



OFFICE OF THE PROVINCIAL
VETERINARIAN

I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsogonons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.

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**OFFICE OF THE PROVINCIAL
VETERINARIAN**

OFFICE OF THE PROVINCIAL VETERINARIAN

Frontline Services



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I. Dog Vaccination

The Provincial Veterinary Office was created in November 1994 by virtue of the R.A. 7160 (Local Government Code). It is mandated to provide assistance to the governor in carrying out necessary measures to eradicate, prevent or cure all forms of animal diseases of public health importance. Part of the assistance is providing the vaccination to dogs brought in by their owners.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Pet Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Healthy Dogs/Cats aged 3 months and above			Office of the Provincial Veterinarian	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the dog and present the vaccination record if any, to the Officer of the Day.	Interview and record all information in the logbook	None	2 mins	Officer of the Day-PVO
2. Answer all the questions and sign in the logbook	Refer client to the veterinarian for vaccination.		2 mins	Officer of the Day-PVO
3. Restrain the dog during vaccination.	Vaccinate dog.		2 mins	Animal Keeper Veterinarian
4. Receive the certificate of vaccination and sign acknowledgement in the logbook.	Sign and issue the vaccination certificate to the client. Ask the client to sign acknowledgment in the logbook.		1 min	Veterinarian

II. Provision of Anti Rabies Vaccine to LGU's

The Office of the Provincial Veterinarian is mandated to comply to the requirements of Republic Act 8492 or the Anti Rabies Act of 2007 in the control and prevention of the spread of human and animal rabies in the locality. Part of the responsibility of the OPV is to allocate and distribute antirabies vaccines to component municipalities, and monitor its proper storage.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Agriculture Office/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request address to the Governor attention OPV Annual Dog Population Survey Vaccination Schedule Per Brgy		Office of the Provincial Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request from the Local Chief Executive (LCE) addressed to the governor.	Communication forwarded to OPV to address the request	None	3 days	Provincial Government Department Head (PGDH)- Office of the Provincial Veterinarian (OPV)
2.	File and records in the logbook the letter of request		2 mins	Laboratory Aide Prov'l Animal Dss Diagnostic Lab. (PADDL)
3.	Check the supply available and confirm availability of materials to the OPV- PGDH Inform requesting office thru call/text messages		10 mins	Veterinarian Prov'l Animal Dss Diagnostic Lab. (PADDL)

<p>4. Proceed to OPV and fill up Vaccine requisition and acknowledgment form and submit annual dog population Survey together with the vaccination schedule of the LGU</p>	<p>File Vaccine Requisition, Acknowledgment form and Dog Population Survey</p>		<p>10 mins</p>	<p>Lab Aide Prov'l Animal Dss Diagnostic Lab. (PADDL Division)</p>
<p>5. Wait at the designated waiting area</p>	<p>Prepare and dispense antirabies vaccine allocation</p>		<p>10 mins</p>	<p>Laboratory Aide Prov'l Animal Dss Diagnostic Lab. (PADDL Division)</p>

II. Spaying and Neutering Service

This is to regulate animal population in the province that will help in the reduction of rabies incidence and other animal diseases of public health importance.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Healthy Dogs/Cat aged 2months and above		Office of the Provincial Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the animal and show health card.	Interview and record all information in the logbook.	None	2 mins	Officer of the Day-PVO
2. Answer all questions and sign in the logbook	Refer the client to the resident veterinarian.		2 mins	Officer of the Day-PVO
3.	Assess the health status of the patient Orient the client on the procedure of the surgery		10 mins	Veterinarian
4. Proceed at the waiting area and wait for the surgery to be finished.	Prepare surgical instrument and biologics needed in the surgery		15 mins	Agriculturist II Agri. Technician
	Conduct Pre Operation Procedure		15 mins	Agriculturist II Animal Keeper II
	Perform Surgery		1 hour	Veterinarian/s
	Conduct Post Operation Procedure		30 mins	Veterinarian/s
	Inform the client when the surgery is finished. Prescribe or dispense medicines for the patient.	10 mins	Veterinarian/s	

III. Issuance of Veterinary Health Certificate

This is to monitor animal movement of live animals in the province and provision of veterinary health certificate as requirements to secure veterinary shipping permits to outgoing animals.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Pet and Livestock Owners; Livestock & Poultry Dealers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Healthy animals Vaccination Certificate Farm Inspection Certificate/Accreditation issued by OPV Livestock & Poultry Products Handlers Licenses All other Requirements (required by the DA-Veterinary Quarantines Services)			Government/Private Veterinarian Office of the Provincial Veterinarian Department of Agriculture-BAI RFO5 Department of Agriculture-BAI RFO5	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the animals for inspection or present animal inspection certificate with the licenses, vaccination and other laboratory results (if needed) to the officer of the day.	Interview and record all information in the logbook.	None	1 min	Veterinarian Regulatory & Livestock Division
2. Provide all pertinent copies of the licenses, AIC, vaccination or laboratory examination report needed.	File a copy of proof of vaccination or animal inspection certificate, licenses, and laboratory examination report.		5 mins	Veterinarian & Agriculturists II Regulatory & Livestock Division

3.	Conduct ocular inspection of the animals(if AIC is not presented)		5-20mins	Veterinarian Regulatory & Livestock Division
4. Receive veterinary health certificate and sign acknowledgment in the logbook.	Issuance of Veterinary Health Certificate	None	5 mins	Veterinarian Regulatory & Livestock Division

IV. Veterinary Services Assistance to the Local Government Unit/s

The appointment of the Municipal Veterinarian is optional under the R.A 7160. Since the implementation of this act NO MV has been appointed in any municipality in the province. It is for this reason that all municipalities in the province are dependent on the veterinary services of the Provincial Veterinary Office; therefore the Provincial Government of Sorsogon thru its Provincial Veterinary Office provides veterinary services and assistance to the different LGU's.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit/s of Sorsogon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request address to the Governor attention OPV		Office of the Provincial Veterinarian and other line agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request from the Local Chief Executive (LCE) addressed to the governor.	Communication forwarded to OPV to address the request	None	3 days	Provincial Government Department Head (PGDH)- Office of the Provincial Veterinarian / OPV - Administrative Division
2. Wait for the approval and schedule confirmation	File and records in the logbook the letter of request		2 mins	

3.	Check the supply available and confirm availability of materials to the OPV- PGDH	None	10 mins	OPV Administrative Division
4.	Approved and schedule the activity requested		30 mins	Provincial Government Department Head (PGDH) - Office of the Provincial Veterinarian (OPV)
5.	Send confirmation letter to concerned LGU. Copy furnish Office of the Governor		30 mins	OPV Administrative Division
6. Receive and take note of letter of confirmation from OPV	Confirm the final scheduled date of the activity		1day	Provincial Government Department Head (PGDH) - Office of the Provincial Veterinarian (OPV)
7. Prepare and coordinate with barangays/ organization/ other agencies concerned	Prepare travel order and have it approved by the governor		5 mins	OPV Administrative Division
8.	Conduct the activity at the barangay/designated area identified by the requesting municipality		1 day	Regulatory & Livestock Division or Prov'l Animal Dss Diagnostic Lab. (PADDL Division or Sorsogon Prov'l Animal Shelter Division

9.	Provide list of actual number of served animals to the municipality thru their municipal agriculture office.	None	10 mins	OPV Administrative Division
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V. Other Veterinary Technical Services

Provision of routine services such as deworming, vaccination, artificial insemination, pregnancy diagnosis, vitamin and mineral supplementation, livestock castration and other veterinary support services to sustain and improve health management and livestock production of the Sorsogon farmers.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C– Government to Client			
Who may avail:	Pet and Livestock Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Animal Health Card (if available)			Office of the Provincial Veterinarian; City Veterinarian; Private Veterinary Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk ins: Bring the animal subject for the specific request.	Interview and record all personal and animal information in the logbook	None	5-6mins	Officer of the Day-OPV
For farm service: Personal appearance of the requesting personnel/ farm owner	Refer client to the technician or veterinarian			

2. Present animal or health record on hand (if there is any)	Check and Verify information in the health card. Record and take note of farm/ case history	None	10 mins	Veterinarian Regulatory & Livestock Division
3.	For Walk ins: Conduct of the service requested.		15 mins	Regulatory & Livestock Division
	For Farm Service: Scheduled time and date to conduct the service in the farm		2 mins	Regulatory & Livestock Division
4.	Actual conduct of the service requested.		1 hour <i>(travel time not included)</i>	Regulatory & Livestock Division

V. Rabies Laboratory Services

In support with the Department of Agriculture-BAI rabies surveillance, prevention and control, the Sorsogon Rabies Laboratory is the most accessible facility for the people of Sorsogon for submission of suspected rabid sample prior to the confirmatory test thru Direct Fluorescent Antibody Test, the gold standard test for rabies at the Regional Animal Disease Diagnostic Laboratory.

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	All; Municipal Agriculture Office/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Rabies Laboratory Sample Form			Office of the Provincial Veterinarian (Prov'l Animal Disease Diagnostic Lab)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample for rabies diagnostic examination	Received sample and label properly	None	5 mins	Laboratory Aide Prov'l Animal Dss Diagnostic Lab. (PADDL) Division
2.	Interview the client and fill up Laboratory Specimen form		10 mins	Laboratory Aide Veterinarian Prov'l Animal Dss Diagnostic Lab. (PADDL) Division
3. Check details written and submit laboratory specimen form.	Inform the client to wait for the result after 3-7 days. <i>(OPV Lab personnel will call him to inform/pick up the result)</i>		2 mins	Veterinarian Prov'l Animal Dss Diagnostic Lab. (PADDL) Division
4.	Assessment of the sample for viability		10 mins	
5.	Prepare brain sample for testing		20 mins	
	Schedule date of			

	submission to RADDL			
6.	Submit sample to RADDL @ Camalig, Albay and wait for confirmatory test result	None	7 days	Veterinarian Prov'l Animal Dss Diagnostic Lab. (PADDL) Division
7.	Inform LGU's, sample owner, ABTC personnel and bite victims of the result <i>(upon receipt of result/information)</i>		10 mins	

VI. Dog Adoption

Qualified animals for rehoming and is open for adoption to all interested responsible pet owner provided they are willing to adhere with SPAS policies and comply with the basic requirements set forth by the shelter in relation to RA 8485 “ Animal Welfare Protection Act of 1998”.

Service Schedule:

Filing of Application: Monday to Friday (except holidays)
8:00 am – 5:00 pm

Home visit : Tuesday-Thursday (except holidays)
8:00 am – 5:00 pm

Approval/Release of Pet for Adoption : Tuesday-Thursday (except holidays)
9:00 am – 3:00 pm

Note: Pet for adoption will be posted on the official social media account of OPV

Office or Division:	Office of the Provincial Veterinarian
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Adoption Application Form Home visit (by SPAS) Certificate of attendance (Orientation on Basic Pet care and Responsible Pet Ownership) Adoption Agreement Form			Office of the Provincial Veterinarian Sorsogon Provincial Animal Shelter (OPV-SPAS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application for adoption	Verify all information for assessment	None	15 mins	Animal Keeper ACCI (SPAS)
2. Ocular inspection of dogs posted for adoption	Assists the client while checking/interact to the pets for adoption		30 mins	Animal Keeper (SPAS)
3. Apply for schedule for home visit	Approve schedule date of home visit		10 mins	SPAS Veterinarian
4. Wait for the call and actual home visit	Conduct scheduled home visit		2 hours (every Tuesday-Thursday)	ACCI Sorsogon Provincial Animal Shelter Division
5. Attend orientation on basic pet care (after schedule home visit)	Conduct orientation on basic pet care		30 mins (every Tuesday-Thursday)	Sorsogon Provincial Animal Shelter Division
6. Proceed to the office of the SPAS veterinarian	Conduct final assessment of requirements and approval of adoption application		15 mins	SPAS Veterinarian

7. Sign Adoption Agreement	Explain and sign adoption agreement		15 mins	SPAS Veterinarian
8. Proceed to the waiting area	Release selected pet for adoption		10 mins	SPAS Veterinarian Animal Keeper

VII. Request of Documents and Reports

Office or Division:	Office of the Provincial Veterinarian			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All; Various line agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication address to Governor/Attention OPV			Office of the Provincial Veterinarian	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send communication to PLGU address to Governor	Communication forwarded to OPV to address the request	None	5 days	Provincial Government Department Head (PGDH) - Office of the Provincial Veterinarian (OPV) OPV Administrative Division



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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. <p style="text-align: center;">The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> <ol style="list-style-type: none"> 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



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Office	Address	Contact Information
OPV- Administrative Division	Brgy. Cogon Juban, Sorsogon	09295927132/ 09093679061
OPV- Sorsogon Provincial Animal Shelter Division	Brgy. Cogon Juban, Sorsogon	09291792563
OPV- Provincial Animal Disease Diagnostic Laboratory	Brgy. Cogon Juban, Sorsogon	09338676481
OPV-Regulatory and Livestock Division	Brgy. Cogon Juban, Sorsogon	09484393013

