



Provincial Veterinary Office

External Services



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. Services are available from Monday to Friday.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen , G2B-Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Request Form (1 original)		Provincial Veterinary Office Administrative Aide II Agricultural Technician		
2. Client Consultation Form (1 original)				
3. Client Satisfaction Survey Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Client Request Form (CRF) from Frontdesk officer	1. Provide CRF to the client	None	5 minutes	Administrative Aide II Agricultural Technician Provincial Veterinary Office
2. Fill-up and Return CRF to Frontdesk officer for initial assessment	2. Refer CRF to concerned personnel 2.1 Accomplish Client consultation Form and refer to concerned personnel	None	5 minutes	Administrative Aide II Agricultural Technician Provincial Veterinary Office
3. Present the patient / discuss details of concern (for technical assistance)	3. Attend to patient/client	None	15 minutes	Veterinarian IV Agricultural Technician



4. Receive veterinary services and/or technical assistance	4. Provide treatment or technical assistance 4.1 Provide post-treatment instructions / follow-up	None		Provincial Veterinary Office
5. Evaluate service rendered using Client Satisfaction Survey Form (CSSF)	5. Receive accomplished CSSF and submit to Performance Management Team	None	5 minutes	Administrative Officer Provincial Veterinary Office
	TOTAL	None	30 minutes	

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. Upon confirmation, services are rendered between Mondays through Fridays.

Office or Division:	Provincial Veterinary Office	
Classification:	Complex	
Type of Transaction:	G2C- Government to Citizen , G2B- Government to Business Entity, G2G- Government to Government	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Letter of Request (1 original or 1 e-mail)	Provincial Veterinary Office – Administrative Officer
	2. Proposed itinerary (1 original or 1 e-mail)	Requesting party (LGU, Organized groups, Individual)
	3. Client Satisfaction Survey Form (1 original)	Provincial Veterinary Office – Agricultural Technician



4. Monitoring and Feedback Form (1 original or 1 e-mail)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to PROVET through: A. e-mail : provnet_ormdo@yahoo.com 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. Acknowledge receipt of request and forward to Department Head for assessment	None	10 minutes	Administrative Officer Provincial Veterinary Office
2. Coordinate and confirm logistics with PROVET <i>* Ensure coordination with local counterparts (barangay officials, technicians) as needed</i>	2. Discuss logistics (supplies, resources, schedule) with client 2.1 Finalize and confirm plans with client	None	5 days	Veterinarian IV Agriculturist I Provincial Veterinary Office
3. Render service and/or technical assistance	3. Provide the service needed	None		
4. Evaluate service rendered using Client Satisfaction Survey Form	4. Receive and consolidate accomplished CSSF	None	30 minutes	Veterinarian IV Agricultural Technician



(CSSF) and return to Provet Staff				Provincial Veterinary Office
5. Conduct post-service / treatment monitoring and feedback	5. Provide follow-up as needed	None	30 minutes	
	TOTAL	None	5 days, 1 hour, 10 minutes	

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. Issuance of Veterinary Health Certificate at the Provincial Veterinary Office is from Monday to Friday, office hours. At the Animal Quarantine Offices at the Ports, the service is available 24/7, from Monday to Sunday.

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Type of Transaction:	G2C- Government to Citizen , G2B-Government to Business Entity, G2G- Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS *		WHERE TO SECURE
Client Request Form (1 original)		Provincial Veterinary Office – Agriculturist 1 PORT Animal Quarantine Office – Provincial Quarantine Personnel
For dogs and cats :		
Vaccination certificate for Rabies (1 original) *		Licensed Veterinarian

For livestock and poultry :	
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	Licensed Farm Veterinarian



Veterinary Health Certificate (1 original) *				
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		Provincial Veterinary Office – Technical Staff PORT Animal Quarantine Office – Provincial Quarantine Personnel		
Official Receipt (1 original)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit Client Request Form (CRF) from PROVET Front desk officer (office) or PROVET Quarantine Personnel (Ports)	1. Provide CRF to the client 1.1 Endorse request to Veterinarian	None	5 minutes	Agriculturist 1 Administrative Aide II Provincial Veterinary Office Quarantine Personnel Provincial Ports
2. Present animal/s together with the required documents to Veterinarians (office) or Quarantine Personnel (Ports) for assessment and verification *	2. Receive the required documents and check for completeness and correctness 2.1 Assess fees to be paid and issue payment slip if all requirements are complied with 2.2 Conduct animal inspection		15 minutes	Provincial Veterinarian Veterinarian IV Provincial Veterinary Office Quarantine Personnel Provincial Ports



<p>3. Pay the Required Fees and secure Official Receipt from the Provincial Treasurer's Office.</p> <p>* Official receipt must be returned to PROVET for the release of the certificate.</p>	<p>3. Check the Official Receipt</p>	<p>Per Head (hd) :</p> <p>Dog and cat: PHP 20</p> <p>Pigs, Goat, Sheep: PHP 10</p> <p>Cattle, Carabao : PHP 20</p> <p>Poultry: DOC: PHP 0.10 Other : PHP 1 Gamefow I 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>	<p>5 minutes</p>	<p>Agriculturist I Agricultural Technician Provincial Veterinary Office</p> <p>Quarantine Personnel Provincial Ports</p>
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4. Receive Veterinary Health Certificate	4. Issue Veterinary Health Certificate	None	10 minutes	Veterinarian IV Agriculturist I Agricultural Technician Provincial Veterinary Office Quarantine Personnel Provincial Ports
TOTAL			35 minutes	

****As per latest issuance and policies of the Department of Agriculture and Bureau of Animal Industry***

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. Services are rendered between Mondays to Friday, as per agreed schedule with requesting party

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Type of Transaction:	G2C- Government to Citizen , G2B-Government to Business Entity, G2G- Government to Government	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.	Letter of Request (1 original or 1 e-mail)	Provincial Veterinary Office – Administrative Officer
2.	For animal dispersal to LGUs and organized groups: Project design/ Implementation plan (1 original)	Requesting LGU / Organized group
3.	Notarized Contract of Dispersal (1 original, 2 photocopies)	Requesting party (LGU, Organized groups, Individual)
4.	Requisition Issuance Slip (RIS)	Provincial Veterinary Office – Administrative Officer
5.	Client Satisfaction Survey Form (1 original)	
6.	Monitoring and Feedback Report	Client / Beneficiary (LGU, Organized groups, Individual)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a letter of request to PROVET through:</p> <p>A. e-mail : proviet_ormdo@yahoo.com</p> <p>B. PROVET Frontdesk</p> <p>* letter must be addressed to the Provincial Governor, for the Attention of the Provincial Veterinarian</p>	<p>1. Acknowledge receipt of request and forward to Department Head for assessment and assignment</p>	None	10 minutes	<p>Administrative Aide II</p> <p>Provincial Veterinary Office</p>
<p>2. Fill-up Consultation form and provide specific details of request</p>	<p>2. Discuss with the clients the list of requirements</p>	None	30 minutes	<p>Agriculturist I Agricultural Center Chief I</p> <p>Provincial Veterinary Office</p>
<p>3. Submit the required documents to PROVET Division heads for assessment.</p> <p>* For animal dispersal to LGUs and organized groups, must submit project design or implementation plan</p>	<p>3. Receive the required documents and check for completeness and correctness</p>	None	1 day	<p>Agriculturist I Agricultural Center Chief I</p> <p>Provincial Veterinary Office</p>
<p>4. Coordinate and confirm logistics</p>	<p>4. Discuss logistics</p>	None	3 days	<p>Veterinarian IV Agriculturist I</p>



(supplies, resources, schedule of inspection) with PROVET	(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)			Agricultural Center Chief I Provincial Veterinary Office
5. For animal dispersals: a. Receive /undergo required training or seminar. b. Sign Contract of Dispersal and Requisition and Issue Slip (RIS) * must return RIS and Notarized Contract of Dispersal to Provet Technical Staff	5. Provide the service requested	None		Veterinarian IV Agriculturist I Agricultural Center Chief I Provincial Veterinary Office
6. Evaluate service rendered using Client Satisfaction Survey Form (CSSF) and submit to Provet Technical Staff	6. Receive and consolidate accomplished CSSF	None	30 minutes	Administrative Officer Provincial Veterinary Office
7. Report post-service monitoring and feedback	7. Provide follow-up as needed	None	30 minutes	Veterinarian IV Agriculturist I



through phone, email, or writing				Agricultural Center Chief I Provincial Veterinary Office
	TOTAL	None	4 days, 1 hour 40 minutes	