

# Provincial Veterinary Office



## 1. Walk-in Veterinary Services and Technical Assistance

To protect both animals and the human populace, the Provincial Veterinary Office provides basic veterinary services such as consultation, treatment, vaccination, deworming, supplementation and technical assistance to walk-in clients. The services are provided to all clients in order to augment the lack of licensed veterinarians in the various municipalities.

<b>Office or Division:</b>	Provincial Veterinary Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen , G2B-Government to Business Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Request Form (1 original)		PROVET – Administrative Officer		
Client Consultation Form (1 original)		PROVET – Administrative Officer		
Client Satisfaction Survey Form (1 original)		PROVET – Administrative Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Client Request Form (CRF) from Frontdesk officer	1. Provide CRF to the client	None	5 minutes	Administrative Officer
2. Fill-up and Return CRF to Frontdesk officer for initial assessment	2.1 Refer CRF to concerned personnel 2.2 Accomplish Client consultation Form and refer to concerned personnel	None	5 minutes	Administrative Officer
3. Present the patient / discuss details of concern (for technical assistance)	3.1 Attend to patient/client 3.2 Provide treatment or technical assistance 3.3 Provide post-treatment instructions / follow-up	None	15 minutes	Veterinarians / Technical Staff
4. Evaluate service rendered using Client Satisfaction Survey Form (CSSF)	4. Receive accomplished CSSF and submit to Performance Management Team	None	5 minutes	Administrative Officer
			<b>30 minutes</b>	

## 2. Elective Veterinary Services and Technical Assistance

To further assist local government units and other livestock raisers in the province, certain veterinary services are provided *as scheduled*. Mass Rabies vaccination, large animal castration, spay and neuter services, estrus synchronization and artificial insemination, epidemiological surveillance and veterinary medical mission, among others, are considered elective. These services require logistics, extensive evaluation of manpower and resources and close coordination with local government units and other organized groups prior to conduct of activities.

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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen , G2B-Government to Business Entity, G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (1 original or 1 e-mail)		PROVET – Administrative Officer		
Proposed itinerary (1 original or 1 e-mail)		Requesting party (LGU, Organized groups, Individual)		
Client Satisfaction Survey Form (1 original)		PROVET – Technical Staff (on-site)		
Monitoring and Feedback Form (1 original or 1 e-mail)		PROVET – Technical Staff (on-site)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of request to PROVET through: A. e-mail : <a href="mailto:provnet_ormdo@yahoo.com">provnet_ormdo@yahoo.com</a>  B. PROVET Frontdesk  <i>* letter must be addressed to the Provincial Governor, for the Attention of the Provincial Veterinarian</i>  <i>* letter must contain inventory of animals to be served</i>	1.1 Acknowledge receipt of request  1.2 Forward request to Division Heads for assessment	None	10 minutes	PROVET – Administrative Officer

2. Coordinate and confirm logistics with PROVET  <i>* Ensure coordination with local counterparts (barangay officials, technicians) as needed</i>	2.1 Discuss logistics (supplies, resources, schedule) with client  2.2 Finalize and confirm plans with client	None	5 days	PROVET – Division Chiefs
3. Provide assistance during the conduct of the service	3. Provide the service needed	None		PROVET – Veterinarians / Technical Staff
4. Evaluate service rendered using Client Satisfaction Survey Form (CSSF) and return to Provet Staff	4. Receive accomplished CSSF and submit to Performance Management Team	None	30 minutes	PROVET – Technical Staff
5. Conduct post-service / treatment monitoring and feedback	5. Provide follow-up as needed		30 minutes	PROVET – Division Chiefs
			<b>5 days, 1 hour, 10 minutes</b>	

### 3. Veterinary Health Certificate

The Veterinary Health Certificate is issued to animals raisers as requirement for transport, slaughter and other processes and transactions which require the establishment of the current health status of their animal/s.

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<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Client Request Form (1 original)		PROVET Office – Administrative Officer PORT Animal Quarantine Office – Provincial Quarantine Personnel	

<b>For dogs and cats :</b>				
Vaccination certificate for Rabies (1 original)		Licensed Veterinarian		
<b>For livestock and poultry :</b>				
1. Municipalities without Government Veterinarians : Animal Inspection Certificate (1 original)		Municipal Agriculture Office		
2. Municipalities with Government Veterinarians Veterinary Health Certificate (1 original )		Mayor's Office, Municipal Agriculture Office		
3. For farms with Private licensed veterinarians Veterinary Health Certificate (1 original )		Licensed Farm Veterinarian		
4. Negative blood test results for economically important diseases (1 original, 1 photocopy)		DA-Regional Animal Disease Diagnostic Laboratory DA- Bureau of Animal Industry		
5. Vaccination certificate (1 original, 1 photocopy)		Licensed Veterinarian – Private or Government		
6. Certificate of Farm Accreditation (1 original, 1 photocopy)		DA- Bureau of Animal Industry – Animal Health and Welfare Division		
Payment Slip		PROVET Office – Technical Staff PORT Animal Quarantine Office – Provincial Quarantine Personnel		
Official Receipt (1 original)		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and submit Client Request Form (CRF) from PROVET Front desk officer (office) or PROVET Quarantine Personnel (Ports)	1.1 Provide CRF to the client 1.2 Endorse request to Veterinarian	None	5 minutes	Front desk officer (office) or Quarantine Personnel (Ports)
2. Present animal/s together with the required documents to Veterinarians (office) or Quarantine Personnel (Ports) for assessment and verification	2.1 Receive the required documents and check for completeness and correctness  2.2 Assess fees to be paid and issue payment slip if all requirements are complied with	Per Head (hd) :  Dog and cat: PHP 20  Pigs, Goat, Sheep:	15 minutes	PROVET – Veterinarians / Technical staff (office) or PROVET - Quarantine Personnel (Ports)

	2.3 Conduct animal inspection	<p>PHP 10</p> <p>Cattle, Carabao : PHP 20</p> <p>Poultry: DOC: PHP 0.10 Other : PHP 1 Gamefowl PHP 20</p> <p>Ducks: 1-500 heads : PHP 1/hd</p> <p>501-1000 heads: PHP 800 1001-2000 heads : PHP 1000</p> <p>2001 heads and above: PHP 1500</p>		
3. Pay the Required Fees and secure Official Receipt from the Provincial Treasurer's Office. * Official receipt must be returned to PROVET for the release of the certificate.	3.1 Check the Official Receipt 3.2 Issue the Veterinary Health Certificate	None	10 minutes	PROVET – Veterinarians / Technical Staff
			<b>30 minutes</b>	

#### 4. Other Support Services

Trainings, orientation, lectures, seminars, animal dispersal and technical assistance to various livestock projects are among the other services the department provide to all clients in order to ensure animal health and provide support in the whole production process.

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<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (1 original or 1 e-mail)		PROVET – Administrative Officer		
For animal dispersal to LGUs and organized groups: Project design/ Implementation plan (1 original )		Requesting LGU / Organized group		
Notarized Contract of Dispersal (1 original, 2 photocopies)		Requesting party (LGU, Organized groups, Individual)		
Requisition Issuance Slip (RIS)		PROVET – Technical Staff		
Client Satisfaction Survey Form (1 original)		PROVET – Technical Staff		
Monitoring and Feedback Report		Client / Beneficiary (LGU, Organized groups, Individual)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of request to PROVET through: A. e-mail :  provet_ <a href="mailto:ormdo@yahoo.com">ormdo@yahoo.com</a> B. PROVET Frontdesk  * letter must be addressed to the Provincial Governor, for the Attention of the Provincial Veterinarian	1.1 Acknowledge receipt of request  1.2 Forward request to Division Heads for assessment	None	10 minutes	PROVET – Administrative Officer

2. Fill-up Consultation form and provide specific details of request	2. Discuss with the clients the list of requirements	None	30 minutes	PROVET – Veterinarians, Technical Staff
3. Submit the required documents to PROVET Division heads for assessment. * For animal dispersal to LGUs and organized groups, must submit project design or implementation plan	3. Receive the required documents and check for completeness and correctness	None	1 day	PROVET – Division Chiefs
4. Coordinate and confirm logistics (supplies, resources, schedule of inspection) with PROVET	4. Discuss logistics (supplies, resources, schedule) with client  * For animal dispersal projects, actual inspection of site is scheduled  *For animal dispersal projects, provide client with Contract of Dispersal and Requisition and Issue Slip (RIS)	None	3 days	PROVET – Veterinarians, Technical Staff
5. For animal dispersals: Sign Contract of Dispersal and Requisition and Issue Slip (RIS) * must return RIS and Notarized Contract of Dispersal to Provot Technical Staff	5. Provide the service requested	None		PROVET – Veterinarians / Technical Staff

6. Evaluate service rendered using Client Satisfaction Survey Form (CSSF) and submit to Provet Technical Staff	6. Receive accomplished CSSF and submit to Performance Management Team	None	30 minutes	PROVET – Technical Staff
7. Report post-service monitoring and feedback through phone, email, or writing	7. Provide follow-up as needed	None	30 minutes	PROVET – Veterinarians / Technical Staff
			<b>4 days, 1 hour 40 minutes</b>	