

**OFFICE OF THE
CITY VETERINARIAN
External Services**

1. Animal Health Consultation Services

Free consultation is available to all animal owners who wish to seek professional veterinary advice regarding their pets' health. This service includes guidance on disease prevention, proper nutrition, responsible pet ownership, and general animal welfare to ensure the well-being of their pets.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration Card or Veterinary Health Card from private veterinarian (if any)			Personal	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Dorcilina G. Naranjo Clerk I
2. Present dog/cat for information	2.1 Record data of animal including history of the animal's disease, owner's personal information and log into Animal Health Monitoring Form	None	5 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
	2.2 Weighing of animal	None	5 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
3. Clients Consultation	3. Check-up	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian

4. Restrain the animal	4. Drug Administration	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian and Francisco P. Cayetano Metro Aide II
5. Acceptance of prescription	5. Issuance of prescription and directions to client	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
TOTAL:		None	40 minutes	

2. Anti - Rabies Mass Vaccination at Barangay

All dog and cat owners are required to have their pets vaccinated against rabies in compliance with **R.A. 9482** (The Rabies Act) and **Cavite City Ordinance No. 2014-3372**, which establishes the rabies prevention and control program for the City of Cavite and imposes penalties for violations.

Office or Division:	Office of the City Veterinarian /Barangay Concerned	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
- Registration Card or Veterinary Health Card from private veterinarian /Government Veterinarian - Animal 3 months old and above - Old Vaccination Card (for previously vaccinated dog) - Good physical condition - Did not bite anyone for the last two weeks - Owner or anyone who can restrain the Dog	Personal Or Barangay Hall, Multipurpose or any designated area of the Barangay concerned	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present dog/cat for information	1.1 Record client & dog/cat information on rabies vaccination form	None	15 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
	1.2 Record same information on the Vaccination Card for dog/cat	None	5 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
2. Restrain of animal to be vaccinated	2. Vaccination of animal	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian and Joseph C. Panis Job Order
3. Acceptance of vaccination card *Make sure to secure vaccination card issued	3. Issuance of Vaccination Card	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
TOTAL:		None	30 minutes	

3. Dog Registration and Rabies Vaccination at the Office of the City Veterinarian

Dog and cat owners who wish to have their pets vaccinated against rabies may do so at their convenience during office hours. This is in accordance with **City Ordinance No. 2014-3372**, which establishes the rabies prevention and control program for the City of Cavite and prescribes penalties for violations. Additionally, **City Ordinance No. 96-2608** mandates that all dog owners register and annually vaccinate their pets aged three months and above at the Office of the City Veterinarian.

Office or Division:	Office of the City Veterinarian/City Pound Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Animal 3 months old and above (with previous rabies vaccination or none) - Good physical condition - Did not bite anyone for the last two weeks - Owner or anyone who can restrain the Dog - Registration Card or Veterinary Health Card from private veterinarian (if any) - Old Vaccination Card from City Veterinary Office		Personal or Barangay Hall		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Dorcilina G. Naranjo Clerk I
2. Present dog/cat for registration/vaccination	2.1 Recording of owner's and animal information	None	5 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
	2.2 Filling up of Registration Card	None	5 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
3. Payment of dog registration fee.	3. Issuance of Official Receipt	P100.00 as Registration Fee	10 minutes	Francisco P. Cayetano Metro Aide II

*Make sure to secure the Official Receipt issued				
4. Present official receipt and restrain of animal to be vaccinated	4. Vaccination of animal	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian or Francisco P. Cayetano Metro Aide II
5. Claim the Registration Card	5.Issuance of Registration Card	None	5 minutes	Kim M. Hernandez Clerk I or Ron Mark Anson Job Order
TOTAL:		P 100.00	40 minutes	

4. Other request and complaints (*Catching of Stray Animals*)

Requests and complaints are typically submitted by barangay officials or residents. These must be promptly addressed, with appropriate actions taken, such as the surrender of animals and the capture of stray or wild animals.

Office or Division:	Office of the City Veterinarian	
Classification:	Simple/Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Letter of Request - Letter of Complaint		Personal

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Dorcilina G. Naranjo Clerk I
2. Submit formal request/complaints	2.1 Receive letter of request/complaint	None	2 minutes	Dorcilina G. Naranjo Clerk I
	2.2 Secure contact number for coordination of staff to complainant.	None	5 minutes	Dorcilina G. Naranjo Clerk I
	2.3 Actual action on the request or complaint	None	Simple request: 3 hours Complex request: 1 week	Francisco P. Cayetano Metro Aide II, Joseph C. Panis Job Order and Dr. Anna Teresa B. Baleda City Veterinarian
TOTAL:		None	Simple request: 3 hours, Complex request: 1 week	

5. Redeeming of Impounded Animals

Owners who wish to reclaim their impounded dogs must comply with the requirements set by **City Ordinance No. 01-2847**, which regulates the straying of equines, swine, fowls, ruminants, and dogs in public or private areas, whether restrained or not, and imposes penalties for violations.

Office or Division:	City Pound Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Registration Card or Veterinary Health Card from private veterinarian - Old Vaccination Card from City Veterinary Office, if any - Animal should respond to the owner's call		Personal Office of the City Veterinarian		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Ron Mark Anson Job Order
2. Identify animal to be claimed	2. Present dogs that were impounded from their barangay	None	5 minutes	Ron Mark Anson Job Order and Francisco P. Cayetano Metro Aide II
3. Inquiry of requirements for claiming of impounded animal.	3. If not registered If the dog is not vaccinated, immunization against rabies and registration is required prior to release	Impounding fee: P100.00 on the first day, additional P20.00 for the succeeding days Registration fee: P100.00	5 minutes	Francisco P. Cayetano Metro Aide II
4. Payment of fees *Make sure to secure Official Receipt issued	4. Issuance of official receipt	None	5 minutes	Francisco P. Cayetano Metro Aide II

5. Present official receipt	5. Vaccination of unregistered dog	None	5 minutes	Francisco P. Cayetano Metro Aide II
6. Claiming of anima	6. Releasing	None	2 minutes	Francisco P. Cayetano Metro Aide II
TOTAL:		Impounding fee P100.00 Registration fee P100.00	27 minutes	

6. Rehoming of Unclaimed Impounded Animals

Unclaimed impounded animals may be adopted by individuals or groups willing to provide them with a better life. The new owner will be responsible for their care and well-being as a pet.

Office or Division:	City Pound Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Adoption Form - Screening of interested persons - Approval of City Veterinarian			Office of the City Veterinarian/City Pound Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Ron Mark Anson Job Order
2. Secure adoption form	2. Issue adoption form	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
3. Wait for result of screening	3. Interview the interested party	None	30 minutes	Ron Mark Anson Job Order

4. Accept approval/ award letter from City Veterinary	4. Issue approval/award letter.	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
5. Accept awarded animal	5.Awarding of dog / cat	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian and Francisco P. Cayetano Metro Aide II
TOTAL:		None	55 minutes	

7. Spay and Neuter Services (Mass)

A scheduled free mass neutering and spaying program is available for the public or interested individuals, based on a pre-registration list.

Office or Division:	Office of the City Veterinarian /City Pound Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Physically healthy dog or cat 6 months old and above - Approval for surgical operation - Registration form		Personal Office of the City Veterinarian		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register animal a. thru phone call b. walk – in	1.a Record into pre – registration form	None	10 minutes	Roanne F. Añonuevo Job Order, Or Dorcilina G. Naranjo Clerk I

b.1 Sign in the Client Log Book	1.b.1 Give the Log Book to the client 1.b.2 Record into pre – registration form			
2.Present dog/cat for evaluation	2.1 Physical Evaluation of the animal 2.2. Give instruction on pre-operative procedures	None None	5 minutes 5 minutes	Roanne F. Añonuevo Job Order, or Dorcilina G. Naranjo Clerk I
3. Present dog/cat for operation and provision of personal information	3.1 Recording of owner & animal data. 3.2 Weighing of animal.	None None	10 minutes 2 minutes	Roanne F. Añonuevo Job Order, or Dorcilina G. Naranjo Clerk I or Kim M. Hernandez Clerk I
4.Signing of waiver form for surgical procedure	4. Filing of waiver form	None	5 minutes	Roanne F. Añonuevo Job Order
5. Submission of waiver form	5.1 Acceptance of waiver form	None	2 minutes	Roanne F. Añonuevo Job Order
	5.2 Preparation of the Animal (Anaesthetize, shaved, and cleaned)	None	30 minutes	Francisco P. Cayetano Metro Aide II, Joseph C. Panis Job Order
	5.3 Surgical Procedure	None	30 minutes male dog/cat 1 hour female	Dr. Anna Teresa B. Baleda

				City Veterinarian Francisco P. Cayetano Metro Aide II
	5.4 Monitoring of recovery of animal	None	30 minutes	Roanne F. Añonuevo Job Order, or Kim M. Hernandez Clerk I, Francisco P. Cayetano Metro Aide II
	5.5 Injection of antibiotic and pain reliever	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian Francisco P. Cayetano Metro Aide II
	5.6 Issuance of prescription	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
6. Acceptance of released pet / animal.	6.Release of Animal (Check up after 2 weeks)	None	5 minutes	Francisco P. Cayetano Metro Aide II
TOTAL:		None	2 hours and 24 minutes male dog / cat 4 hours and 4 minutes female dog / cat	

8. Spay and Neuter Services (Individual)

Spaying is a surgical procedure that involves the removal of the ovaries and uterus to control the dog population.

Neutering (Castration) is a surgical procedure that involves the removal of the testicles to prevent reproduction, helping to control the dog population. This procedure also helps reduce aggression and roaming behavior in dogs.

Office or Division:		City Pound Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Physically healthy dog or cat 6 months old and above - Approval for surgical operation		Personal Office of the City Veterinarian/City Pound Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Dorcilina G. Naranjo Clerk I
2. Setting of Appointments	2. Approval of appointment upon checking of calendar of schedules	None	15 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
3. Present dog/cat for evaluation	3. Physical Evaluation of the animal	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
4. Provision of personal information	4. Recording of owner & animal data	None	10 minutes	Roanne F. Añonuevo Job Order, or Dorcilina G. Naranjo Clerk I
5. Signing of waiver form for	5. Filing of waiver form	None	5 minutes	Roanne F. Añonuevo Job Order,

surgical procedure				or Dorcilina G. Naranjo Clerk I or Kim M. Hernandez Clerk I
6.Paying of Spaying/ Neutering fee *Make sure to secure Official Receipt issued	6.1 Issuance of Official Receipt	Spaying Fee: P1500.00 Neutering Fee Puppy/Kitten (6months old): 2kgs. – 5kgs. = P500.00 Above 5kgs. = P1000.00 Adult (1yr old above): 2kgs. – 5kgs. = P1000.00 Above 5kgs. = P1500.00	5 minutes	Francisco P. Cayetano Metro Aide II
	6.2 Preparation of the Animal (Anaesthetize, shaved and cleaned)	None	30 minutes	Francisco P. Cayetano Metro Aide II, Joseph C. Panis Job Order
	6.3 Surgical Procedure	None	30 minutes male dog/cat 1 hour female	Dr. Anna Teresa B. Baleda City Veterinarian
	6.4 Monitoring of recovery of animal	None	30 minutes	Ron Mark Anson Job Order
	6.5 Issuance of prescription	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian

7. Acceptance of released pet / animal	7. Release of Animal (Check up after 2 weeks)	None	5 minutes	Francisco P. Cayetano Metro Aide II, Joseph C. Panis Job Order
TOTAL:		Spaying Fee: P1500.00 Neutering Fee Puppy/Kitten (6months old): 2kgs. – 5kgs. = P500.00 Above 5kgs. = P1000.00 Adult (1yr old above): 2kgs. – 5kgs. = P1000.00 Above 5kgs. = P1500.00	2 hours and 25 minutes for male dog / cat 2 hours and 55 minutes for female dog / cat	

9. Veterinary Health Certificate Issuance

A veterinary health certificate is issued if the animal is found fit for travel and is valid for three days. It includes the animal and client information, along with the updated vaccination and deworming history.

Office or Division:	Office of the City Veterinarian/City Pound Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Physically healthy dog, cat, hogs, goat and gamefowls		Personal	
Vaccination card if available or any vaccination/health records.		Personal or private veterinarian	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	5 minutes	Dorcilina G. Naranjo Clerk I or Kim Hernandez Clerk I
2. Setting of Appointment	2. Approval of appointment	None	5 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
3. Present animals for evaluation	3. Physical Evaluation of the animal	None	10 minutes	Dr. Anna Teresa B. Baleda City Veterinarian
4. Provision of personal information and presentation of available records	4. Recording of owner & animal data	None	10 minutes	Roanne F. Añonuevo Job Order or Kim Hernandez Clerk I
5. Payment of certification fee	5. Issuance of Official Receipt	P130.00	10 minutes	Francisco P. Cayetano Metro Aide II
6. Presentation of OR for claiming. 7. Acceptance of Veterinary Health Certificate	6. Issuance of Veterinary Health Certificate	None	5 minutes	Roanne F. Añonuevo Job Order Dr. Anna Teresa B. Baleda City Veterinarian
TOTAL:		P130.00	45 minutes	