



LAPU-LAPU CITY CITIZEN'S CHARTER



CITY VETERINARY OFFICE

Sitio Seabreeze, Brgy. Pusok, Lapu-Lapu City

Tel. No. 341-2612

City Veterinarian, Lapu-Lapu City : DR. JANICE D. TOGONON

FRONTLINE SERVICE

A. DOG AND CAT REGISTRATION CERTIFICATE- Walk In/On-call Clients

- WHO MAY AVAIL OF THE SERVICE:** All dog and cat owners in the City of Lapu-Lapu
- REQUIREMENTS:** Accomplished Form
- Fees/Charges:** Php 75.00 per pet (one-time registration)
- SCHEDULE OF SERVICE AVAILABILITY:** Monday – Friday : 8:00am – 5:00pm except Holidays

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	WALK-IN CLIENTS: Present the accomplished Registration Certificate or Green Card	Give the Registration Form to be accomplished	30 mins	Elenita Laude Romel Degamo
2	Pay corresponding Fees to the City Treasurer's Office & present the OR to CVO staff	Get a copy of the stamped Official Receipt (OR)		Elenita Laude Romel Degamo Jovito Malubay
3	Present the pet to be registered	Conduct Registration to pet and Issue the Registration Certificate or Green Card	30 mins	Elenita Laude Romel Degamo
4	Get the Registration Certificate or Green Card and keep it for the next visit			
1	ON-CALL CLIENTS: Pay corresponding Fees to the City Treasurer's Office	Log all the request and arrange the schedule for home service immediately to the field personnel	Response within 3 working days thru call	Elenita Laude Romel Degamo Jovenal Justiniani Arnel Limpangog
2	Present Official Receipt with photocopy to CVO Staff	Get a copy of the stamped Official Receipt		
3	Wait for the Scheduled date thru call	Call the client and inform of the home service schedule		
1	HOME SERVICE: Fill-up forms and submit to CVO Staff	Check entries, Conduct Dog/Cat Registration	within 30 mins.	Arnel Limpangog Jovito Malubay
2	Get Registration Certificate or Green Card with Tag Number from the CVO Staff and keep it for the next visit	Issue Registration card with corresponding Tag Number	within 30 mins.	Felix Inot / Elenita Laude Romel Degamo / Sandy Rosales Evelyn Mante

B. DOG AND CAT ANTI-RABIES VACCINATION (Walk-In / On-call Clients)

Description: This service is mandated by the City Ordinance No. 275-2005. The City Veterinary Office conducts campaign against rabies, a fatal disease caused by animal bites.

- WHO MAY AVAIL OF THE SERVICE:** Pet Owners in the City of Lapu-Lapu
- REQUIREMENTS:** Dog and Cat Registration Certificate or Green Card
Note: Dog and cat must be three (3) months old and above
- Fees/Charges:** P75.00/pet - Vaccination Fee, annually
- SCHEDULE OF SERVICE AVAILABILITY:** Monday – Friday: 8:00am – 5:00pm except HOLIDAYS

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	WALK-IN CLIENTS: Present the Registration Certificate or Green Card	Check master list	30 mins	Felix Inot Elenita Laude Romel Degamo
2	Pay corresponding Fees to the City Treasurer's Office & present the Official Receipt to CVO staff	Get a copy of the Official Receipt (OR)	30 mins	Elenita Laude Romel Degamo Jovito Malubay
3	Present Official Receipt to the vaccinator	Administer vaccine to the pet	30 mins	Elenita Laude Romel Degamo Arnel Limpangog Jovito Malubay Teresita Salinas
1	FOR ON-CALL CLIENTS Pay Corresponding Fees to the City Treasurer's Office	Log all requests and arrange the schedule for home service immediately to the field personnel	Response within 3 working days thru call	Elenita Laude Romel Degamo Arnel Limpangog
2	Present Official Receipt with photocopy to CVO staff	Get a copy of the stamped Official Receipt	30 mins	Elenita Laude Romel Degamo
3	Wait for the scheduled date thru call	Call the client and inform of the home service schedule	within 3 working days	Elenita Laude Romel Degamo Arnel Limpangog
1	HOME SERVICE: Fill-up Forms & submit to CVO field staff	Check Entries, Conduct Dog Vaccination	30 mins	Arnel Limpangog Jovito Malubay Teresita Salinas Elenita Laude
2	Get Vaccination Certificate with Tag Number from field staff	Issue Vaccination Certificate with Tag Number	30 mins	Felix Inot Romel Degamo Sandy Rosales
		Record the details in the Dog Registry Book per barangay	30 mins	Felix Inot Romel Degamo Sandy Rosales Evelyn Mante

C. RECEIVING VOLUNTARILY SURRENDERED UNWANTED PETS

Description: This service allows pet owners who no longer want to take care of their pets.

- WHO MAY AVAIL OF THE SERVICE:** Pet Owners in the City of Lapu-Lapu
- REQUIREMENTS:** If Registered, present the Registration Certificate or Green Card
- Fees/Charges:** None
- SCHEDULE OF SERVICE AVAILABILITY:** Monday – Friday: 8:00am – 5:00pm except HOLIDAYS

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	WALK-IN CLIENTS: Present the dog for surrender Fill-up Surrendered Forms Submit accomplished forms to CVO staff	Record the request in the Logbook with all the information of the requesting party / client Secure the accomplished form	30 mins	Elenita Laude Arnel Limpangog Romel Degamo
	If Registered, Surrender the Green Registration Certificate	Check the entries		Arnel Limpangog Romel Degamo Elenita Laude Teresita Salinas
2	Place the dog in the City Pound Cage	Assist the owner in the city pound area	30 mins	Arnel Limpangog Teresita Salinas Jovito Malubay
	FOR ON-CALL CLIENTS Call the City Veterinary Office and state request	Record Transaction and interview the details of the requesting party stating: Name, Address, Contact Number and reason for surrendering, number of dogs, ask for the sketch of the house if needed. Inform the field personnel immediately for the scheduled date	within 20 working days	Elenita Laude Arnel Limpangog Romel Degamo Elenita Laude Arnel Limpangog Romel Degamo

D. ADOPTION OF IMPOUNDED PET/S

Description: This service allows interested parties to adopt dog/s or cat/s which have been impounded and were not claimed by owners

- WHO MAY AVAIL OF THE SERVICE:** General Public
- REQUIREMENTS:** None
- SCHEDULE OF SERVICE AVAILABILITY:** Monday – Friday: 8:00am – 5:00pm except HOLIDAYS
- Fees/Charges:** 1. P75.00 – Registration Fee
2. P75.00 – Vaccination Fee

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Visit the CVO to choose the pet at the City Pound Center and fill-up Adoption Form & Registration Form	Check the filled-up form and evaluate the client	30 mins	Elenita Laude Arnel Limpangog Romel Degamo
2	Pay Corresponding Fees (Registration & Vaccination) to the City Treasurer's Office			
3	Present the Official Receipt to the CVO Staff Wait until your chosen pet is vaccinated and collared and Registration and Vaccination certificate issued	Get a copy of the Official Receipt Register and Vaccinate the dog Issue Registration & Vaccination Certificate and give reading materials on responsible pet ownership	30 mins	Arnel Limpangog Jovito Malubay Elenita Laude Felix Inot Romel Degamo Sandy Rosales Teresita Salinas
		Record in the Dog Registry Book/barangay		Felix Inot Romel Degamo Sandy Rosales
4	Bring your new pet home			

E. CONDUCT DOG IMPOUNDING OPERATIONS OF UNWANTED/STRAY DOGS/CATS

- WHO MAY AVAIL OF THE SERVICE:** Residents in the City of Lapu-Lapu
- REQUIREMENTS:** None
- SCHEDULE OF SERVICE AVAILABILITY:** Monday – Friday: 8:00am – 5:00pm except HOLIDAYS
- Fees/Charges:** Penalty – P500.00/dog claimed

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Visit/Call/Make letter request address to the City Mayor thru: the City Veterinarian	Record request with the client's details: Name, Address, Contact No.	30 mins	Elenita Laude Arnel Limpangog Romel Degamo
2	Wait for the schedule through call/letter reply from the CVO	Schedule Impounding operations	within 20 working days	Elenita Laude Arnel Limpangog Romel Degamo
		Inform the brgy officials about the operation, ask assistance	2-3 days before operations	Arnel Limpangog Elenita Laude Romel Degamo
		Conduct Dog Impounding Operations to stray/roaming pet/s giving priority to unwanted dogs.	within a day	Arnel Limpangog Teresita Salinas
		Place impounded dogs to city pound cages until owners claim within 3-7 days Unclaimed Dogs: Screened for Adoption Purposes	within a day	Arnel Limpangog Teresita Salinas
3	FOR CLAIMED PETS: Visit the Animal Welfare Section: Fill-up Promissory Note with Brgy. Captain's Signature if the owner WAIVE for the payment fee of P500.00/pet	Conduct IEC on responsible pet ownership and penalties on Rabies Program Implementation, give leaflets, etc.	within 1 day	Arnel Limpangog
4	Pay Impounding Fee to the City Treasurer's Office	Get a copy of the Official Receipt	30 mins	Elenita Laude Arnel Limpangog
5	Present the OR to the Impounding Officer	Secure the documents for REGISTRATION & VACCINATION	30 mins	Arnel Limpangog Romel Degamo Teresita Salinas
		Issue Registration and conduct Vaccination to unregistered & unvaccinated pets (Check Dog Registry Book for confirmation)		
	Take your dog home	Release the impounded dogs		

SLAUGHTERHOUSE OPERATIONS

OFFICE OF THE CITY VETERINARIAN PUBLIC HEALTH DIVISION

A. CONDUCT ANTE-MORTEM/POST-MORTEM INSPECTION TO ANIMALS FOR SLAUGHTER

Description: All animals intended for Human consumption shall be brought to the City's slaughterhouse for inspection. This is done to ensure that only healthy animals are slaughtered and those deemed unhealthy are separated and dealt with accordingly.

- WHO MAY AVAIL OF THE SERVICE:** Meat Suppliers/Dealers
- REQUIREMENTS:** 1. Shipping Permit (specifying the origin of the animal), All species
2. Veterinary Health Certificate (specifying that the animal for slaughter is healthy), All species
3. Certificate of Ownership – Large Animals/Goat
- FEES / CHARGES:**
- SCHEDULE OF SERVICE AVAILABILITY:** Daily (including Holidays) 6:00am – 2:00pm
2:00pm – 10:00pm
10:00pm – 6:00am (Night Shift)

Permit Fee to Slaughter	Large Cattle Hogs Goat / Sheep	P 15.00/head P 10.00/head P 10.00/head
Slaughter Fee	Large Cattle Hogs Goat/Sheep All Others	P50.00/head P25.00/head P20.00/head P 2.00/head
Corral Fee	Large Cattle Hogs Goat/Sheep All Others	P25.00/head P20.00/head P20.00/head P10.00/head
Ante-Mortem Inspection Fee	Large Cattle Hogs Goat/Sheep	P20.00/head P10.00/head P 5.00/head
Post-Mortem Inspection Fee	Large Cattle Hogs Goat/Sheep	P40.00/head P35.00/head P15.00/head

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	HOG OWNERS: Present the Veterinary Health Certificate (VHC)/Shipping Permit upon entering the Main Gate	For Hog Animals: Check the documents as to the origin, owner, VHC /Shipping permit, Certificate of Ownership	within a day	Livestock Inspector Lemuel Delavin Jeanehilita Ompad Jovito Malubay assisted by the Security Guard on duty
2	FOR CATTLE/GOAT: VHC/Shipping Permit Certificate of Ownership	Conduct ANTE-MORTEM Inspection to all animals delivered	within a day depending on the no. of animals for slaughter	Lemuel Delavin (Night) Armando Turtoga (Night) Jovito Malubay Jeanehilita Ompad
3	Pay Corresponding Fees to the City Treasurer's Office thru authorize representative	City Treasurer's Office representative will issue Official Receipt	within a day	Edgar Imbong Donny Patalinjog Roland Booc
4	Present animal/s for slaughtering	Conduct Post-Mortem Inspection on Meat and Internal Organs to ensure that meat is safe for human consumption Livestock Scaler- Weigh carcass and record Stamping and Branding of Carcass as "Inspected and Passed" Issue Meat Inspection Certificate (MIC) per carcass Issue Gate Pass to Meat Van Drivers	within a day depending on the no. of animals for slaughter within a day depending on the no. of carcass	Jeanehilita Ompad Jovito Malubay Lemuel Delavin (Night) Armando Turtoga (Night) Sofronia Ybanez Lucia Medio Meat Inspectors Jeanehilita Ompad Jovito Malubay Armando Turtoga (Night) Lemuel Delavin (Night) Sofronia Ybanez Lucia Medio Jeanehilita Ompad Armando Turtoga
5	Meat Van Drivers: Receive and deliver the carcass to its destination.	Guard on Duty Received Gate Pass and check the no. of carcasses carried on the meat delivery van	within 30 mins.	Security Guard