

City Veterinary Services Department

CITY GOVERNMENT OF CALAPAN CITIZEN'S CHARTER



1. Rabies Vaccination of Cats and Dogs

Office/Division:	City Veterinary S	City Veterinary Services Department		
Classification:	Simple	Simple		
Type of	G2G- Governme	G2G- Government to Government		
Transaction:				
Who may avail:	People of Calap	an		
CHECKLIST OF	REQUIREMENTS		WHERE TO S	_
		City Vete	rinary Services De	partment
CLIENT	AGENCY	FEES	PROCESSING	PERSON
STEPS	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
Client will enter the office and go to the frontline officer.	Frontline Officer will get the vaccination card or certificate for old client for data gathering and record it in the logbook.	None	2 minutes	TR Pantoja (Public Services Foreman) JD Iglesias (Admin Aide II) JM Macalalad (Admin Aide II)
Client will bring the dog or cat to examination table.	Veterinarian or Livestock Inspector will examine the animal prior to vaccination.	None	3 minutes	Dr. FDC Manglicmot (City Veterinarian) Dr. CM Macatangay (Veterinarian IV) Dr. CS Cantos (Veterinarian III) TRM Aquino (Livestock Inspector III) RE Manalo (Livestock Inspector II) HB Orpia (Livestock

				Inspector I)
				AMK Icalla
				(Livestock
				`
If the sleen are and	Vataria	None	0 mail::	Inspector I)
If the dog or cat	Veterinarian or	None	3 minutes	Dr. FDC
is apparently	Livestock			Manglicmot
healthy the	Inspector will			(City Veterinarian)
client will hold	disinfect the			Dr. CM
and restrain the	vaccination site			Macatangay
animal	and vaccinate the			(Veterinarian IV)
	animal at the same			Dr. CS Cantos
	time vaccination			(Veterinarian III)
	card or certificate			TRM Aquino
	is also prepared.			(Livestock
				Inspector III)
				RE Manalo
				(Livestock
				Inspector II)
				HB Orpia
				(Livestock
				Inspector I)
				AMK Icalla
				(Livestock
A CI	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	A.I	0 : 1	Inspector I)
After	Veterinarian or	None	2 minutes	Dr. FDC
vaccination,	Livestock			Manglicmot
client and the	Inspector will			(City Veterinarian) Dr. CM
animal will go	check and issue			
back to the	the vaccination			Macatangay
waiting area.	card or certificate			(Veterinarian IV)
	and give client			Dr. CS Cantos
	education and			(Veterinarian III)
	some reminders.			TRM Aquino
				(Livestock
				Inspector III)
				RE Manalo
				(Livestock
				Inspector II)
				HB Orpia
				(Livestock
				Inspector I)
				AMK Icalla
				(Livestock
	TOTAL	None	10 Minutes	Inspector I)
	TOTAL	INOILE	10 Minutes	

2. Hog Cholera Vaccination (Pigs)

Office/Division:	City Veterinary Services Department				
Classification:	Simple				
Type of	G2G- Government to Government				
Transaction:					
Who may avail:	People of Calapan				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
Ol: 4 41	1 :41-	PAID	0	TDM Ai	
Client will enter the	Livestock	None	2 minutes	TRM Aquino	
office and go to the	Inspector will ask			(Livestock	
frontline officer	the client if the animal is already			Inspector III) RE Manalo	
requesting for hog cholera vaccination	dewormed. If			(Livestock	
CHOICIA VACCIHALION	yes, the			Inspector II)	
	Livestock			HB Orpia	
	Inspector will set			(Livestock	
	the date and			Inspector I)	
	time.			AMK Icalla	
				(Livestock	
				Inspector I)	
On the scheduled	1. On the	None	Travel Time	TRM Aquino	
date, the client will	scheduled date,		30 minutes	(Livestock	
prepare the animal	Livestock			Inspector III)	
for vaccination.	Inspector will go			RE Manalo	
	the client's			(Livestock	
	barangay.			Inspector II)	
	2. Upon arrival,		3minutes	HB Orpia	
	the Livestock			(Livestock	
	Inspector will			Inspector I)	
	examine the			AMK Icalla	
	animal prior to vaccination.			(Livestock	
The client will	Livestock	None	3 minutes	Inspector I) TRM Aquino	
restrain the animal.	Inspector will	INOHE	3 Illillules	(Livestock	
restrain the aminal.	disinfect the			Inspector III)	
	injection site and			RE Manalo	
	vaccinate the			(Livestock	
	animal.			Inspector II)	
				HB Orpia	
				(Livestock	
				Inspector I)	

				AMK Icalla (Livestock Inspector I)
After vaccination	Livestock Inspector will give client education and reminders.	None	2 minutes	TRM Aquino (Livestock Inspector III) RE Manalo (Livestock Inspector II) HB Orpia (Livestock Inspector I) AMK Icalla (Livestock Inspector I)
	TOTAL		38 minutes	

3. Deworming (Dogs & Cats)

Office/Division:	City Veterinary Services Department			
Classification:	Simple			
Type of	G2G- Government to Government			
Transaction:				
Who may avail:	People of Calapan			
CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will enter the office and go to the frontline officer.	Frontline Officer will get the vaccination card or certificate for old client for data gathering and record it in the logbook.	None	2 minutes	TR Pantoja (Public Services Foreman) JD Iglesias (Admin Aide II) JM Macalalad (Admin Aide II)
Client will bring the dog or cat to the examination table.	Veterinarian or Livestock Inspector will examine the animal prior to deworming.	None	3 minutes	Dr. FDC Manglicmot (City Veterinarian) Dr. CM Macatangay (Veterinarian III) Dr. CS Cantos

				(Veterinarian IV) TRM Aquino (Livestock Inspector III) RE Manalo (Livestock Inspector II) HB Orpia (Livestock Inspector I) AMK Icalla (Livestock Inspector I)
If the dog or cat is apparently healthy, the client will hold and restrain the animal.	Veterinarian or Livestock Inspector will deworm the animal using injectable or oral dewormer at the same time vaccination card or certificate is also updated.	None	3 minutes	Dr. FDC Manglicmot (City Veterinarian) Dr. CM Macatangay (Veterinarian IV) Dr. CS Cantos (Veterinarian III) TRM Aquino (Livestock Inspector III) RE Manalo (Livestock Inspector II) HB Orpia (Livestock Inspector I) AMK Icalla (Livestock Inspector I) TR Pantoja (Public Services Foreman) JD Iglesias (Admin. Aide II) JM Macalalad (Admin Aide II)
After deworming, client and the	Veterinarian or Livestock	None	2 minutes	Dr. FDC Manglicmot
animal will go back to the waiting area.	Inspector will check and issue			(City Veterinarian)

the updated vaccination card or certificate and give client education and reminders.		Dr. CM Macatangay (Veterinarian IV) Dr. CS Cantos (Veterinarian III) TRM Aquino (Livestock Inspector III) RE Manalo (Livestock Inspector II) HB Orpia (Livestock Inspector I) AMK Icalla (Livestock Inspector I)
TOTAL	10 minutes	

Reminders/Pointers:

Service Header:

Government/Office Logo

o Alignment: TOP Rightmost Corner

o Height: 1 inch

Resolution: High Resolution

Title Header: (Service Office)

Alignment: CenterFont Style: Arial, Bold

Font Size: Should at least be 20

Title Sub-Header (Service Category)

Alignment: Center (right below the title header)

Font Style: Arial, Bold

Font Size: Should at least be 18

Service Specifications:

Text Headers

Alignment: Left

Font Style: Arial, Bold

o Font Size: 12

Service Name

o Alignment: Left

Font Style: Arial, Bold

o Font Size: 14

Shall be numbered

Body of Text

Alignment: LeftFont Style: ArialFont Size: 12

Classification of Services

G2C- for services whose client is the transacting public

G2B- for services whose client is business entity

G2G- for services whose client is another government agency, government employee or official