



PROVINCIAL VETERINARY OFFICE



Provision of Veterinary Service

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Client Request Form 				Requestor
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for services, via online or telephone calls. Fill up Client Request form	1.1 Perform COVID-19 disease prevention protocol 1.2 Receive/register the client in the log book and refer to concerned Division.	None	5 minutes	Admin Staff: Jay-ann T. Sabalo <i>Agricultural Technician</i> Precila A. Guevarra <i>Admin Aide IV</i> Avelina H. Rollo <i>Admin Aide III</i> Jayson L. Valenzuela <i>Administrative Aide I</i>
	1.2 Record animal information. (request for animal health services and artificial insemination) Record client information (request for livestock data)	None	5 minutes	Technical Staff: Nenita G. Pereña, <i>Agriculturist II</i> Marites R. Feraer <i>Agricultural Technologist</i> Sonia V. Penus <i>Agricultural Technician</i> Alma Fe R. Obidos <i>Administrative Aide III</i> Marjo P. Mojica <i>Market Specialist II</i> Rex P. Lubag <i>Administrative Aide III</i>
	1.3 Conduct interview regarding history of the animal and physical examination and provide the needed services. Conduct interview regarding data requested.	None	30 minutes	Dr. Gloria C. Digma <i>Veterinarian V</i> Dr. Gladys L. Credo, Dr. Gerry N. Romen Dr. Kristine O. Roraldo <i>Veterinarian II</i> Marjo P. Mojica <i>Market Specialist II</i> Rex P. Lubag <i>Administrative Aide III</i> Edgardo N. Lontoc <i>Agricultural Center Chief I</i> Ramir R. Gonzaga <i>Security Guard I</i>
2. Receive recommendation/vaccination certificate and health record, shipping permit and livestock data.	2.1 Provide livestock data. Writing of prescription and recommendation. Issue vaccination and health record. (for animal health services) Issue shipping permit. (for shipping permit request)	None	5 minutes	Rex P. Lubag <i>Administrative Aide III</i> Edgardo N. Lontoc <i>Agricultural Center Chief I</i> Ramir R. Gonzaga <i>Security Guard I</i>
	TOTAL	None	45 minutes	

PROOF OF POSTING

Photo #1: Picture of Citizen's Charter posted at the Provincial Veterinary Office.

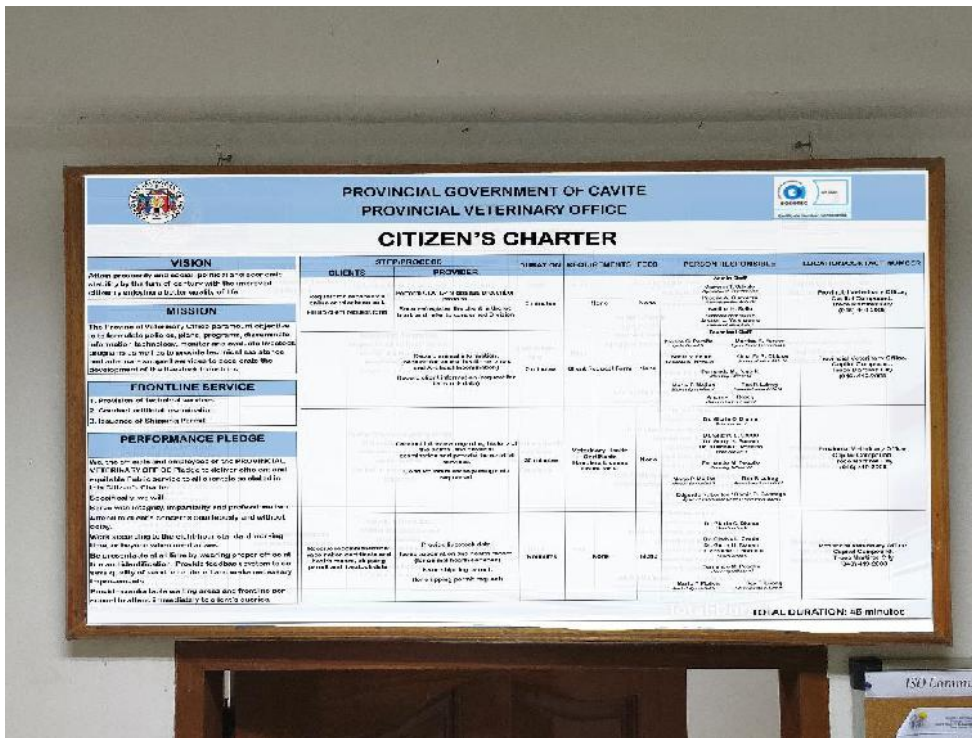


Photo #2: Provincial Veterinary Office Citizen's Charter posted near the office entrance.





COMMUNICATION PLAN

The Provincial Veterinary Office (PVO) Citizens Charter utilizes the leverage of social media in order to reach a greater number of clientele, specifically the online community, and at the same time showcase frontline services of the department. Online posts thru the PVO Facebook page (Cavite Provincial Veterinary Office) and various group chats highlight the step-by-step procedures showing the requirements, time and fees involved for clients to their needed services.

Specific social media activities are the following:

- Setting of PVO Citizen's Charter as cover photo of the PVO Facebook page and Facebook account
- "Pinning" to make the post visible at all times
- Sharing of PVO Citizen's Charter with various group chats to further disseminate information on PVO frontline services.

In addition, hard copies of PVO Citizen's Charter flyers are also available at the client receiving area to cater for walk in clients and those without access to internet and social media.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Veterinary Office	Government Center Building, Capitol Compound, Trece Martires City	419-2008 provetcavite@yahoo.com provetcavite2019@gmail.com