

# CITIZEN'S CHARTER

Local Government Unit of Cabadbaran City

Department: **OFFICE OF THE CITY VETERINARIAN**

Revision No: 2

Issue No: \_\_\_\_\_

FRONTLINE SERVICE	STEPS	LOCATIONS OF TRANSACTION PER STEP	PROCESSING TIME	FORM/S REQUIRED	DOCUMENTARY REQUIREMENTS	FEES AND CHARGES	RESPONSIBLE EMPLOYEE/S
<b>1. Animal Health Services</b> -Consultation -Deworming -Vitamin Supp. -Treatment -Vaccination -Castration	1. Ask and fill-up request form	Client's Assistance Desk	5mins.				Ms. Dharyn M. Antiga
	2. Submit request form and ask for schedule of:  * Deworming * Vitamin Supp. * Treatment * Vaccination * Castration	Veterinarian's table	Few minutes to few hours depending on the request	Acknowledgement of services rendered			Dr. Kaye V. Andalan/ Dr. Chatnae L. Salares
<b>2. Redemption of impounded dogs</b>	1. Fill-up and submit release form	Client's Assistance Desk	5mins.				Dr. Chatnae L. Salares
	2. Pay the calculated charge/fee of impounding.	City Treasurer's Office (Windows 3 & 4)	5mins.	Form with the name and its charge/fee		Fees depend on the no. of days impounded	Mr. Marlon Olofernes/ Mr. Leonardo Corvera
	3. Show the OR no. Assist for the release & vaccination of dogs		10 mins.	O.R.			Dr. Kaye V. Andalan/ Dr. Chatnae L. Salares