

**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.

<b>Office or Division:</b>	Office of the City Veterinarian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration Card or Veterinary Health Card from private veterinarian (if any)			Personal	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	2 minutes	Clerk I
2. Present dog/cat for information	2.1 Record animal history and owner's details in Animal Health Monitoring Form	None	3 minutes	Clerk I or Job Order
	2.2 Weigh the animal	None	1 minutes	Clerk I or Job Order
3. Consultation	3. Check-up	None	5 minutes	City Veterinarian
4. Assist in restraining the animal (if needed)	4. Administer treatment/medications	None	3 minutes	City Veterinarian and Metro Aide II
5. Receive prescription	5. Issue prescription and give instructions to client	None	1 minute	City Veterinarian
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

## 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 (Rabies Act of 2007)** and **Cavite City Ordinance No. 2014-3372**, which establish the city's rabies prevention and control program and prescribe penalties for violations.

<b>Office or Division:</b>	Office of the City Veterinarian /Barangay Concerned			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Registration Card or Veterinary Health Card from private veterinarian /Government Veterinarian</li> <li>Animal 3 months old and above</li> <li>- Old Vaccination Card ( for previously vaccinated dog)</li> <li>- Good physical condition</li> <li>- Did not bite anyone for the last two weeks</li> <li>- Owner or anyone who can restrain the Dog</li> </ul>		Personal  Or  Barangay Hall, Multipurpose or any designated area of the Barangay concerned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present dog/cat for information	1.1 Record client and pet information in vaccination form	None	2 minutes	Clerk I or Job Order
	1.2 Record same information on Vaccination Card	None	1 minutes	Clerk I or Job Order
2. Restrain pet for vaccination	2. Administer rabies vaccine	None	3 minutes	City Veterinarian and Job Order
3. Receive vaccination card  *Make sure to secure vaccination card issued	3. Issue signed Vaccination Card	None	1 minute	City Veterinarian

<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	
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### 3. Dog Registration and Rabies Vaccination at the Office of the City Veterinarian

Dog and cat owners may register and vaccinate their pets against rabies at the Office of the City Veterinarian during office hours. This complies with **City Ordinance No. 2014-3372** (Rabies Prevention and Control Program) and **City Ordinance No. 96-2608**, which mandate the **annual registration and vaccination** of pets aged three months and above.

<b>Office or Division:</b>	Office of the City Veterinarian/City Pound Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Animal 3 months old and above (with previous rabies vaccination or none)</li> <li>- Good physical condition</li> <li>- Did not bite anyone for the last two weeks</li> <li>- Owner or anyone who can restrain the Dog</li> <li>- Registration Card or Veterinary Health Card from private veterinarian (if any)</li> <li>- Old Vaccination Card from City Veterinarian Office</li> </ul>		Personal  or  Barangay Hall		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Present dog/cat for registration/vaccination	2.1 Record owner and animal information	None	3 minutes	Clerk I or Job Order
	2.2 Fill out Registration Card	None	2 minutes	Clerk I
3. Pay registration fee	3. Issue Official Receipt	₱100.00 as Registration Fee	3 minutes	Metro Aide II

*Make sure to secure the Official Receipt issued				
4. Present Official Receipt and restrain animal	4. Administer rabies vaccination	None	3 minutes	City Veterinarian or Metro Aide II
5. Claim Registration Card	5. Issue Registration Card	None	2 minutes	Clerk I or Job Order
<b>TOTAL:</b>		<b>₱ 100.00</b>	<b>15 minutes</b>	

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

Requests or complaints for animal control are submitted by barangay officials or residents. These may include the capture of stray or wild animals, surrender of owned animals, or related concerns.

<b>Office or Division:</b>	Office of the City Veterinarian			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Letter of Request - Letter of Complaint		Personal		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Submit formal request/complaints	2.1 Receive and record letter request/complaint	None	3 minutes	Clerk I
	2.2 Secure contact details for coordination.	None	5 minutes	Clerk I



2. Inquire about pet redemption	2. Verify the presence of the animal to be claimed by checking the logbook for the recorded date and location where it was caught.	None	2 minutes	Clerk I
3. Identify animal to be claimed	3. Present impounded dogs from barangay	None	5 minutes	Job Order and Metro Aide II
4. Inquire about requirements.	<p>4.1 Inform the penalties and redemption requirements.</p> <p>4.2 If the dog is unvaccinated and/or unregistered, rabies vaccination and registration shall be required prior to release.</p>	<p><b>Impounding fee:</b>  1<sup>st</sup> offense - ₱1,000.00  2<sup>nd</sup> offense - ₱2,000.00  3<sup>rd</sup> offense - ₱3,000.00  additional P100.00 for the succeeding days</p> <p><b>Redemption fee:</b>  ₱500.00</p> <p><b>Registration fee:</b>  ₱100.00</p>	5 minutes	Metro Aide II
5. Pay fees  *Make sure to secure Official Receipt issued	5. Issue official receipt	None	2 minutes	Metro Aide II
6. Present official receipt	6. Administer vaccination (if required)	None	2 minutes	Metro Aide II

7. Claim dog/cat	7. Release animal to owner	None	2 minutes	Metro Aide II
<b>TOTAL:</b>		<b>Impounding fee ₱1,000.00/₱2,000.00/₱3,000.00 Redemption fee ₱500.00 Registration fee ₱100.00</b>	<b>19 minutes</b>	

## 6. Rehoming of Unclaimed Impounded Animals

Unclaimed dogs and cats at the City Pound may be adopted by qualified individuals upon compliance with the requirements of the Office of the City Veterinarian. This program aims to promote responsible pet ownership and help reduce the number of stray animals in the community.

<b>Office or Division:</b>	City Pound Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Adoption Form</li> <li>- Screening of interested persons</li> <li>- Approval of City Veterinarian</li> </ul>		Office of the City Veterinarian/City Pound Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Inquiry on Pet Adoption Process	2. Interview the interested party	None	10 minutes	City Veterinarian
3. Select adoptable dog/cat	3. Present available animals for rehoming	None	10 minutes	Metro Aide II and Job Order

4. Fill out adoption Form	4. Issue adoption form	None	3 minutes	Job Order, or Clerk I
5. Receive a short briefing on Responsible Pet Ownership	5. Provide a short briefing on Responsible Pet Ownership	None	10 minutes	City Veterinarian
6. Claim pet	6. Release adopted animal	None	5 minutes	City Veterinarian Metro Aide II
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

## 7. Reporting of Animal Bite and Possible Rabies Cases (Dogs/Cats)

This process ensures the proper reporting and immediate response to animal bite incidents and suspected rabies cases involving dogs and cats, for timely investigation, monitoring, and public safety.

<b>Office or Division:</b>	Office of the City Veterinarian			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Personal information of the bite victim / reporter</li> <li>- Details of the biting or suspected rabid animal (description, location, and owner if known)</li> </ul>		Personal		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Report the animal bite or suspected rabies case.	2. Receive and record the report	None	5 minutes	City Veterinarian Utility II

3. Provide complete details of the incident and the animal involved	3. Validate information and give initial instructions (e.g., immediate medical attention at Animal Bite Treatment Center if bitten)	None	10 minutes	City Veterinarian
	4. Dispatch Animal Control Team to capture, confine, or observe the animal (10–14 days if owned, immediate capture if stray or suspected rabid)	None	Within 24 hours	Metro Aide II, Job Order
	5. For suspected rabies cases, if the animal dies, collect and prepare the animal's head for laboratory confirmation	None	Within 24 hours	City Veterinarian Metro Aide II, Job Order
	6. Transport and submit the animal's head to Regional Animal Disease Diagnostic Laboratory ( <b>RADDL, Batangas</b> ) for rabies testing	None	Within 24 hours	City Veterinarian Utility II, Metro Aide II
	7. Update the reporter on actions taken and provide further guidance based on RADDL laboratory results	None	Within 24 hours of result release	City Veterinarian Utility II, Metro Aide II
<b>TOTAL:</b>		<b>None</b>	<b>Complex: 4 days, 17 minutes</b>	

## 8. 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.

<b>Office or Division:</b>	Office of the City Veterinarian /City Pound Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Physically healthy dog or cat 6 months old and above</li> <li>- Approval for surgical operation</li> <li>- Registration form</li> </ul>		Personal  Office of the City Veterinarian		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Sign in the Client Log Book	1.1 Provide the logbook to the client	None	7 minutes	Job Order or Clerk I
1.2 Present dog/cat for screening and evaluation	1.2 Screening and evaluation of the animal			
2. Sign up for the program	2.1 Accept application and record owner's details	None	3 minutes	Job Order or Clerk I
	2.2 Give instruction on pre-operative procedures	None	5 minutes	
3. Present dog/cat for operation and provision of personal information	3.1 Recording of owner & animal data.	None	7 minutes	Job Order or Clerk I
	3.2 Weighing of animal.	None	2 minutes	
4. Sign Waiver/Consent Form	4. Provide waiver form	None	2 minutes	Job Order

5. Submission of waiver form	5.1 Explain procedure and risks	None	2 minutes	Job Order
	5.2 Preparation of the Animal (Anaesthetize, shaved, and cleaned)	None	30 minutes	Metro Aide II, Job Order
	5.3 Surgical Procedure	None	30 minutes male dog/cat 1-hour female	City Veterinarian Metro Aide II
	5.4 Monitoring of recovery of animal	None	30 minutes	Job Order, or Clerk I, Metro Aide II
	5.5 Injection of antibiotic and pain reliever	None	5 minutes	City Veterinarian Metro Aide II
	5.6 Issuance of prescription	None	10 minutes	City Veterinarian
6. Acceptance of released pet / animal.	6. Release of Animal (Check up after 2 weeks)	None	2 minutes	Metro Aide II
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 15 minutes male dog / cat</b> <b>2 hours and 45 minutes female dog / cat</b>	

## 9. 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.

<b>Office or Division:</b>	City Pound Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Physically healthy dog or cat 6 months old and above</li> <li>- Approval for surgical operation</li> </ul>		Personal  Office of the City Veterinarian/City Pound Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Give the Log Book to the client	None	2 minutes	Clerk I
2. Setting of Appointment	2. Approval of appointment upon checking of calendar of schedules	None	10 minutes	City Veterinarian
3. Present dog/cat for evaluation	3. Physical Evaluation of the animal	None	5 minutes	City Veterinarian
4. Provision of personal information	4. Recording of owner & animal data	None	5 minutes	Job Order, or Clerk I
5. Signing of waiver form for surgical procedure	5. Filing of waiver form	None	3 minutes	Job Order, or Clerk I
6. Paying of Spaying/ Neutering fee	6.1 Issuance of Official Receipt	Spaying Fee: ₱1500.00	5 minutes	Metro Aide II

*Make sure to secure Official Receipt issued		<p>Neutering Fee Puppy/Kitten (6months old): 2kgs. – 5kgs. = ₱500.00 Above 5kgs. = ₱1000.00</p> <p>Adult (1yr old above): 2kgs. – 5kgs. = ₱1000.00 Above 5kgs. = ₱1500.00</p>		
	6.2 Preparation of the Animal (Anaesthetize, shaved, and cleaned)	None	30 minutes	Metro Aide II, Job Order
	6.3 Surgical Procedure	None	30 minutes male dog/cat 1-hour female	City Veterinarian
	6.4 Monitoring of recovery of animal	None	30 minutes	Job Order
	6.5 Issuance of prescription	None	5 minutes	City Veterinarian
7. Acceptance of released pet / animal	7. Release of Animal (Check up after 2 weeks)	None	5 minutes	Metro Aide II, Job Order
<b>TOTAL:</b>		<p><b>Spaying Fee:</b> <b>₱1500.00</b></p> <p><b>Neutering Fee</b> <b>Puppy/Kitten (6months old):</b> <b>2kgs. – 5kgs. = ₱500.00</b></p>	<p><b>2 hours and 15 minutes for male dog / cat</b></p> <p><b>2 hours and 45 minutes for female dog / cat</b></p>	

		<b>Above 5kgs. = P1000.00</b>  <b>Adult (1yr old above): 2kgs. – 5kgs. = ₱1000.00</b> <b>Above 5kgs. = ₱1500.00</b>		
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## 10. Turn-over of captured stray dogs/cats from barangays

This process covers the proper turnover of stray dogs and cats captured by barangay personnel, following **City Ordinance No. 2025-3445**. It ensures that stray animals found roaming without owners are safely brought to the City Animal Pound for proper handling, temporary custody, and impoundment by the Office of the City Veterinarian.

<b>Office or Division:</b>	Office of the City Veterinarian/City Pound Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Barangay Officials / Barangay Animal Control Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Stray Animal Collection Form - Secure transport cage or carrier		Personal		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Bring captured stray dogs/cats to the City Animal Pound and present required documents.	2. Receives the animals and reviews submitted documents.	None	3 minutes	Clerk I, Metro Aide II, Job Order
	3. Verifies number, condition, and barangay of origin of the stray animals.	None	5 minutes	Metro Aide II

3. Present the barangay log book record of captured strays for signature.	4. Sign the log book record of captured strays presented by the barangay.	None	2 minutes	Clerk I, Metro Aide II
	5. Records animals in the Impound Record	None	5 minutes	Job Order
	6. Transfers animals to designated holding cages for temporary custody and care.	None	10 minutes	Metro Aide II, Job Order
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	

### 11. Veterinary Health Certificate Issuance

The Office of the City Veterinarian issues Veterinary Health Certificates for dogs and cats to certify their health condition and vaccination status. This document is often required for pet transport, travel, registration, and other official purposes.

<b>Office or Division:</b>	Office of the City Veterinarian/City Pound Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Physically healthy dog, cat, hogs, goat and gamefowls		Personal		
- Vaccination card if available or any vaccination/health records.		Personal or private veterinarian		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Present requirements (pet, vaccination card)	2. Verify documents and examine pet	None	5 minutes	City Veterinarian Job Order

3. Provision of personal information and presentation of available records	3. Recording of owner & animal data	None	5 minutes	City Veterinarian Job Order
4. Pay certification fee at Public Market Office	4. Issue Official Receipt	₱130.00	10 minutes	Cashier
5. Present Official Receipt	5. Prepare and sign Veterinary Health Certificate	None	5 minutes	Job Order City Veterinarian
6. Claim Veterinary Health Certificate	6. Release signed certificate	None	2 minutes	Job Order City Veterinarian
<b>TOTAL:</b>		<b>₱130.00</b>	<b>29 minutes</b>	

## 12. Walk-In Surrender of Pet Dog/Cat

This service covers the voluntary surrender of owned dogs or cats by walk-in clients. In line with the Responsible Pet Ownership Ordinance (**City Ordinance No. 2025-3445**), surrendering a pet carries a corresponding penalty, as abandonment or failure to fulfill ownership duties is considered a violation. This process ensures that surrendered pets are safely, humanely, and properly documented for temporary custody and impoundment at the City Animal Pound under the Office of the City Veterinarian.

<b>Office or Division:</b>	Office of the City Veterinarian/City Pound Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>- Pet Surrender Form (to be accomplished onsite)</li> <li>- Vaccination record of the pet (if available)</li> <li>- Secure leash, cage, or carrier during surrender</li> </ul>		Personal or private veterinarian		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Provide the logbook to the client	None	2 minutes	Clerk I
2. Inform the Office of intention to surrender pet	2. Provides Pet Surrender Form	None	3 minutes	Job Order
3. Accomplish and sign Pet Surrender Form	3. Reviews form and interview owner regarding the reason for surrender	None	7 minutes	City Veterinarian
4. Confirm surrender and acknowledge policies	4. Inform the owner of the penalty for surrendering the pet	None	5 minutes	City Veterinarian
5. Pay penalty  *Make sure to secure the Official Receipt issued	5. Issue Official Receipt	<b>Penalty fee:</b> 1 <sup>st</sup> offense - ₱1,000.00 2 <sup>nd</sup> offense - ₱2,000.00 3 <sup>rd</sup> offense - ₱3,000.00 additional P100.00 beyond 7 days	7 minutes	Metro Aide II
6. Present the pet for surrender	6. Accepts the surrendered pet and transfers it to the designated	None	5 minutes	Metro Aide II, Job Order

	holding area following humane handling procedures.			
<b>TOTAL:</b>		<b>Penalty fee: ₱1,000.00/₱2,000.00/₱3,000.00</b>	<b>29 minutes</b>	