



# **City Veterinary Services Department**

**CITY GOVERNMENT OF CALAPAN  
CITIZEN'S CHARTER**



**1. Rabies Vaccination of Cats and Dogs**

<b>Office/Division:</b>	City Veterinary Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	People of Calapan			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
			City Veterinary Services Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Inspector I)
If the dog or cat is apparently healthy the client will hold and restrain the animal	Veterinarian or Livestock Inspector will disinfect the vaccination site and vaccinate the animal at the same time vaccination card or certificate is also prepared.	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)
After vaccination, client and the animal will go back to the waiting area.	Veterinarian or Livestock Inspector will check and issue the vaccination card or certificate and give client education and some reminders.	None	2 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)
<b>TOTAL</b>		None	10 Minutes	

## 2. Hog Cholera Vaccination (Pigs)

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

<b>Office/Division:</b>	City Veterinary Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	People of Calapan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 animal will go back to the waiting area.	Veterinarian or Livestock Inspector will check and issue	None	2 minutes	Dr. FDC Manglicmot (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)
<b>TOTAL</b>			<b>10 minutes</b>	

## **Reminders/Pointers:**

### **Service Header:**

- Government/Office Logo
  - Alignment: TOP Rightmost Corner
  - Height: 1 inch
  - Resolution: High Resolution
- Title Header: (Service Office)
  - Alignment: Center
  - Font 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
  - Font Size: 12
- Service Name
  - Alignment: Left
  - Font Style: Arial, Bold
  - Font Size: 14
  - Shall be numbered
- Body of Text
  - Alignment: Left
  - Font Style: Arial
  - Font 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