	N/A	5 minutes	Asuncion Colarte Jane Rose Bolano
TOTAL:				Varies	

### Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send to UsaP or City Command Center C3
How feedback is processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
How to file a complaint	Send to UsaP or City Command Center C3
How complaints are processed	Feedback received by UsaP or C3 is forwarded to VSD, who in turn, analyzes or replies and implements, if necessary.
Contact Information	Emma M. Sanchez, DVM City Veterinarian Veterinary Services Department vet-services@pasigcity.gov.ph 09928302591

### **CITIZENS' CHARTER**

#### **City Slaughterhouse Office Veterinary Services Department**

#### **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

<b>Office or Division:</b>	City Slaughterhouse Office, Veterinary Services Department, San Sebastian Street, Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	City Slaughterhouse accredited Meat Dealers and their accredited Livestock and Meat Handlers

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. SLH Accreditation of Livestock and Meat Dealers (Swine and Ruminants)</b>	
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 <sup>nd</sup> floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Business Permit from other Cities/ Municipalities (for outside meat dealers)	Other Cities/Municipalities
4. Veterinary Clearance	City Slaughterhouse Office, Veterinary Services Department, San Sebastian Street, Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
5. Meat Handlers' License	City Slaughterhouse Office, Veterinary Services Department, San Sebastian Street, Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
6. Livestock Handlers' License	Bureau of Animal Industry (BAI), Visayas Avenue, Quezon City
7. Livestock Transport Carrier Accreditation (for used outside and/or within Pasig City)	Bureau of Animal Industry (BAI), Visayas Avenue, Quezon City and/or City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay 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, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
9. Information Sheet and Sworn Statement (conformity/abidance with policies and guidelines)	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
<b>B. Veterinary Clearance for SLH Livestock and Meat Dealers</b>	
1. Veterinary Clearance Application form	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
2. Sanitary Permit (photo copy)	City Sanitation Section Office, 5 <sup>th</sup> floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
3. Environmental Permit (photo copy)	CENRO, 4 <sup>th</sup> floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
4. Community Tax Certificate	City Treasurer's Office, 2 <sup>nd</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
5. Meat Handler's License (for all meat workers and meat vendors)	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
6. Livestock Handler's License (for Drivers/Helpers)	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Veterinary Clearance Fee	City Treasurer's Office, 2 <sup>nd</sup> floor, Pasig City Hal, Caruncho Avenue, Barangay San Nicolas, Pasig City
8. Livestock/Meat Handler's License Fee	City Treasurer's Office, 2 <sup>nd</sup> floor, Pasig City Hal, Caruncho Avenue, Barangay San Nicolas, Pasig City
<b>C. Livestock/Meat Handler/s License/s for SLH Accreditation</b>	
1. Bio data with recent picture 2 x 2	Applicant
2. Livestock/Meat Handlers' License Application forms	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
3. Health Certificate	City Health Department, 5 <sup>th</sup> floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
4. Medical and Drug Test Results	City Health Department, 5 <sup>th</sup> floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City
5. Police Clearance	Eastern Police District Head Quarters, C. Raymundo Avenue, Barangay Caniogan, Pasig City
6. Barangay Clearance	Respective Barangay Hall
7. Sworn Statement (in conformity / abidance with policies and guidelines of slaughterhouse workers only)	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
<b>D. Slaughtering Operation</b>	
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 (Online)
3. Order of Payment (OP)	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
4. Official Receipt (OR)	City Treasurer's Cashier On-Duty at the City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
5. Meat Inspection Certificate (MIC)	Meat Inspector On-Duty at the City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
6. Gate Pass/Withdrawal Slip	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
<b>E. Inspection and Accreditation of Livestock and Meat Transport Vehicles</b>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Vehicle's Official Receipt (OR) and Certificate of Registration (CR)	Land Transportation Office
8. Photo of MTV (closed van/trike)	From the owner
9. Delivery Service Permit	TORO, F. Soriano corner F. Baltazar Streets, Barangay Sto. Tomas, Pasig City
10. Business Permit (photocopy) of Accredited Meat Dealer/Owner	From the owner
11. Order of Payment	City Slaughterhouse Office, Veterinary Services Department, San Sebastian St. Ilugin Phase II, Barangay Pinagbuhatan, Pasig City
12. Official Receipt	City Treasurer's Office, 2 <sup>nd</sup> Floor, Pasig City Hall, Caruncho Avenue, Barangay San Nicolas, Pasig City

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A &amp; B</b>	<b>Hog/Meat Dealers Accreditation and Veterinary Clearance</b>				
1	Inquire and apply for Hog/Meat Dealer Accreditation and Veterinary Clearance and Livestock and/or Meat Handlers License	<p><b>a.</b> SLH Administrator / clerk accommodates queries</p> <p><b>b.</b> Gives checklist of requirements for Hog Dealers and Livestock/Meat Handlers</p> <p><b>c.</b> Gives Veterinary Clearance and Livestock/Meat Handlers' License Application forms for their workers</p> <p><b>d.</b> Issues Order of Payment</p>	N/A	5 minutes	Susan A. Rapsing / Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
2	Hog Dealer or representative presents the Order of Payment (OP) and payment to the Cashier	The cashier accepts OP and payment and issues an Official Receipt	<p>Veterinary Clearance Fee - P500.00</p> <p>Livestock Handler's Fee - P200.00</p> <p>Meat Handler's License Fee - P100.00</p> <p>Animal Facility</p>	Varies upon receipt of OP and payment	City Treasurer's Office Cashier on-duty

			Fee - P500.00		
3	Hog Dealers or representatives submit requirements with Official Receipts for Veterinary Clearance, Livestock/Meat Handlers License	SLH Head and admin clerk receive and verify requirements; if complete, the clerk gives Slaughterhouse's information and sworn statement sheets, and prepares Veterinary Clearance after the actual inspection of Meat stall.	N/A	2 minutes	Susan A. Rapsing / Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
4	Submit information and sworn statement filled-up sheets (conformity/abidance with policies and guidelines of the Slaughterhouse)	SLH Head and admin clerk receives information and sworn statement sheets; verifies details and issues Veterinary Clearance	N/A	1 minute	Susan A. Rapsing / Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
	TOTAL:			varies	

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>C.</b>	<b>Livestock/Meat Handlers' Accreditation</b>				
1	Secure Livestock/Meat Handler's License Application Form	a. SLH Head and admin clerk gives application form with checklist of requirements and explains how and where to secure all requirements  b. Issues Order of Payment (OP)	N/A	5 minutes	Susan A. Rapsing / Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
2	Applicant present Order of Payment (OP) and payment to Cashier	Cashier accepts OP and payment and issues 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	SLH Head and admin clerk receives and verifies,	N/A	1 minute	Susan A. Rapsing /

	requirements	if complete, gives sworn statement sheet			Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
4	Present Official Receipt for Livestock/Meat Handler's License Fees and attend Orientation / Lecture on GMP, GHSP, Food Safety and Food Animal Welfare Laws on the given schedule	Authorized officer/staff checks Official Receipt and conducts Orientation / Lecture on GMP, GHSP, Food Safety, and Food Animal Welfare Laws on the given schedule	N/A	3 hours	Susan A. Rapsing / Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
5	Livestock/Meat Handlers to submit filled-up Sworn Statement sheet	SLH Head and admin Clerk receive and verify details and attendance of lecture/orientation; issue Livestock/Meat Handlers License Certificate/ID	N/A	2 minutes	Susan A. Rapsing / Jane Rose Bolano Asuncion Colarte Criscendo Coquilla
	Total:			varies	

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>D.</b>	<b>SLAUGHTERING OPERATION FLOW</b>				
1	Present Veterinary Health Certificate (VHC) and Shipping Permit (SP) to the on-duty Security Officer	The Security Officer hands the VHC & SP to the Meat Inspector who then checks, verifies, and performs an initial antemortem inspection to the incoming food animals	N/A	5 minutes	Alcalin T. Cruz, Joven M. Napay, Norman Plotado, Sofronio G. Sumande, Norberto Sta Ana, Raymond Maravello, Security Officer on-duty
2	Delivery truck proceed to the unloading area of the holding pen	The checker asks for the number of heads and verifies against indicated in the SP and VHC; issues	N/A	3 minutes	Abner Alayon, Romano C. Bedana, Gaudencio L



		Order of Payment			Cabuhat Jr, Roger Odilon D. Dacles, Elmer R. Victorino, Jonathan Lorena
3	Livestock Handler pays the amount indicated in the OP to the Cashier on duty	Cashier accepts the OP together with the total payment indicated	Hog - P80.00/hd  Large - P300/hd	3 minutes	City Treasurer's Office Cashier on-duty: Francis Malate or Giovanne Invento
4	Livestock Handler shows Official Receipt (OR) to the checker	Checker starts the actual head count upon receiving the OR, while the animal handler unloads the animals one by one to the holding pen. The Checker logs the actual number of heads to the record book for inventory purposes (if the actual number is higher than the paid number of heads, the checker issues again additional OP indicating the excess number of heads)	N/A	30 minutes	Abner Alayon, Romano C. Bedana, Gaudencio L Cabuhat, Jr, Cruz, Roger Odilon D. Dacles, Elmer R. Victorino
5	N/A	Meat Inspector performs ante-mortem inspection again before slaughter of animals	N/A	10 minutes	Alcalin T. Cruz, Joven M. Napay, Norman Plotado, Sofronio G. Sumande, Norberto Sta Ana, Raymond Maravello,
6	Meat Handler declare to the Dispatcher 1 the number 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 prepares Withdrawal/Gate Pass	N/A	1 minute	Abner Alayon, Romano C. Bedana, Gaudencio L Cabuhat, Jr, Cruz, Roger Odilon D. Dacles, Elmer R. Victorino,
7	Meat Handler inform 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 into the MTV. Dispatcher 2 verifies the actual no. of carcasses against the number of hogs indicated	N/A	varies on the number of heads	Abner Alayon, Romano C. Bedana, Gaudencio L Cabuhat, Jr, Cruz, Roger Odilon D. Dacles,

		by Dispatcher 1 earlier in the Withdrawal/Gate Pass slip for check and balance			Elmer R. Victorino, Jonathan Lorena
8	Meat Handler/Driver of MTV depart from the loading area, proceed to the gate and give Withdrawal/Gate Pass slip to the Security Officer	The Security Officer checks the MTV for prohibited loads and verifies the number of heads indicated in Withdrawal/Gate Pass slip; allows MTV to pass	N/A	1 minute	Security Officer on duty
TOTAL:				varies	

	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>E</b>	<b>Inspection and Accreditation of Livestock and Meat Transport Vehicles</b>				
1	Submit all requirements for accreditation	a. SLH Head/Admin Clerk receives and verifies requirements  b. Issues Order of Payment upon verification of complete requirements	N/A	1 minute	Asuncion Colarte Jane Rose Bolano Criscendo Coquilla Susan Rapsing
2	Present Order of Payment and secure Official Receipt	Cashier receives OP with payment and issues Official Receipt	<b>Closed Van</b> - 2,000.00  <b>Trike</b> - 500.00  <b>Hauler Truck</b> - 1,000.00	Varies upon receipt of payment	City Treasurer's Office Cashier on-duty:
3	Present Official Receipt to the Admin Clerk	SLH Head endorses to the Meat Inspector on-duty to inspect the MTV/LTC upon verifying OR; or the SLH Head directly inspect the MTV/LTC upon verifying OR	N/A	1 minute	Alcalin T. Cruz, Joven M. Napay, Norman P Lotado, Sofronio G. Sumande, Norberto Sta. Ana  Raymond Marevello, Susan A. Rapsing,
4	N/A	After inspection by MI, SLH Head /VSD Admin. prepare the MTV	N/A	1 minute	Asuncion Colarte Jane Rose

		Accreditation Certificate			Bolano Criscendo Coquilla Susan Rapsing
	TOTAL:			Varies	

### 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, and implement/improve, if necessary.
How to file a complaint	The Security Officer logs the incident and endorses to the Shift Supervisor, who in turn, with the Security Officer on duty, arranges and settles, if possible. But if not, report the incident to the SLH Office Administrator who addresses the complaint.
How complaints are processed	SLH Officer Administrator takes action after a thorough investigation and analysis of the complaint.
Contact Information	Susan A. Rapsing Pasig City Slaughterhouse Office Administrator 0968-886-1812 @messenger: sansuaquiorapsing <a href="mailto:slaughterhousepasig97@gmail.com">slaughterhousepasig97@gmail.com</a>

Nothing follows. Thank you.