



# CITIZEN'S CHARTER

## PROVINCIAL VETERINARIAN'S OFFICE

*Vision: We envision Cebu as a premier hub of culture and heritage, tourism, education, and trade and industry, with healthy and happy families living in a vibrant globally-competitive and innovative-driven economy supported by climate-smart infrastructure and thriving in a peaceful, resilient, and sustainable ecosystem led by proactive, corruption-intolerant, responsive governance, and God-centered leaders.*

*Mission: We commit to deliver efficient professional services, appropriate legislation, effective stakeholders cooperation and good governance that result in sustainable generation and equitable allocation of resources adapting to changing environment and better quality of life for all.*

### FRONTLINE SERVICES:

- Issuance of Veterinary Health Certificate
- Anti-Rabies Vaccination for Pets
- Veterinary and Livestock/Poultry Consultation
- Animal Disease Diagnosis and Laboratory Analysis
- Liquid Nitrogen Production
- Insurance of Livestock and Livestock Farmers

**TYPE OF SERVICE:** Issuance of Veterinary Health Certificate

**DOCUMENTARY REQUIREMENTS:** Health record/ credential of livestock/animals

**WHO MAY AVAIL OF THE SERVICE:** Livestock/Poultry Handlers, Traders, Farm Owners

### HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Present the required document	Verify the document & other details.	3 mins.	None	Veterinarian-on-duty
2	Fill up the Animal Livestock Record Book	Record Animal Information	3 mins.	None	Veterinarian-on-duty
3	Present the animal for check-up	Assess animal fit for transport/movement	5 mins.	None	Veterinarian-on-duty
4	Pay to the Cashier and wait for the Official Receipt to be issued	Issue Official Receipt and pay required fees	15 mins.	P100.00/AHC Max of 5 head per transaction	Cashier
5	Present the Official Receipt to attending Veterinarian	Validate/photocopy OR	3 mins.	None	Veterinarian-on-duty
6	Secure the document and sign logbook	Issuance of Veterinary Health Certificate	3 mins.	None	Veterinarian-on-duty



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**TYPE OF SERVICE:** Anti-Rabies Vaccination for Pets

**DOCUMENTARY REQUIREMENTS:** Animal Vaccination Card/Certificate

**WHO MAY AVAIL OF THE SERVICE:** Pet Owners of Cebu Province

### HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Registration of Pet with Owners' Name	Input of vaccination card information	3 mins.	None	Veterinarian-on-duty
2	Vaccination of Dog/Cat	Anti-Rabies vaccination	3 mins.	None	Veterinarian-on-duty
3	Sign Logbook	Issuance of Vaccination Card	3 mins.	None	Veterinarian-on-duty



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**TYPE OF SERVICE:** Veterinary and Livestock/Poultry Consultation

**DOCUMENTARY REQUIREMENTS:** Animal Profile/Card

**WHO MAY AVAIL OF THE SERVICE:** Pet Owners of Cebu Province

### HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Registration of Pet with Owners' Name	Input of vaccination card information	3 mins.	None	Veterinarian-on-duty
2	Submit animal for assessment to attending Veterinarian	Perform Veterinary services as prescribed	10 mins.	None	Veterinarian-on-duty
3	Sign Logbook	Logbook signing: detailed information on consultation and volume of vitamins supplemented	3 mins.	None	Veterinarian-on-duty



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**TYPE OF SERVICE:** Animal Disease Diagnosis and Laboratory Analysis

**DOCUMENTARY REQUIREMENTS:** Blood, Serum, Feces, Urine and Tissue Organs

**WHO MAY AVAIL OF THE SERVICE:** Livestock Owners/Farmers

### HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Submit Laboratory Specimen	Assess Laboratory Specimen submitted	3 mins.	None	Rachel C. Celera, RMT
2	Secure Order of Payment from the Laboratory-in-Charge	Issuance of Order of Payment	1 min.	None	Rhoda Sheila O. Ambagay
3	Pay to the Cashier and wait for the Official Receipt to be issued	Issue Official Receipt	10 mins.	P250.00-Coggins Test P55.00- Fecalysis P750.00- Canine Profiling/Equine P150.00- CBC P150.00- Rose Bengal Test	Cashier
4	Present Official Receipt	Receive Official Receipt/Validate OR	3 mins.	None	Rachel C. Celera, RMT/ Rhoda Sheila O. Ambagay
5	Follow-up	Attends to client's concerns/needs	5 days	None	Rachel C. Celera, RMT
6	Secure the results & interpretation of results	Releasing of result/s	10 mins.	None	Rachel C. Celera, RMT



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**TYPE OF SERVICE:** Liquid Nitrogen Production

**DOCUMENTARY REQUIREMENTS:** None

**WHO MAY AVAIL OF THE SERVICE:** LGUs and other Private Stake Holders

### HOW TO AVAIL THE SERVICE:

Step	Applicant/ Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Pay the required fees and get the Official Receipt	Provide Statement of Account for LN2 due for Payment	1 min.	None	Engr. Delilah R. Balolong/ Rhoda Sheila O. Ambagay/ Elmyr Jhun C.Tan
2	Secure Order of Payment	Issue Order of Payment	15 mins.	P4,000.00/ Mother tank P500.00/gallon	Cashier
3	Present the Official Receipt	Validate/Photocopy of OR. Supply Liquid Nitrogen to Clients	15-20 mins.	None	Engr. Delilah R. Balolong/ Rhoda Sheila O. Ambagay/ Elmyr Jhun C.Tan
4	Withdraw LN2 stock and signed Logbook for withdrawal transactions	Release LN2 Mother Tank to Clients and Facilitate Logistics Support	1-2 mins.	None	Engr. Delilah R. Balolong/ Elmyr Jhun C.Tan
5	Request for LN2 Certification	Issue/Provide Certification of Sole Distributorship as Government Entity	3 mins.	None	Engr. Delilah R. Balolong



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## PROVINCIAL VETERINARIAN'S OFFICE

**TYPE OF SERVICE:** Livestock and Livestock Farmers Insurance

**DOCUMENTARY REQUIREMENTS:** None

**WHO MAY AVAIL OF THE SERVICE:** Livestock Farmers

### HOW TO AVAIL THE SERVICE:

Step	Applicant/ Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Submit/Fill up the Insurance Forms	Assess the Insurance Forms submitted	3 mins.	None	Hazel Ann V. Gabule/Rhoda Sheila O. Ambagay
2	Review the data submitted	Reviewed the Insurance Forms submitted as per guidelines provided	15 mins.	None	Ma. Rhea Chuchi B. Ramos
3	Submit documents to PCIC	Keep record for filing purposes	30 mins.	None	Ma. Rhea Chuchi B. Ramos
4	Follow-up	Attend to client's concerns	5 mins.	None	Ma. Rhea Chuchi B. Ramos



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## PROVINCIAL VETERINARIAN'S OFFICE

### PROCEDURE FOR FILING COMPLAINTS:

Schedule of Availability of Service:

Monday – Friday

8:00 am – 5:00 pm without noon break

#### Who May Avail of the Service:

Any person may file an administrative complaint against any civil servant in the government

#### What are the Requirements:

##### A. Filing of Cases (Complainant)

1. Full name and address of the complainant
2. Full name and address of the person complained of as well as his/her position and office of employment
3. A narration of the relevant and material facts which shows the acts of omission allegedly committed by the civil servant
4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
5. The complaint must be in writing and under oath
6. Proof of payment of filing fee
7. Certificate of Non-Forum Shopping

##### B. Filing of Appeals

1. Notice of appeal
2. Appeal Memorandum (3 copies)
3. Proof of Service of a copy of the appeal memorandum to Disciplining Office (DO)
4. Proof of payment of the appeal fee\* (temporarily suspended)
5. Certificate of Non-forum Shopping



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### PROCEDURE FOR FILING COMPLAINTS:

#### C. Filing of Motions for Reconsideration

1. Motion for Reconsideration

Approved:

**DR. MARY ROSE B. VINCOY**  
Provincial Veterinarian