



**CITY VETERINARY OFFICE**

**CITIZEN'S CHARTER**  
2023 (3rd Edition)

## **I. Mandate:**

The Local government Code of 1991 mandated the Veterinary Office to develop plans and strategies, particularly those that have to do with veterinary related activities. The functions of the office are as follows:

1. Advise the mayor on all matters pertaining to the slaughter of animals for human consumption and the regulation of slaughterhouses;
2. Regulate the keeping of domestic animals;
3. Regulate and inspect poultry, milk and dairy products for public consumption;
4. Enforce all laws and regulations for the prevention of cruelty to animals;
5. Take the necessary measures to eradicate, prevent or cure all forms of animal diseases;
6. Be in the frontline of veterinary related activities, such as in the outbreak of highly contagious and deadly diseases and in situations resulting in the depletion of animals for work and human consumption, particularly those arising from and in the aftermath of man-made and natural disasters;
7. Recommend to the sanggunian and advise the mayor on all matters relative to veterinary services, which will increase the number and improve the quality of livestock, poultry and other domestic animals used for work or human consumption, and;
8. Exercise such other powers and perform such other functions as may be prescribed by laws and ordinances.

## **II. Vision:**

A City Veterinary Services contributing to the vision of Olongapo City for a healthy, wealthy and green community.

## **III. Mission:**

To deliver needed veterinary services to community and ably integrating with complementing the national veterinary services programmes in managing animal health threats and associated human risks, implementing sustainable livestock production and ensuring food and nutrition security and peoples' livelihoods, quality and affordable Veterinary services through the application of modern Veterinary technologies, effective implementation of animal, with a strong legislative support.

## **IV. Service Pledge:**

A healthy population of humans and animals.

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**Central/head Office**

**External Services**

**Meat Inspection (Post-Abattoir)**

The inspection of carcasses and parts shall be carried out systematically to ensure the detection of lesion and abnormalities. Only meat and edible offal fit for human consumption shall pass the inspection



<b>Office or Division:</b>	City Meat Inspection Service Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Markets, Meat shops, Supermarkets and other Meat Establishment			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Meat Inspection Certificate (MIC)		City Veterinary Office - City Meat Inspection Service Unit National Meat Inspection Service (NMIS)		
Certificate of Meat Inspection		National Meat Inspection Service (NMIS)		
Meat Handlers Certificate (ID)		City Veterinary Office		
Health Certificate		City Health Office		
Veterinary Certificate/Clearance		City Veterinary Office		
Meat Transport Vehicle		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring carcass meat to single entry loading bay	1. Receive carcass meat	None	1minute/head	City Veterinary Office
2. Wait for the counter checking of meat	2. Counter check carcass meat	None	1minute/head	City Veterinary Office
3. Present Meat Inspection Certificate (MIC)	3. Inspect and evaluate Meat Inspection Certificate	None	2 minute/head	City Veterinary Office
TOTAL		None	4 minute/head	

## Meat Inspection (Abattoir Inspection)

Ante-mortem inspection shall be conducted prior to the slaughter to ensure the protection of consumers and slaughterhouse personnel from zoonotic and/or meat-borne diseases, ensure animal health by monitoring animal diseases and uphold animal welfare practices.



<b>Office or Division:</b>	City Meat Inspection Service Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C Government to Citizen			
<b>Who may avail:</b>	City Slaughterhouse			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Shipping Permit		Bureau of Animal Industry		
Health Certificate		City Health Office		
Veterinary Health Certificate		City Veterinary Office		
Meat Handlers ID		City Veterinary Office		
Meat Transport Vehicle		City Veterinary Office		
Veterinary Clearance		City Veterinary Office		
Negative African Swine Fever Result		Bureau of Animal Industry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Shipping Permit and Vet. Health Certificate	1. Receive live animals and ask for Shipping Permit and Vet Health Certificate	None	1minute/head	City Veterinary Office
2. Present animal for Ante-mortem Examination	2. Ante-mortem Examination of animal	Ante-mortem Fee (Hog/Goat - 6Php); (Cattle/Cara- 11.25Php)	3 minute/head	City Veterinary Office
3. Present carcass meat for Post-mortem Examination	3. Post-mortem Examination of carcass meat	Post-mortem Fee (Hog/Goat - 11.25Php); (Cattle/Cara- 18.75Php)	5 minute/head	City Veterinary Office
4. Present carcass meat for marking	4. Marking of the carcass meat	None	1minute/head	City Veterinary Office
5. Ask and receive Meat Inspection Certificate	5. Issue Meat Inspection Certificate	None	2 minute/client	City Veterinary Office
TOTAL		(Hog/Goat - 17.25); (Cattle/Cara- 30.00)	12 minutes	

## Veterinary Medical Services

Deals with the prevention, diagnosis and treatment of diseases, disorder and injury in animals. And promotes animal welfare by keeping pets healthy and long living.



<b>Office or Division:</b>	Animal Health Care and Disease Control Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents of Olongapo City			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any government Issued ID		
Animal/Pet Patient Record		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring Dog and Cat for treatment	1. Render assistance	None	1minute/head	City Veterinary Office
2. Fill up the Record Book and patient record	2. Animal Protection and Control Officer/verify the record book/patient record	None	1minute/head	City Veterinary Office
3. Subject the Animal for consultation And state the perceived problem of the animal/pet	3. interview the pet owner about the health condition/status of the animal to be vaccinated	None	8 minute/head	City Veterinary Office
4. Wait until the dog is treated	4. Inject AR Vaccine	None	1 minute	City Veterinary Office
	TOTAL	None	11 minutes	

## Anti-Rabies Vaccination

The office shall implement a program to ensure that all animals within the territorial jurisdiction of Olongapo City are vaccinated in accordance with the Code and this IRR. In all cases, the vaccination of animals shall be performed by a duly licensed Veterinarian or a trainee vaccinator under the control and supervision of licensed veterinarian



<b>Office or Division:</b>	Animal Health Care and Disease Control Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents of Olongapo City			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any government Issued ID		
Registration and Vaccination Card		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Bring Dog and Cat for Anti-Rabies Vaccination site	1.Render assistance	None	1minute/head	City Veterinary Office
6. Fill up the Record Book or Form	2. Animal Protection and Control Officer/verify the record book/form	None	1minute/head	City Veterinary Office
7. Collect Payment	3. Payment	30Php	1minute	City Veterinary Office
8. Subject the Animal for consultation	3. interview the pet owner about the health condition/status of the animal to be vaccinated	None	3 minute/head	City Veterinary Office
9. Wait until the dog is vaccinated	4. Inject AR Vaccine	None	1 minute	City Veterinary Office
	TOTAL	30.00	6 minutes	

## Spay and Neuter



The City Veterinary Office shall implement a program to spay and neuter all dogs and cats within the territorial jurisdiction of Olongapo City, particularly owned, possessed, kept as companion animals.



<b>Office or Division:</b>		Animal Health Care and Disease Control Division/Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All residents of Olongapo City		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Identification Card		Any government Issued ID		
Registration and Vaccination Card		City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up registration form	1. Check/Verify the registration Form	None	1 minute	City Veterinary Office
2. The owner will bring the dog/cat to the Veterinarian in charge	2. The Veterinarian will interview the owner of the animal about the health condition of the animal. If the animal is fit the Veterinarian will weigh, inject anesthesia and conduct surgery	None	30 minutes	City Veterinary Office
3. Wait until the dog recovered	3. Issue prescriptions and ensure that the animal is safe condition	None	10 minutes	City Veterinary Office
TOTAL		None	41 minutes	



## **Central/head Office**

### **Internal Services**

## Licensing of Meat Handler/Butcher

Meat Handlers and Butchers are required to register and secure an individual license annually, to ensure their fitness and qualification for the job



<b>Office or Division:</b>	Administrative Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Meat Handler, Meat Cutting Operator, Dresser, Cutter, Vendor, Processor, Meat Dealer and Butcher			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
ID Picture (2x2) and (1x1)				
Health Certificate		City Health Office		
Police Clearance		Olongapo Police Office		
Completion of meat handling and butchers' Seminar		City Veterinary Office		
Proof of payment		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirement	1. Receive and evaluate required documents	None	2 minutes	City Veterinary Office
2. Fill-up Meat Handler's Application Form	2. Check/verify the application form	None	3 minutes	City Veterinary Office
3. Payment	3. Collects payment	150Php	3 minutes	City Veterinary Office
4. Attend seminar	4. Conducts seminar to the applicant/client regarding proper handling of meat	None	30 minutes	City Veterinary Office
5. Claim Meat Handlers Certificate or ID	5. Release the meat handler's ID	None	5 minutes	City Veterinary Office
Total		150.00	43 minutes	

## Renewal of Meat Handler/Butcher

Meat Handlers and Butchers are required to register and secure and individual license annually, to ensure their fitness and qualification for the job



<b>Office or Division:</b>		Administrative Division/Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Meat Handler, Meat Cutting Operator, Dresser, Cutter, Vendor, Processor, Meat Dealer and Butcher		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
ID Picture (2x2) and (1x1)				
Health Certificate		City Health Office		
Old Meat Handlers ID		City Veterianry Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Surrender old Meat handlers/butchers ID	1. Receive and Evaluate old Meat Handlers/Butcher s ID	None	2 minutes	City Veterinary Office
2. Fill up Meat Handlers/ Butchers	2. Check/Verify the Application Form	None	2 minutes	City Veterinary Office
3. Payment	3. Collect Payment	150Php	1 minute	City Veterinary Office
4. Claim Meat Handlers ID	4. Release the Meat Handler's ID	None	5 minutes	City Veterinary Office
	<b>TOTAL</b>	150.00	10 minutes	

## Veterinary Clearance

Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the office, as a condition precedent for the issuance of business permit to operate.



<b>Office or Division:</b>	Administrative Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Meat Shops, Meat Stalls in the markets, Lechon Houses and Stands, Place frequented by ambulant vendors, Supermarkets and Groceries, Pet shops and pet trading, Veterinary clinics, Slaughterhouses, Cold Storages, poultry Dressing Plants, Meat Processing Plants, other similar businesses			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Inspection report submitted by the Meat Inspector		City Veterinary Office		
Health Certificate		City Health Office		
Meat Handler's License		City Veterinary Office		
Veterinary Clearance Fee as indicated in Order of Payment		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Veterinary Clearance Form	1. Check/verify the application form	none	2 minutes	City Veterinary Office
2. Submit complete requirements	2. Check and review the totality of supporting documents	none	3 minutes	City Veterinary Office
3. Payment	3. Collect Payment	500Php	1 minutes	City Veterinary Office
4. Claim Veterinary Clearance	4. Release Veterinary Clearance	none	5 minutes	City Veterinary Office
Total		500.00	11 minutes	

## Renewal of Veterinary Clearance

Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the office, as a condition precedent for the issuance of business permit to operate.



<b>Office or Division:</b>	Administrative Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Meat Shops, Meat Stalls in the markets, Lechon Houses and Stands, Place frequented by ambulant vendors, Supermarkets and Groceries, Pet shops and pet trading, Veterinary clinics, Slaughterhouses, Cold Storages, poultry Dressing Plants, Meat Processing Plants, other similar businesses			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Meat Handler's License		City Veterinary Office		
Photocopy of the Old Veterinary Clearance		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the photocopy of the old Veterinary Clearance	1. Check old Veterinary Clearance and supporting documents	None	2 minutes	City Veterinary Office
2. Fill up Veterinary Clearance Form	2. Check/Verify the application	None	2 minutes	City Veterinary Office
3. Payment	3. Collect Payment	500Php	1 minute	City Veterinary Office
4. Claim Veterinary Clearance	4. Release the Veterinary Clearance	None	5 minutes	City Veterinary Office
TOTAL		500.00	10 minutes	

### Meat Transport Vehicle

Only vehicles registered with the office shall be allowed to transport/deliver meat and meat product to and for and within the City.



<b>Office or Division:</b>		Administrative Division/Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All meat transport vehicle that deliver meat and meat products to and from and with the City.		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
LTO Registration		Land Transportation Office		
Picture of the vehicle (Front, Back, Side and Inside the animal carrier)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the photocopy of the LTO registration and picture of the vehicle	1. Check the documentary requirements	None	1 minute	City Veterinary Office
2. Fill up Meat Transport vehicle Form	2. Check/verify the application	None	2 minutes	City Veterinary Office
3. Payment	3. Collect Payment	250Php	1 minute	City Veterinary Office
4. Claim Meat Transport Vehicle Sticker	4. Release Meat Transport Vehicle Sticker	None	2 minutes	City Veterinary Office
<b>TOTAL</b>		<b>250.00</b>	<b>6 minutes</b>	

## Renewal of Meat Transport Vehicle

Only vehicles registered with the office shall be allowed to transport/deliver meat and meat product to and for and within the City.



<b>Office or Division:</b>		Administrative Division/Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All meat transport vehicle that deliver meat and meat products to and from and with the City.		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
LTO Registration		Land Transportation Office		
Picture of the vehicle (Front, Back, Side and Inside the animal carrier)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the photocopy of the LTO registration and picture of the vehicle	1. Check the documentary requirements	None	1 minute	City Veterinary Office
2. Fill up Meat Transport vehicle Form	2. Check/verify the application	None	2 minutes	City Veterinary Office
3. Payment	3. Collect Payment	250Php	1 minute	City Veterinary Office
4. Claim Meat Transport Vehicle Sticker	4. Release Meat Transport Vehicle Sticker	None	2 minutes	City Veterinary Office
<b>TOTAL</b>		<b>250.00</b>	<b>6 minutes</b>	



## Registration of Meat Establishment

All Meat establishments shall be mandated to secure their registration certificates from the office prior to the issuance of Mayor's/Business permit before they can operate.



<b>Office or Division:</b>	Administrative Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Slaughterhouse, Cold Storage, Meat Processing Plants, Other similar business operating within the territorial jurisdiction of Olongapo City.			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Sanitary Permit				
Picture of the Meat Establishment				
NMIS Accreditation		National Meat Inspection Service		
Veterinary Clearance Fee		City Veterinary Office		
Business Permit		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the Registration Form	1. Check/verify the application	None	2 minutes	City Veterinary Office
2. Submit complete requirements	2. Check and review completeness of supporting documents	None	3 minutes	City Veterinary Office
3. Wait for the ocular inspection and evaluation	3. Ocular inspection and evaluation of Meat Establishments	None	Within 2 weeks upon submission of the complete documents (30minutes)	City Veterinary Office
4. Payment	4. Collect Payment	1000Php	1 minute	City Veterinary Office
5. Claim Meat Establishment Certificate	5. Meat Establishment Certificate	None	5 minutes	City Veterinary Office
TOTAL		1,000.00	2 weeks and 10 minutes	

## Renewal of Registration of Meat Establishment

All Meat establishments shall be mandated to secure their registration certificates from the office prior to the issuance of Mayor's/Business permit before they can operate.



<b>Office or Division:</b>	Administrative Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Slaughterhouse, Cold Storage, Meat Processing Plants, Other similar business operating within the territorial jurisdiction of Olongapo City.			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Sanitary Permit				
Picture of the Meat Establishment				
NMIS Accreditation		National Meat Inspection Service		
Veterinary Clearance Fee		City Veterinary Office		
Business Permit		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the Registration Form	1. Check/verify the application	None	2 minutes	City Veterinary Office
2. Submit the photocopy of the old registration	2. Check and review completeness of supporting documents	None	3 minutes	City Veterinary Office
3. Wait for the ocular inspection and evaluation	3. Ocular inspection and evaluation of Meat Establishments	None	Within 2 weeks upon submission of the complete documents (30minutes)	City Veterinary Office
4. Payment	4. Collect Payment	1000Php	1 minute	City Veterinary Office
5. Claim Meat Establishment Certificate	5. Meat Establishment Certificate	None	5 minutes	City Veterinary Office
TOTAL		1,000.00	2 weeks and 10 minutes	

## Shipping Permit and Veterinary Health Certificate

All animal/s to be transported must have shipping permit and veterinary health certificate to assure that the animal is free from any diseases.



<b>Office or Division:</b>	Administrative Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents of Olongapo City			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Vaccination Record or Card		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirement	Evaluate required document	None	3 minutes	City Veterinary Office
2. Payment	Collect Payment	150Php	1 minute	City Veterinary Office
3. Claim Shipping Permit and Vet. Health Certificate	Release the Shipping Permit and Vet. Health Certificate	None	2 minutes	City Veterinary Office
<b>TOTAL</b>		<b>150.00</b>	<b>6 minutes</b>	

## Mandatory Registration and Dog Tagging

Person shall own, possess keep or harbor any dog aged three (3) months or more within the territorial jurisdiction of Olongapo City unless such does is registered with the Olongapo City Veterinary Office shall issue and registration tag to each registers dog's collar or harness. Any animals subject to registered requirement provided for herein, found to be unregistered, shall be subject to compulsory registration.



<b>Office or Division:</b>		Animal Health Care and Disease Control Division/Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All residents of Olongapo City		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Identification Card		All government issued ID		
Vaccination Record/Card		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring dog/cat for vaccination	1. Render assistance	None	1 minute	City Veterinary Office
2. Fill up the record book/form	2. Check/verify the record book/form	None	1 minute	City Veterinary Office
3. Submit dog/cat for registration and dog tagging	3. Interview the pet owner about the health condition of the animal	30Php	5 minute	City Veterinary Office
4. Wait until the dog/cat is registered and tagged	4. Inject anti-rabies Vaccine	None	1 minute	City Veterinary Office
<b>TOTAL</b>		<b>30.00</b>	<b>8 minutes</b>	

## Redemption of Impounded Animals

The Office is hereby authorized to impound any stray, feral and confiscated animals within the territorial jurisdiction of Olongapo City. In order to obtain the release of an impounded animal the owner, he/she shall provide proof of ownership of the animal/s, register the animal if not registered, and pay One Hundred Fifty Pesos (150Php) plus additional of Twenty Five Pesos (25Php) per day to cover the cost of impoundment and maintenance.



<b>Office or Division:</b>	City Pound Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents of Olongapo City			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Identification Card		All government issued ID		
Vaccination Record/Card		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a gate pass the City Pound area	1. Issue a gate pass for person/s reddeming their animal	None	2 minutes	City Veterinary Office
2. Identify the apprehended animal	2. Render assistance	None	3 minutes	City Veterinary Office
3. Issuance of Order of payment	3. Collect payment at the City Treasury Office	150Php plus 25Php additional per day	15 minutes travel time from Gordon Hts to City Hall	City Veterinary Office
4. Redeem the impounded animal	4. Release the animals and give anti-rabies vaccine if not vaccinated	None	3 minutes	City Veterinary Office
<b>TOTAL</b>		150Php plus 25Php additional per day	23 minutes	

## Adoption of Animals

The Veterinarian assigned to the Olongapo City Pound by the Office shall screen all potential adopters that they possess the capability to care for the animal sought to be adopted in accordance with this Code, this IRR and all applicable laws and regulations.



<b>Office or Division:</b>	City Pound Division/Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents of Olongapo City			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Identification Card		All government issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure gate pass from the front desk	1. Assist the applicant/client	None	1 minute	City Veterinary Office
2. Choose an animal at the pound site	2. Assess, evaluate and determine the person's capability and fitness to adopt the animal	None	5 minutes	City Veterinary Office
3. Fill up the adoption form at the office	3. Receive adoption form file up by the applicant and submit to the city pound Veterinarian for final assessment	None	3 minutes	City Veterinary Office
4. Fill up vaccination record and card	4. Vaccinate the animal against rabies	None	2 minutes	City Veterinary Office
5. Claim the animal adopted	5. Release the animal along with along with legal documents	None	2 minutes	City Veterinary Office
TOTAL		None	13 minutes	