OFFICE OF THE MUNICIPAL VETERINARIAN
External Services

1. ACCEPTANCE OF HOGS FOR SLAUGHTER AND ISSUANCE OF MEAT INSPECTION CERTIFICATE (MIC) FOR HOG CARCASS

This service is provided to clients of the Dinalupihan Municipal slaughterhouse. An MIC is issued after the slaughter of a hogs in order to certify wholesomeness and fitness for human consumption.

Office or Division:	Municipal Veterinary Office; Municipal Slaughterhouse
Classification:	G 2 B Government to Business
Type of Transaction:	Simple
Who may avail:	All registered meat vendor clients of Dinalupihan Slaughterhouse

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animals to slaughter 2. Original Copy of Veterinary Health Certificate issued by a Private Veterinarian bearing his license number and Contact number that is further concurred by a Government Veterinarian duly assigned in place of origin of hogs. 3. Valid Certificate of Negative Status for African Swine Fever of farm of origin, Original Copy and Certified True Photocopy 4. Veterinary Shipping Permit (For animals sourced outside of Bataan)	1. Bring actual animal to be slaughtered 2. Veterinarian of farm of source 3. To be issued by farm of source which processed it from Regional Animal Disease Diagnostic Laboratory III Animal Disease Diagnosis and Reference Laboratory, Bureau of Animal Industry, Visayas Ave., Q.C. 4. Livestock Regulatory Division of Regional Animal Disease Diagnostic laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment.	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Meat Inspectors
2. Present animal/s to be slaughtered	2.Perform Ante Mortem Inspection	None	5 minutes per animal	Meat Inspectors:
3. Once approved, pay for slaughter and inspection fee	3. List data in logbook and issue receipt	PhP 75	3 minutes	Representative of Municipal Treasury

4.Enter animals into assigned pen where these will stay until time of slaughter	4. Check on animals and monitor their condition	None	2-7 hours	Meat Inspectors
5. Assign butcher that will slaughter hog/s	5.1 Monitor the slaughtering of animals to assure safety and hygienic standards are met		20 minutes per animal	Meat Inspector:
	5.2 Perform Post mortem Inspection		5minutes per animal	Meat Inspectors
6. Accept Carcass and MIC	6. Fill up, sign and issue MIC		3 minutes	Meat Inspectors
TOTAL		**PhP75**	**2hrs and 30 mins to 7hours and 30 mins**	

2. ACCEPTANCE OF CATTLE/CARABAO FOR SLAUGHTER AND ISSUANCE OF MEAT INSPECTION CERTIFICATE

This service is provided to clients of the Dinalupihan Municipal slaughterhouse. An MIC is issued after the slaughter of cattle and carabaos in order to certify wholesomeness and fitness for human consumption

Office or Division:	Municipal Veterinary Office; Municipal Slaughterhouse
Classification:	G 2 B Government to Business
Type of Transaction:	Simple
Who may avail:	All registered meat vendor clients of Dinalupihan Slaughterhouse

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animals to slaughter 2. Original Copy of Veterinary Health Certificate issued by a Private Veterinarian bearing his license number and Contact number that is further concurred by a Government Veterinarian duly assigned in place of origin of cattle 3. Original Transfer of ownership certificate for Livestock 4. Veterinary Shipping Permit (For animals sourced outside of Bataan)	1. Bring actual animal to be slaughtered 2. Veterinarian of farm of source 3. To be issued by farm of source which processed it from Regional Animal Disease Diagnostic Laboratory III Animal Disease Diagnosis and Reference Laboratory, Bureau of Animal Industry, Visayas Ave., Q.C. 4. Livestock Regulatory Division of DA-RFO-III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment.	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Meat Inspectors
2. Present animal/s to be slaughtered	2. Perform Ante Mortem Inspection	None	5 minutes per animal	Meat Inspectors
4. Once approved, pay for slaughter and inspection fee	4. List data in logbook and issue receipt	PhP 287	3 minutes	Representative of Municipal Treasury
5. Enter animals into assigned pen where these will tay until time of slaughter	5. Check on animals and monitor their condition	None	2-7 hours	Meat Inspectors

6. Enter animals into assigned pen where these will tay until time of slaughter	6. Check on animals and monitor their condition	None	2-7 hours	Meat Inspectors
7. Assign butcher that will slaughter cattle	7.1 Monitor the slaughtering of animals to assure safety and hygienic standards are met		1hour per animal	Meat Inspectors
	7.2 Perform Post mortem Inspection		16 minutes per animal	Meat Inspectors
7. Accept Carcass and MIC	7. Fill up, sign and issue MIC		3 minutes	Meat Inspectors
TOTAL		**Php 287**	**3 hours and 30 minutes to 8 hours and 30 minutes**	

3. ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC) FOR PET DOGS AND CATS

A Veterinary Health Certificate is a vital document in the processing of shipping permits for live animals. It certifies the health status of the animal and its fitness to be travelled especially via air and sea.

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All resident dog and cat owners of Dinalupihan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Animals to certify in cages/ leash 2. Updated original vaccination record for rabies (rabies vaccine administered within 2 weeks to 1 year)	1. Bring actual animal to be certified 2. Attending Veterinarian who vaccinated pet

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Documents for review and assessment	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Municipal Veterinarian; Or Veterinary Staff;
2. Present animal/s to be certified	2. Perform Physical Examination animal/s	None	5 minutes per animal	Municipal Veterinarian
3. Provide pertinent information to be written on VHC	3. Interview client, encode, and sign VHC	None	5 minutes	Municipal Veterinarian
4. Accept VHC and sign receiving form and logbook entry	4. Issue VHC to client and file office copy of VHC	None	2 minutes	Municipal Veterinarian; or Veterinary Staff;
	TOTAL	**None**	**15 minutes**	

4. CONCURRENCE OF VETERINARY HEALTH CERTIFICATE FOR HOGS

This service is provided to Farmers who wish to transport live pigs. The concurrence of a VHC is a prerequisite for the processing of veterinary shipping permit by the Provincial Veterinary Office

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All hog raisers of Dinalupihan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animals to certify 2. Original Copy of Veterinary Health Certificate issued by a Private Veterinarian bearing his License number and Contact number. The VHC should specify the vaccination history of the animals specifically for Hog Cholera 3. Valid Certificate of Free Status for African Swine fever-Original Copy and Certified True Photocopy	1. Bring actual animal to be certified 2. Private/ Farm Veterinarian 3. Regional Animal Disease Diagnostic Laboratory III, San Fernando, Pampanga or Animal Disease Diagnosis and Reference Laboratory, Bureau of Animal Industry, Visayas Ave., Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Municipal Veterinarian; or Veterinary Staff;
2. Present animal/s to be certified	2. Perform Physical Examination animal/s	None	5 minutes per animal	Municipal Veterinarian

3. Provide pertinent information	3. Interview client, concur and sign VHC	None	5 minutes	Municipal Veterinarian
4. Accept concurred VHC and sign receiving form and logbook entry	Issue VHC to client and file office copy of VHC	None	2 minutes	Municipal Veterinarian; or Veterinary Staff;
	TOTAL	**None**	**15 minutes**	

5. CONCURRENCE OF VETERINARY HEALTH CERTIFICATE FOR POULTRY, FIGHTING COCKS AND RACING PIGEONS

This is a service provided to farmers who raise poultry, game fowl and racing pigeons. The concurrence of a VHC is a prerequisite in the processing of veterinary shipping permit

Office or Division:	Municipal Veterinary Office
Classification:	G 2 B Government to Business
Type of Transaction:	Simple
Who may avail:	All businesses dealing with poultry, game fowl and racing pigeons

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animals to certify 2. Original Copy of Veterinary Health Certificate issued by a Private Veterinarian bearing his License number and Contact number 3. Valid Certificate of Negative Test of birds for Avian Influenza, Original Copy and Certified True Photocopy	1. Bring actual animal to be certified 2. Attending Veterinarian who vaccinated pet 3. Regional Animal Disease Diagnostic Laboratory III Animal Disease Diagnosis and Reference Laboratory, Bureau of Animal Industry, Visayas Ave., Q.C.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Municipal Veterinarian; or Veterinary Staff;
2. Present animal/s to be certified	2.Perform Physical Examination animal/s	None	5 minutes per animal	Municipal Veterinarian
3. Provide pertinent information	3. Interview client, concur and sign VHC	None	5 minutes	Municipal Veterinarian
4. Accept concurred VHC and sign receiving form and logbook entry	4. Issue VHC to client and file office copy of VHC	None	2 minutes	Municipal Veterinarian; or Veterinary Staff;
	TOTAL	**None**	**15 minutes**	

7. MONITORING/OBSERVATION OF ANIMALS SUSPECTED OF RABIES

This service is provide to owners of animals that have bitten an individual; the animal is observed for 14 days to assure its freedom from rabies

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All residents of Dinalupihan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animal (Dog/Cat/ Monkey) to be observed 2. Detailed information about the animal 3. Cage 4. Leash	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Veterinarian/ veterinary staff of the biting incidence and the animal s' current location	1. Take note of information given by client and proceed to the location	None	1 hour	Municipal Veterinarian; or Veterinary Staff;
2. Present animal to be observed; provide leash and cage. Narrate incidence of biting	2. Take note of all details presented by client, document findings and instruct client of the 14 day observation period protocol	None	30 minutes	Municipal Veterinarian; or Veterinary Staff;

3. Feed and provide water to the animal for 14 days; keep the animal caged and in isolation in a shaded, cool and well ventilated area; report to the veterinarian/ vet staff any unusual observations	3. Regularly visit/ call for updates regarding the animal	None	14 days	Municipal Veterinarian; or Veterinary Staff;
TOTAL		**None**	**14 days, 1 hour and 30 minutes**	

8. RABIES ANTIGEN TEST/RABIES ICT TEST

This is a screening test for rabies done on a biting animal or an animal suspected to have rabies that died within a 14-day observation period. It provides for a quick laboratory diagnosis for rabies that is vital for the delivery a corresponding quick response of treatment to be given to the bite patient and other interventions to contain the infection

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All residents of Dinalupihan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Carcass/ dead body of suspect animal 2. Detailed information about the animal	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Veterinarian/ veterinary staff of the death of the animal and its current location	1. Retrieve the body/ head of the animal, record all pertinent information regarding the animal, its owner, the bite victims if any and other animals exposed	None	1 hour	Municipal Veterinarian; Or Veterinary Staff;
2. Provide Styrofoam chest with ice to be used to transport dead animal/ head	2.Transport animal to the Office/ satellite lab	None	1 hour	Municipal Veterinarian; Or Veterinary Staff;
3. Wait for the test result	3. Perform Test and record result	None	30 minutes	Municipal Veterinarian; Or Veterinary Staff;
4. Receive the result and take note of advise given	4. Inform client of the result, advise human healthcare counterparts/ barangay officials/ animal bite treatment center of the result		20 minutes	Municipal Veterinarian Dr. Paul T. Foronda
TOTAL		**None**	**2hours and 50 minutes**	

9. RABIES VACCINATION (WALK-IN CLIENTS)

This is a free service provided to all resident pet owners of Dinalupihan. The aim of the provision of this service is to prevent the spread of rabies through animals particularly of dogs, cats and monkeys

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All resident pet (dog ,cat, monkey) owners of Dinalupihan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animals to be vaccinated at least 3 months of age; in cages or with leash and collar 2. Original pet registration certificate if registered 3. Original vaccination record if available	1. Bring actual animal to be vaccinated 2. Municipal Veterinary Office 3. Attending Veterinarian who previously vaccinated pet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Municipal Veterinarian/ Veterinary Staff
2. Present animal/s to be vaccinated	2.Perform Physical Examination	None	5 minutes per animal	Municipal Veterinarian
3. Provide pertinent information to be written on records	3. Interview client, encode/ list down information on Pet Database and logbook of vaccinations	None	3 minues	Municipal Veterinarian; or Veterinary Staff;
4. Hold/ Restrain animal	4. Perform vaccination		2 minutes	Municipal Veterinarian

5. Hold/ Restrain animal	5. Observe for adverse reaction to vaccine		10 minutes	Municipal Veterinarian
6. Take note of advices/ final instructions, accept updated vaccination certificate, sign logbook	6. Give advice to pet owner regarding pet care after vaccination, update and issue vaccination certificate	None	4 minutes	Municipal Veterinarian; or Veterinary Staff;
	TOTAL	None	24 minutes	

10. SCHEDULING OF MASS ANIMAL RABIES VACCINATION

This is a free service provided to all resident pet owners of Dinalupihan in coordination with barangay officials. The aim of the provision of this service is to prevent the spread of rabies through animals particularly of dogs, cats and monkeys, targeting a minimum of 70% vaccination coverage.

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All resident pet (dog ,cat, monkey) owne

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request for vaccination from Barangay/ or letter from the veterinarian of a scheduled mass vaccination 2. Dog and Cat population survey	1. Punong Barangay 2. Punong Barangay

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Documents for review assessment	1. Accept documents and review requests	None	10 minutes	Municipal Veterinarian; Or Veterinary Staff;
2. Take note of scheduled activity for mass rabies vaccination	2. Set a schedule for mass rabies vaccination	None	5 minutes	Municipal Veterinarian;
	TOTAL	**None**	**15 minutes**	

11. VETERINARY CONSULTATION

This service is offered to all residents of Dinalupihan. The office of the Veterinarian accepts queries and consults regarding healthcare of pets and farm animals

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All residents of Dinalupihan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Personal appearance before the Office of the Municipal Veterinarian	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personally appear before the office of the Municipal Veterinarian to present problem for consultation	1. Entertain client and record visit in logbook of clients	None	2 minutes	Veterinary Staff
2. Proceed to the Veterinarian and state nature of consult	2. Answer queries, write recommendations/ prescription	None	10-30 minutes	Municipal Veterinarian;
3. Take note of veterinarians, recommendation, accept prescription/ written note of recommendation/ referral	3. Issue prescription/ written note of recommendation/ referral	None	2 minutes	Municipal Veterinarian; or Veterinary Staff;
TOTAL		**None**	**14-34 minutes**	

12. VETERINARY TREATMENT (WALK-IN CLIENTS)

This is a service for residents of Dinalupihan who wish to bring in their animals to the office and be treated by the Veterinarian

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All animal owners of Dinalupihan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Personal appearance before the Office of the Municipal Veterinarian 2. Animals to be treated restrained by collar and leash of placed inside a cage	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personally appear before the office of the Municipal Veterinarian to request for treatment	1. Entertain client and retrieve records for returning patients	None	2 minutes	Municipal Veterinarian; Or Veterinary Staff;
2. Present animal to the veterinarian and provide pertinent information asked for	2.Do a physical examination; interview client to aid in the right decision for treatment	None	10 minutes per animal	Municipal Veterinarian;
3. Restrain / hold animal	3.Administer treatment; fill up prescription/ note of instructions	None	5- 30 minutes	Municipal Veterinarian;

4. Take note of instructions/ accept prescription/ note of instructions if any	4.Discuss with client follow up treatment regimen; issue prescription/ note of instructions	None	3 minutes	Take note of instructions/ accept prescription/ note of instructions if any
\ TOTAL			45 minutes	

13. VETERINARY EXTENSION SERVICE (HOUSECALL)

This is a service for residents of Dinalupihan who wish to schedule for a visit and have their pets or livestock be treated by the Veterinarian or Veterinary Staff.

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All animal owners of Dinalupihan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal appearance/ call for scheduling of housecall at the Office of the Municipal Veterinarian 2. Animals to be treated restrained by collar and leash or placed inside a cage	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for housecall via personal appearance, text or call to the Municipal Veterinarian or Staff	1. Entertain client and retrieve records for returning patients, schedule visit/ request for Vehicle	None	1 hour	Municipal Veterinarian; or Veterinary Staff;

2. Present animal to the veterinarian and provide pertinent information asked for	2. Do a physical examination; interview client to aid in the right decision for treatment	None	10 minutes per animal	Municipal Veterinarian;
3. Restrain / hold animal	3.Administer treatment; fill up prescription/ note of instructions	None	5- 30 minutes	Municipal Veterinarian;
4. Take note of instructions/ accept prescription/ note of instructions if any	4.Discuss with client follow up treatment regimen; issue prescription/ note of instructions	None	3 minutes	Municipal Veterinarian;
	TOTAL	**1 hour, 40 minutes**		

14. ARTIFICIAL INSEMINATION AND PREGNANCY DIAGNOSIS FOR CATTLE AND CARABAO

This is a service for residents of Dinalupihan who wish to have their female cattle and carabaos of reproductive age to be subjected to breeding through Artificial Insemination

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All animal owners of Dinalupihan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal appearance/ call for scheduling of housecall at the Office of the Municipal Veterinarian 2. Animals to be bred should have a secure chute (‘ipitan”) to asure safety of both animal and A.I. technician	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for A.I./ P.D. via personal appearance, text or call to the Municipal Veterinarian or Staff	1. Entertain client and retrieve records for returning clients, schedule visit, assign A.I. Technician request for Vehicle	None	1-2 hours	Municipal Veterinarian; or Veterinary Staff;
2. Present animal to A.I. Technician and provide pertinent information asked for	2.Do a physical examination; interview client, fill up/ update records	None	15-20 minutes per animal	A.I. Technicians:

3. Assist the Technician throughout the procedure	3.Perform A.I./ PD, give note of instructions, schedule follow up visits	None	20- 30 minutes	A.I. Technicians:
4. Take note of instructions/ accept note of instructions if any	Discuss with client follow up; issue note of instructions	None	3 minutes	A.I. Technicians:
TOTAL		**None**	**2 hours and 53 minutes**	

15. ISSUANCE OF VETERINARY DISEASE REPORT (VDR)

This service is provided to client farmers who have previously availed of consultation and treatment services. Certification is in aid of proving validity of Livestock Insurance claims or any legal proceedings

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All livestock raisers of Dinalupihan that have previously availed of our veterinary consultation and treatment service.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Personal appearance before the Office of the Municipal Veterinarian	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personally appear before the office of the Municipal Veterinarian to request for a VDS	1. Entertain client and retrieve record of treatment animal patient	None	2 minutes	Municipal Veterinarian; or Veterinary Staff;

2. Provide pertinent information needed in the filling up of report	2. Encode Report	None	10 minutes per animal	Municipal Veterinarian; or Veterinary Staff;
3. Accept copy of veterinary disease report, sign logbook of entry of released document	3. Sign and issue Veterinary Disease Report	None	2 minutes	Municipal Veterinarian;
TOTAL			12 minutes	

16. ISSUANCE OF VETERINARY NECROSPY REPORT AND LIVESTOCK DEATH CERTIFICATE (LDC)

This service is provided to client farmers who have previously availed of consultation and treatment services. Certification is in aid of certifying validity of death of livestock which is a prerequisite in the processing of livestock insurance claims

Office or Division:	Municipal Veterinary Office
Classification:	G 2 C Government to Client
Type of Transaction:	Simple
Who may avail:	All livestock raisers of Dinalupihan that have previously availed of our veterinary consultation and treatment service.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Personal appearance before the Office of the municipal Veterinarian	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personally appear before the office of the Municipal Veterinarian to report death of livestock and request for a Livestock Death Certificate	1. Entertain client and retrieve record of treatment animal patient	None	2 minutes	Municipal Veterinarian; or Veterinary Staff;

2. Guide Veterinarian as to the location of the animals carcass	2. Visit area where the animal is found dead; Perform a necropsy, Take photos	None	1-2 hours	Municipal Veterinarian; and Veterinary Staff;
3.Provide pertinent information needed in the filling up Livestock Death certificate	3. Encode necropsy report, and Veterinary Disease certificate	None	10 minutes per animal	Veterinary Staff;
4. Secure the copy of Livestock Death Certificate	4. Sign and issue Livestock Death Certificate	None	2 minutes	Municipal Veterinarian;
	TOTAL		**1 hour, 14 minutes to 2 hours 12 mins**	

17. ISSUANCE OF VETERINARY INSPECTION CERTIFICATE (VIC) RO POULTRY FARMS

This is a service provided to clients who wish to apply or renew businesses that deals with poultry production.

Office or Division:	Municipal Veterinary Office
Classification:	G 2 B Government to Business
Type of Transaction:	Simple
Who may avail:	All businesses dealing with poultry production

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Business permits with attachments 2. Environmental Compliance Certificate 3. Provincial veterinary Office Certification 4. Bureau of Animal Industry Certificate of Registration 5. Fly Control Program, List of Veterinary Drugs, Biologics, Disinfectants, Pesticides and their schedule of use	1. Business Permits and Licensing Office, Municipal Hall, Dinalupihan, Bataan 2. DENR-EMB 3. Provincial Veterinary Office, Balanga, Bataan 4. DA-RFO III or bureau of Animal Industry, Visayas Ave. Q.C. 5. Farm Veterinarian/ veterinarian of Integrator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Municipal Veterinarian and Veterinary Staff
2. Provide direction as to location of farm	Coordinate with LGU Joint Inspection team; schedule site inspection	None	1 day	Municipal Veterinarian

4. Take note of findings	4. Conduct Inspection, Fill up inspection form noting findings that needs to be corrected	None	1 hour	Municipal Veterinarian
5. Accept Inspection Form, taking note of findings and sign “conforme” / accept Veterinary Inspection Certificate	5. Give inspection form to client and discuss findings… issue VIC or schedule for a reinspection	None	15 minutes	Municipal Veterinarian; Dr. Paul T. Foronda
TOTAL			25 hours and 18 minutes	

18. ISSUANCE OF VETERINARY INSPECTION REPORT (VIC) TO HOG FARMS

This is a service provided to clients who wish to apply or renew businesses that deals with poultry production.

Office or Division:	Municipal Veterinary Office
Classification:	G 2 B Government to Business
Type of Transaction:	Simple
Who may avail:	All businesses dealing with hog production

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for business permit with attachments 2. Environmental Compliance Certificate 3. Provincial Veterinary Office Certification 4. Bureau of Animal Industry Certificate of Registration 5. Blueprint and picture of biogas digester, List of Veterinary Drugs, Biologics, Disinfectants, Pesticides and their schedule of use	1. Business Permits and Licensing Office, Municipal Hall, Dinalupihan, Bataan 2. DENR-EMB 3. Provincial Veterinary Office, Balanga, Bataan 4. DA-RFO III or bureau of Animal Industry, Visayas Ave. Q.C. 5. Farm Veterinarian/ veterinarian of Integrator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents for review and assessment	1. Accept documents and review for validity, authenticity and completeness	None	3 minutes	Municipal Veterinarian and Veterinary Staff;
2. Provide direction as to location of farm	2. Coordinate with LGU Joint Inspection team; schedule site inspection	None	1 day	Municipal Veterinarian
3. Take note of findings	3. Conduct Inspection, Fill up inspection form noting findings that	None	1 hour	Municipal Veterinarian

	needs to be corrected			
4. Accept Inspection Form, taking note of findings and sign “conforme” / accept Veterinary Inspection Certificate	4. Give inspection form to client and discuss findings… issue VIC or schedule for a re-inspection	None	15 minutes	Municipal Veterinarian
TOTAL			25 hours and 18 minutes	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	• Answer the client feedback form and drop it in the designated Comment and Suggestion Box located at the Public Assistance and Complaint Desk. • Post feedback at Bayan ng Dinalupihan Page (facebook.com/BayanngDinalupihan)
How feedback is processed	• The assigned Officer of the Day opens the drop box and compiles and records all feedback submitted to Municipal Human Resource Management Office (MHRMO) every week. • Positive and negative feedbacks will be forwarded to concerned office/personnel. For negative feedbacks, the concerned office/personnel will be required to explain in written addressed to HRMO within 72 hours upon receipt hereof. • The explanation of the office/personnel will then be relayed to the client. • For inquiries and follow-ups, clients may contact the MHRMO at 09190682353 • For feedbacks posted at Bayan ng Dinalupihan Page, it will be forwarded to concerned office/personnel and will reply the soonest.
How to file a complaint	• Fill-up the client Complaint Form located at the Public Assistance and Complaint Desk. Submit the form to the officer of the day for proper recording. • Complaints may be also filed via telephone and social media at Bayan ng Dinalupihan page. Make sure to provide the following information: • Name of complainant, contact number and date of complaint • Name of the person/office being complained • Incident • Evidence • For inquiries and follow-ups, clients may contact this number MHRMO at 09190682353 • The Municipal Human Resource and Management Officer evaluates submitted complaints. • Upon evaluation, the MHRMO shall start the investigation and forward the complaint to the relevant office for their explanation. • The MHRMO will create a report and will be submitted to the Local Chief Executive for appropriate action. • The MHRMO will give feedback to the client for the action taken. For inquiries and follow-ups, clients may contact this number MHRMO at 09190682353
Contact Information of ARTA, PCC, CCB	A R T A : complaints@arta.gov.ph PCCCCB:: 80898088 -881-6565 (SMS) •

VIII. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT NUMBER
Office of the Mayor	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 202
Office of the Vice-Mayor	3rd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 303
Office of the Municipal Human Resource and Management Officer	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 205
Office of the Municipal Accountant	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 203
Office of the Municipal Budget Officer	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 207
Office of the Municipal Treasurer	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 105
Office of the Municipal Planning and Development Coordinator	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 204
Office of the Municipal Assessor	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 106
Office of the Municipal Social Welfare and Development Officer	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 101
Office of the Municipal Civil Registrar	Gro undFloor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 102
Office of the Municipal Health Officer	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 211
Office of the Sangguniang Bayan	3rd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 302
Business Permit and Licensing Office	Ground Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 104
OFFICE	**ADDRESS**	**CONTACT NUMBER**
Municipal Engineering Office	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 206
Office of the Building Official	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 206
Office of the PESO Manager	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 209
Office of the Municipal Agriculturist	Municipal Slaughterhouse Compound Sta. Isabel, Dinalupihan, Bataan	(0998) 9090147
Office of the Municipal Slaughterhouse	Municipal Slaughterhouse Compound Sta. Isabel, Dinalupihan, Bataan	(0919) 0682490
Office of the Municipal Information Technology	3rd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 301
Office of the Municipal Disaster Risk Reduction and Management Officer	Dinalupihan Common Terminal, San Ramon, Dinalupihan, Bataan	(0919) 0673946
Office of the Public Market	Dinalupihan Common Terminal, San Ramon, Dinalupihan, Bataan	(0919) 0673854
Office of the General Services Officer	2nd Floor Mezzanine, Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 211
Office of the Municipal Environment and Natural Resources Officer	2nd Floor Municipal Building, San Ramon, Dinalupihan, Bataan	(047) 240 9040 to 44 Local 204