

**PROVINCE OF MISAMIS OCCIDENTAL
PROVINCIAL VETERINARY OFFICE**

CITIZEN'S CHARTER

Frontline Service: **ANIMAL DISEASE TREATMENT**
Schedule of Availability of the Service: MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break
Who may avail of the Service: Livestock/poultry farmers of the Province of Misamis Occidental
What are the requirements: None
Duration: 22 minutes (Small Animals: dog, swine, sheep, poultry)
Depending on the distance of the client's farm (Large Animals: carabao, cattle, horse)

HOW TO AVAIL OF THE SERVICE:

a. SMALL ANIMALS (Dog, swine, sheep, poultry)

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1	Walk – in clients - if dog...	<ul style="list-style-type: none"> • Record the name, address of the client. • Interview the client & record the needed information/data of the sick animal/specie • Conduct physical check-up of the animal & record clinical signs 	5 minutes	Officer of the day Veterinarian	None	Record book
2	Assist the service provider in the performance of the treatment	Perform the treatment if needed vaccine or medicine is available	5 minutes	Officer of the day	None	
	Buy prescribe Veterinary medicine	If vaccine or veterinary medicine is not available, issue prescription of the medicine needed for treatment	5 minutes	Officer of the day Veterinarian		
3	Give purchased veterinary medicine to the veterinarian or Officer of the day	Administer the treatment especially if its injectable	5 minutes	Officer of the day Veterinarian	None	
4.	After treatment, the animal is released by the veterinarian	Advise client for proper care and management of the treated animal, monitor its condition, and release the animal.	2 minutes	Officer of the day	None	
END OF TRANSACTION						

b. LARGE ANIMALS (Carabao, Cattle, Horse)

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1	Walk – in clients Fill-up logbook for request of treatment	- Record the name, address of the client. - Interview & record the needed information/data of the sick animal /specie	5 minutes	Officer of the day	None	Record book
2	Assist the service provider in the performance of the treatment	- If vaccine or veterinary medicine is available, perform treatment at the client’s farm - If not available, prescribe needed veterinary medicine.	Depends on farm distance	Veterinarian or Agriculturist II	None	
	Buy prescribed veterinary medicine	- If vaccine or veterinary medicine is already purchased, administer it at the client’s farm	Depends on farm distance	Veterinarian or Agriculturist II	None	
3	Give purchased veterinary medicine to the veterinarian or his staff	Conduct treatment, and advice client to monitor the treated animal - monitor the treated animal	Depends on farm distance	Veterinarian or Agriculturist II	None	
END OF TRANSACTION						

Frontline Service:**ANIMAL DISPERSAL****Schedule of Availability of the Service:**

Monday to Friday
8:00 am to 5:00 pm without noon break

Who may avail of the Service:

Residents of the Province of Misamis Occidental

What are the Requirements:

1 pc. 2x2 ID picture; Residence Certificate for current year; contact number

Duration:

One day and 31 minutes. However, it is depending on the availability of the Governor.

HOW TO AVAIL OF THE SERVICE:

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1	Submit letter of intent if there is for the dispersal program For walk-in clients: Express his/her intent to avail for the dispersal program	Provide information regarding the animal dispersal program; Provide the Dispersal Contract Form and explain its content Coordinate w/ ACC at MOABC, or Head of MOEDRC on the availability of the animal and tell the client when the animal shall be released.	10 minutes	Officer of the day		None
2	Fill up the Dispersal Contract Form and submit to the Officer of the Day	File and record the filled - up Dispersal Contract to the logbook Provide list of requirements to the client to be complied with	3 minutes	Officer of the day		None
3	Comply with the requirements and submit to PVO	Accept, review and file requirements for approval of the Governor.	3 minutes	Officer of the day		None
4	Wait for advice if contract has been approved by the Governor and the availability of the livestock for release.	Facilitate approval of the contract by the Governor. When approve, advice client to get the animal applied for: when to get, and where to get.	1 day (Upon availability of the Governor)	Officer of the day		None
5	If approved: Pick up the availed	Check the name of the client and its scheduled for	5 minutes	Commodity		None

	livestock from the commodity center, with the advice through text message.	release. Let the client sign on the logbook for the release of the livestock.		Center In-Charge		
6	Accept the livestock availed. Participate in the basic orientation conducted by the releasing in-charge.	Orient the client on the basics of livestock raising.	10 minutes	Commodity Center In-Charge		
END OF TRANSACTION						

FRONTLINE SERVICE:

Schedule of Availability of the Service:

Who may avail of the Service:

What are the Requirements:

Duration:

ANIMAL DISPERSAL

MONDAY TO FRIDAY

8:00 am to 5:00 pm without noon break

Livestock farmers of the province

1. 1 pc. 2x2 ID picture
2. Residence Certificate for current year
3. Contact number

One day and 31 minutes. However, it is depending on the availability of the Governor.

HOW TO AVAIL OF THE SERVICE:

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1	Submit letter of intent if there is for the dispersal program For walk-in clients: Express his/her intent to avail for the dispersal program	Provide information regarding the animal dispersal program; Provide the Dispersal Contract Form and explain its content Coordinate w/ ACC at MOABC, or Head of MOEDRC on the availability of the animal and tell the client when the animal shall be released.	10 minutes	Officer of the day	None	Dispersal Contract
2	Fill up the Dispersal Contract Form and submit to the Officer of the Day	File and record the filled - up Dispersal Contract to the logbook	3 minutes	Officer of the day	None	Dispersal Contract

		Provide list of requirements to the client to be complied with				
3	Comply with the requirements and submit to PVO	Accept, review and file requirements for approval of the Governor.	3 minutes	Officer of the day	None	Dispersal Contract
4	Wait for advice if contract has been approved by the Governor and when the animal applied for is available for release.	Facilitate approval of the contract by the Governor. When approve, advice client to get the animal applied for: when to get, and where to get.	1 day (Upon availability of the Governor)	Officer of the day	None	
5	If approved: Pick up the availed animal from the commodity center, with the advice through text message.	Check the name of the client and its schedule for release. Let the client sign on the logbook for the release of the animal.	5 minutes	Commodity Center In-Charge	None	
6	Accept the animal availed. Participate in the basic orientation conducted by the releasing in-charge.	Orient the client on the basics of animal raising.	10 minutes	Commodity Center In-Charge	None	
END OF TRANSACTION						

FRONTLINE SERVICE:**Schedule of Availability of the Service:****ANIMAL HEALTH SERVICES**

MONDAY TO FRIDAY

8:00 am to 5:00 pm without noon break

Who may avail of the Service:

Livestock/poultry farmers province wide

What are the Requirements:

None

Duration:

Castration – 1 hr. & 8 minutes

Deworming/Vitamins administration- 22 minutes

HOW TO AVAIL OF THE SERVICE:

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1. CASTRATION						
1	Client will visit PVO and request for castration services	Let the client sign in the log- book	1 minute	Officer of the day	None	Record book
2	Give information on the status of the animal to be castrated	Conduct interview with the client on the status of the animal to be castrated	5 minutes	Officer of the day	None	
		Give prescription on the needed medicines and supplies for castrations	1 minute			
		Give specific date on the actual castration	1 minute			
3	Prepare and Purchase the prescribed medicines and supplies needed for the castration and wait for the actual castration schedule	Wait for the actual schedule			None	
4	Assist in the actual castration and provide the necessary medicines and supplies	Conduct actual castration	30 minutes (excluding travel time)	Agriculturist II	None	
5	Observe the condition of the animal castrated	Conduct monitoring visit after 1 day	30 minutes (excluding travel time)	Agriculturist II	None	
END OF TRANSACTION						

2. DEWORMING/VITAMIN ADMINISTRATION:						
1	Client will visit PVO and request technical assistance	Let the client sign in the log -book	1 minute	Officer of the day	None	
2	Give information on the status of the animal	Conduct interview with the client on the status of the animal	5 minutes	Officer of the day	None	
3	Take note of the findings and recommendation on what to do.	Give findings and recommendations on what to do.	1 minute	Officer of the day	None	
4	Prepare and purchase prescribed medicines and supplies for deworming or vitamin administration	If needs deworming: Give prescription on the needed medicines and supplies for deworming If needs vitamin administration: Give prescription on the needed medicines and supplies for vitamin administration	1 minute	Officer of the day	None	
5	Perform the actual deworming Wait for the scheduled date	For deworming: Give specific instruction on the deworming for the client to administer. For vitamin administration: Give specific date on the actual vitamin administration	3 minutes 1 minute	Officer of the day	None	
5	Assist in the actual vitamin administration	Conduct vitamin administration	10 minutes (excluding travel time)	Agriculturist II	None	
END OF THE TRANSACTIONS						

FRONTLINE SERVICE:**Schedule of Availability of the Service:****ISSUANCE OF VETERINARY SHIPPING PERMIT**

MONDAY TO FRIDAY

8:00 am to 5:00 pm without noon break

Who may avail of the Service:

1. Livestock /poultry farmers who travel/transport animals to outside of the province.
2. Livestock/poultry middlemen who transport/supply animals, animal products/by-products going out of the province.

What are the Requirements:

1. Certificate of Vaccination (dog)
2. Certificate of Ownership (large livestock)
3. Certificate of Transfer of Ownership (large livestock)
4. Registration Certificate (large livestock)

Duration:

31 minutes

HOW TO AVAIL OF THE SERVICE:

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity	Person In Charge	Fees	Forms
1	Request for issuance of permit a. Present Vaccination Certificate of dog; b. Present Certificate of ownership for owned large livestock; c. Present Certificate of Transfer if large livestock is newly procured.	Receives and check certificate and record data of the animal.	5 minutes	Officer of the day	None	None
2	Receives order of payment and proceed to PTO for payment.	Issue order of payment	10 minutes	Officer of the day – PTO Cashier-PTO	Carabao – 100.00 Cattle – 100.00 Pig – 30.00 Chicken 10.00/hd	Official Receipt
3	Back to PVO and present O.R.	Check O.R and prepare Veterinary permit	15 minutes	Officer of the day		
4	Receives Veterinary Permit	Release Veterinary Permit	1 minute	Officer of the day		
END OF TRANSACTION						

FRONTLINE SERVICE:**ANTI- RABIES VACCINATION****Schedule of Availability of the Service:**

MONDAY TO FRIDAY

8:00 am to 5:00 pm without noon break

Who may avail of the Service:

Dog/Pet owners province-wide

What are the Requirements:

None

Duration:

Depending on the distance of the Farm

21 minutes if dog/pet is brought at the PVO

HOW TO AVAIL OF THE SERVICE:

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1	Bring his/her dog/pet at PVO and fill-up logbook	Check vaccination certificate of the dog/pet if there's any, stating data of dog/pet (its name, age, color, and the owner's name). if no vaccination certificate, record data of dog/pet and client's name and address.	7 minutes	Officer of the day and/or Farm Worker 2	None	Certificate of Vaccination
2	Know the basic requirements of dog/pet vaccination	Inform the client of the basic requirements of dog/pet vaccination	2 minutes	Officer of the day and/or Farm Worker 2	None	None
3	Wait for the appropriate action by the service provider	Check the availability of vaccine and its viability	2 minutes	Officer of the day and/or Farm Worker 2	None	None
4	Assist the service provider in the administration of the vaccination	Administer rabies vaccination if qualification data is viable for both the dog/pet and the vaccine.	5 minutes	Officer of the day and/or Farm Worker 2	None	None
5	Receives the dog and Certificate of vaccination	Issuance of Certificate of Vaccination (CV), Provide client copy of CV, and advice him for proper care and management of hi/hers dog/pet and release the dog.	5 minutes	Officer of the day and/or Farm Worker 2	None	None
END OF TRANSACTION						

Frontline Service: **ARTIFICIAL INSEMINATION (A.I.) FOR RUMINANT ANIMALS (Cattle, Carabao, Goat and Sheep)**

Schedule of Availability of the Service: MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break

Who may avail of the Service: Livestock (large & small ruminants) farmers in province

What are the Requirements: Contact Numbers/ Contact Information

Duration: 1.5 days and 24 minutes

HOW TO AVAIL OF THE SERVICE:

STEPS	CLIENT	SERVICE PROVIDER	Duration of Activity (Under normal circumstances)	Person In Charge	Fees	Forms
1	Walked –in client visit the office and give information on the status of the animal.	Let the client sign in the logbook Conduct interview with the client and analyze the status of his/her animal. Record the data on the logbook Give recommendations based on the information given by the client.	Five (5) minutes	Officer of the Day	None	Record book
2	If the animal is in-heat: Escort A.I. Tech. to the farm & prepare breeding chute. Assist in the things needed like hot water, & basin for the sterilization of A.I materials	Check the availability of the semen at breeding center. Supervise chute preparation. Prepare materials needed in the conduct of A.I. to the animal in-heat (it must be within 19 hrs. from start of estrus).	2 minutes if in the office; 1 hr if in other breeding centers 15 minutes (excluding travel time to the area)	Agriculturist II and/or A.I Technician/ Coordinator	None	None

	If not in heat: Follow advice given by the A.I technician	Give advice to the client to further observe the condition of the animal.	2 minutes			
3	Observe whether the animal got pregnant (if not "recycled" after 18-21 days from A.I)	Monitor client if his/her animal "recycled" or not	Half day on the 18 th and 21 st day	Agriculturist II and/or A.I Technician/ Coordinator	None	None
4	Monitor his/her animal's pregnancy: Cattle: 270 days Carabao: 310 days Goat/sheep: 150 days	If after 18-21 days from conduct of A.I, the animal didn't recycle, its declared pregnant. Prescribe the client to purchase calcium supplement for his/her animal to be taken for the entire period of pregnancy. It is for bone development of the offspring while still at pregnancy period.	Half day every month	Agriculturist II/ A.I Technician/ Coordinator	None	None
5	Inform A.I Technician on pregnancy updates	Monitor and assist delivery	Half day on the scheduled date	Agriculturist II/ A.I Technician/ Coordinator	None	None

END OF TRANSACTIONS