



QUEZON CITY VETERINARY DEPARTMENT

CITIZEN'S CHARTER

2019 (1st Edition)



I. Mandate:

RA 7160, Sec 17- Provides the establishment and operation of public slaughterhouses as one of the basic services and facilities to be undertaken by the cities and municipalities- Sec 489, advises the mayor on all matters pertaining to the slaughter of animals and regulation of slaughters and other Veterinary Related Activities.

Conduct animal immunizations, animal impounding operations, promotes and implements animal rights and protection and executes and enforces policies, plans, programs and projects and regulations relative to the establishment and operation of public slaughterhouses and other veterinary related activities.

II. Vision:

A Healthy Population of Humans and Animals Through The Provision Of Quality Veterinary Services In Quezon City

III. Mission:

To Enhance, Support and Promote Animal Health, Animal Welfare, Public Health and Food Security

IV. Service Pledge:



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Central/Head Office
External Services



1. Meat Inspection (Post-Abattoir)

The inspection of carcasses and parts shall be carried out systematically to ensure the detection of lesion and abnormalities. Only meat and edible offal fit for human consumption shall pass the inspection.

Office or Division:	Food Hygiene and Regulatory Division			
Classification:	External Service			
Type of Transaction:	Field			
Who may avail:	Market			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meat Inspection Certificate		National Meat Inspection Service and City Veterinary Department (Food Hygiene and Regulatory Division)		
Certificate of Meat Inspection		National Meat Inspection Service		
Meat Handlers ID		City Veterinary Department		
Health Certificate		City Health Department		
Veterinary Clearance		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring carcass meat to single entry loading bay	1. Receive carcass meat	None	1 minute / head	Meat Inspector
2. Wait for the counter checking of meat	2. Counter check carcass meat	None	1 minute / head	Meat Inspector
3. Present Meat Inspection Certificate	3. Inspect and evaluate Meat inspection Certificate	None	1 minute / head	Meat Inspector



2. Meat Inspection (Abattoir Inspection)

Ante-mortem inspection shall be conducted prior to the slaughter to ensure the protection of consumers and slaughterhouse personnel from zoonotic and/or meat-bourne diseases, ensure animal health by monitoring animal diseases and uphold animal welfare practices.

Office or Division:	Food Hygiene and Regulatory Division			
Classification:	External Service			
Type of Transaction:	Field			
Who may avail:	Slaughterhouse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Shipping Permit		Bureau of Animal Industry		
Health Certificate		City Health Department		
Veterinary Health Certificate		City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
Negative African Swine Fever Result		Bureau of Animal Industry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Shipping Permit and Health Certificate	1. Receive live animals and ask for the shipping permit and health certificate	None	1 minute / head	Meat Inspector
2. Present animal for Ante-Mortem Examination	2. Ante-Mortem Examination of animal	Ante-Mortem Fee/Permit Fee	3 minutes / head	Meat Inspector
3. Present slaughtered animal for Post Mortem Examination	3. Post-Mortem Examination of Slaughtered Animal	Post-Mortem Fee/Slaughter fee for public consumption	5 minutes / head	Meat Inspector
4. Present slaughtered animal for marking	4. Marking of the slaughtered animal	None	1 minute / head	Meat Inspector
5. Ask and receive Meat Inspection Certificate	5. Issue Meat Inspection Certificate	None	15 seconds / permit	Meat Inspector



3. Anti-Rabies Vaccination

The Department shall implement a program to ensure that all animals within the territorial jurisdiction of Quezon City are vaccinated in accordance with the Code and this IRR. In all cases, the vaccination of animals shall be performed by a duly licensed Veterinarian or a trainee vaccinator under the control and supervision of licensed Veterinarian

Office or Division:	Animal Care and Disease Control Division			
Classification:	External Service			
Type of Transaction:	Field			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Any Government Issued ID		
Registration Card		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dog/cat for anti-rabies vaccination	1. Renders assistance	None	1 minute	Receiving Clerk
2. Fill up the record book	2. Check/Verify the record book	None	1 minute	Receiving Clerk
3. Surrender dogs/cats for consultation	3. Interview the pet owner about the health condition of the animal	None	3 minutes	Veterinarian
4. Wait until the dog is vaccinated	4. Inject Anti-Rabies vaccine	None	1 minute	Veterinarian



4. Spay and Neuter

The City Veterinary Department shall implement a program to spay and neuter all dogs and cats within the territorial jurisdiction of Quezon City, particularly owned, possessed, or kept as companion animals.

Office or Division:	Animal Care and Disease Control Division			
Classification:	External Service			
Type of Transaction:	Field			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Any Government Issued ID		
Registration Card		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up registration form	1. Check/Verify the registration form	None	1 minute	Receiving Clerk
2. The owner will bring the dog/cat to the Veterinarian in charge	2. The Veterinarian will interview the pet owner about the health condition of the animal. If the dog is physically fit the Veterinarian will weigh, inject anesthesia and conduct the surgery	None	30 minutes	Veterinarian
3. Wait until the dog is spayed/ neutered	3. Issue prescriptions and ensure that the Dog/cat is in safe condition.	None	10 minutes	Veterinarian



Central/Head Office
Internal Services



1. Licensing of Meat Handlers/Butcher

Meat Handlers and Butchers are required to register and secure an individual Meat handler's and Butchers license annually, to ensure their fitness and qualification for the job

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Meat Dealers, Butchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Picture (1x1)				
Health Certificate		City Health Department		
NBI or Police Clearance		National Bureau of Investigation Quezon City Police Department		
Occupational Permit		Business Permit and Licensing Department		
Completion of meat Handling and Butcher's Seminar		City Veterinary Department		
Proof of payment		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive and evaluate required documents	None	2 minutes	Receiving Clerk
2. Fill up Meat Handler's Application Form	2. Check/Verify the application form	None	3 minutes	Receiving Clerk
3. Payment	3. Collects Payment	P 200.00	1 minute	Office Clerk
4. Attend Seminar	4. Conducts seminar to the applicant/client regarding proper handling of meat	None	30 minutes	Office Clerk
5. Claim Meat Handler's ID	5. Release the Meat Handler's ID	None	5 minutes	Releasing Staff



2. Renewal of Meat Handlers/Butcher

Meat Handlers and Butchers are required to register and secure an individual Meat handler's and Butchers license annually, to ensure their fitness and qualification for the job

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Meat Dealers, Butchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Picture (1x1)				
Health Certificate		City Health Department		
Old Meat Handlers ID		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender old Meat handlers/butchers ID	1. Receive and Evaluate old Meat Handlers/Butchers ID	None	2 minutes	Receiving Clerk
2. Fill up Meat handlers/Butchers Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 200.00	1 minute	Office Clerk
4. Claim Meat Handler's ID	4. Release the Meat Handler's ID	None	5 minutes	Releasing Staff



3. Veterinary Clearance

Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the Department, as a condition precedent for the issuance of business permit to operate.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Wet Market, Flea Market, Rolling Stores, Meat Shops, Lechon Houses and Stands, Places frequented by ambulant vendors, Supermarkets and Groceries, Restaurants, Canteens and Eateries establishment operating within Quezon City, Catering Services, Hotels , Apartelles and the like, Pet shops and Pet trading, Veterinary Clinics, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection report submitted by the Meat Inspector		City Veterinary Department		
Health Certificate		City Health Department		
Meat Handler's License		City Veterinary Department		
Veterinary Clearance Fee as indicated in the Order of Payment		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Veterinary Clearance Form	1. Check/Verify the application form	None	2 minutes	Receiving Clerk
2. Submit complete requirements	2. Check and Review the totality of the supporting documents	None	3 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 200.00	1 minute	Office clerk
4. Claim Veterinary Clearance	4. Release the Veterinary Clearance	None	5 minutes	Releasing Clerk



4. Renewal of Veterinary Clearance

Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the Department, as a condition precedent for the issuance of business permit to operate.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Wet Market, Flea Market, Rolling Stores, Meat Shops, Lechon Houses and Stands, Places frequented by ambulant vendors, Supermarkets and Groceries, Restaurants, Canteens and Eateries establishment operating within Quezon City, Catering Services, Hotels , Apartelles and the like, Pet shops and Pet trading, Veterinary Clinics, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meat Handler's License		City Veterinary Department		
Photocopy of the Old Veterinary Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the old Veterinary Clearance	1. Check old Veterinary Clearance and Supporting documents	None	2 minutes	Receiving Clerk
2. Fill up Veterinary Clearance Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 200.00	1 minute	Office Clerk
4. Claim Veterinary Clearance	4. Release the Veterinary Clearance	Releasing Staff	5 minutes	Releasing Clerk



5. Meat Transport Vehicle

Only vehicles registered with the department shall be allowed to transport / deliver meat and meat product to and fro and within the City.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Registration		Land Transportation Office		
Picture of the Vehicle (Front, Back Side, Inside)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the LTO registration and picture of the vehicle	1. Check the documentary requirements	None	1 minute	Receiving Clerk
2. Fill up Meat Transport Vehicle Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 500.00	1 minute	Office Clerk
4. Claim Meat Transport Vehicle Sticker	4. Release Meat Transport Vehicle Sticker	None	2 minutes	Releasing Clerk



6. Renewal of Meat Transport Vehicle

Only vehicles registered with the department shall be allowed to transport / deliver meat and meat product to and fro and within the City.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Registration		Land Transportation Office		
Picture of the Vehicle (Front, Back Side, Inside)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the LTO registration and picture of the vehicle	1. Check the documentary requirements	None	1 minute	Receiving Clerk
2. Fill up Meat Transport Vehicle Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 500.00	1 minute	Office Clerk
4. Claim Meat Transport Vehicle Sticker	4. Release Meat Transport Vehicle Sticker	None	2 minutes	Releasing Clerk



7. Registration of Meat Establishment

All Meat establishments shall be mandated to secure their registration certificates from the Department prior to the issuance of Major's/ Business permit before they can operate.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Slaughterhouses, Cold Storage, Meat Processing Plants, Other similar business operating within the territorial jurisdiction of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sanitary Permit				
Picture of Meat Establishment				
NMIS Accreditation		National Meat Inspection Service		
Veterinary Clearance Fee		City Veterinary Department		
Business Permit		Business Permit and Licensing Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Registration Form	1. Check/Verify the application form	None	2 minutes	Receiving Clerk
2. Submit complete requirements	2. Check and review completeness of supporting documents	None	3 minutes	Receiving Clerk
3. Wait for the ocular inspection and evaluation	3. Ocular inspection and evaluation of Meat Establishments	None	Within two weeks upon submission of the complete documents (30 minutes)	Meat Inspector
4. Payment	4. Collects Payment	P 500.00	1 minute	Office Clerk
5. Claim Meat Establishment Certificate	5. Meat Establishment Certificate	None	5 minute	Releasing Staff



8. Shipping Permit

All Animals to be transported must have Shipping Permit to assure that the animal is free from any diseases.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vaccination Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentary Requirement	Evaluate required document	None	3 minutes	Receiving Clerk
2. Payment	Collects Payment	P 50.00 / head	1 minute	Office Clerk
3. Claim Shipping Permit	Release the Shipping Permit	None	2 minutes	Releasing Staff



9. Mandatory Registration and Dog tagging

Who person shall own, possess keep or harbor any dog aged three (3) months or more within the territorial jurisdiction of Quezon City unless such does is registered with the QCVD Department shall issue and registration tag to each registers dog's collar or harness. Any animals subject to registered requirement provided for herein, found to be unregistered, shall be subject to compulsory registration.

Office or Division:	Animal Care and Disease Control Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dogs/cats for anti-rabies vaccination	1. Render assistance	None	1 minute	Receiving Clerk
2. Fill up the record book	2. Check/Verify the record book	None	1 minute	Receiving Clerk
3. Submit dogs/cats for registration and dog tagging	3. Interview the pet owner about the health condition of the animal	None	5 minutes	Veterinarian
4. Wait until the dog is registered and tagged	4. Inject Anti-Rabies vaccine	None	1 minute	Veterinarian



10. Surrender/Pickup of Animals

Animals that are sick, of old age, virials or dangerous that are surrendered and picked up by the City Pound Truck shall be charged five hundred Pesos (Php 500.00) regardless of the number of animals surrendered. The Department shall keep record of all animals surrendered, including the names and address of animals owners as well as circumstance that led to the surrender.

Office or Division:	City Pound Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card			Any government issued ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Surrender/Pickup form	1. Receive Surrender/Pickup form and interview the applicant	None	3 minutes	Receiving Clerk
2. Payment	2. Accept payment	P 500.00	1 minute	Office Clerk
3. Wait for the scheduled pick-up of the surrendered animal	3. Schedule the date and time of pick-up of the surrendered animal	None	Within the week	City Pound Personnel



11. Redemption of Impounded Animals

The Department is hereby authorized to impound any stray, feral and confiscated animals within the territorial jurisdiction of Quezon City. In order to obtain the release of an impounded animal the owner, he/she shall provide proof of ownership of the animal, register the animal if not registered, and pay five hundred pesos (Php 500.00) per day to cover the cost of impoundment and maintenance.

Office or Division:	City Pound Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a gate pass to enter the City Pound area	1. Issue a gate pass for person/persons redeeming their animal	None	2 minutes	Receiving Clerk
2. Identify caught dog/cat	2. Render Assistance	None	5 minutes	City Pound Personnel
3. Payment	3. Collect payment	P 500.00/day	1 minute	Office Clerk
4. Redeem animal at the City Pound Area	4. Release the impounded animal to the owner	None	5 minutes	City Pound Personnel



12. Adoption of Animals

The Veterinarian assigned to the Quezon City Pound by the Department shall screen all potential adopters that they possess the capability to care for the animal sought to be adopted in accordance with this Code, this IRR and all applicable laws and regulations.

Office or Division:	City Pound Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		All government issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure gate pass from the front desk	1. Assist the applicant/client	None	1 minute	Receiving Clerk
2. Choose an animal at the impound site	2. Assess, evaluate, and determine the person's capability and fitness to adopt the animal	None	5 minutes	City Pound Veterinarian/Pound Keeper
3. Fill up the adoption form at the City Pound	3. Receive adoption form filled up by applicant and submitted to City Pound Veterinarian for final assessment	None	3 minutes	City Pound Veterinarian/Pound Keeper
4. Payment of adoption fee	4. Accept Payment	P 500.00	1 minute	Office Clerk
5. Claim Animal Adopted	5. Release of the animal along with the legal documents	None	5 minutes	City Pound Personnel



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Any feedback may be send to the City Veterinary Department Gmail account (qcvetdepartment@gmail.com) or may be drop in our suggestion box outside the City Veterinary Office.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Feedbacks were consolidated and were given to the Concern Division. 2. The Division Head will conduct observations about the feedback 3. The Division head will make new guidelines as observed. 4. The guidelines are approved by the City Veterinarian if found to be suitable to the said service.
How to file a complaint	The Client may file his/her complaint to the Mayor's office or directly to our Department.
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints from the Mayor's Office <ol style="list-style-type: none"> 1.1 Complaints originated from the Mayor's office were transferred in our Department.

	<p>1.2 The complaints were given to the concern Division.</p> <p>1.3 The Division Head will conduct investigations about the complaint.</p> <p>1.4 Parties of the complaint were asked to come in our Department to discuss the matter.</p> <p>1.5 Investigation report will be submitted by the Division Head to the City Veterinarian.</p> <p>1.6 The report is forwarded to the Mayor's office.</p> <p>1.7 If the complaint was not settled the issue is forwarded to the City Legal.</p> <p>2. Complaints originated in the City Veterinary Department</p> <p>2.1 The client writes his/her complaint and submit it to our office.</p> <p>2.2 The complaints were given to the concern Division.</p> <p>2.3 The Division Head will conduct investigations about the complaint.</p> <p>2.4 Parties of the complaint were</p>
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	<p>asked to come in our Department to discuss the matter.</p> <p>2.5 Investigation report will be submitted by the Division Head to the City Veterinarian.</p> <p>2.6 If the complaint was not settled the issue is forwarded to the City Legal.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Henry Barbero Veterinarian V, Food Hygiene and Regulatory Division 09567724179</p> <p>Esmeralda L. Encarnado Veterinarian V, City Pound Division 09283220218</p> <p>Melba Q. Albay Veterinarian III, Animal Care and Disease Control Division 09756115151</p> <p>Lutgardo B. Albat Administrative Officer III, Administrative Division 09424315681</p>



Office	Address	Contact Information
Quezon City Veterinary Department	6 th Flr. QC Hall Civic A Bldg., Elliptical, Diliman Q.C.	988-4242 loc. 8036