

CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Animal Consultation, Disease Treatment and Control	1. Bring or report animal/pet	1. Interview Client/form 2. Conduct necessary action - Treat - Prescribe medicine - Give instructions/prescription	None	None	15 minutes - 1 hour	Dra. Indira A. Santiago Dra. Ma. Teresa A. Quintero
4. Issuance of Certificate of Ownership & Release Paper of Cattle/Carabao Dispersal Program	1. Present application letter (if qualified): 2. Receive documents for notarization 3. Return/submit notarized documents for signing/approval of the head of office	1. Receive application letter 2. Refer to records of availability of stocks 3. Investigate/Study applicants background 4. Orientation/lecture of applicants 5. Prepare certificate and documents 6. Give documents to the applicant for notarization 7. Receive notarized documents	1. Application letter 2. Bgy. Certificate 3. 2pcs 2x2 ID picture 4. Residence certificate	None	2 days	Naida P. Hugo/ Livestock Inspector

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	4. Receive Loan Contract Certificate	8. Sign/approve certificate/documents by the head of office 9. Issue Loan Contract Certificate				
5. Request for home service vaccination/treatment	1. Bring or report animal/pet 2. Sign home service form	1. Interview Client/form 2. Conduct necessary action - Treat - Prescribe medicine - Give instructions/prescription	1. None for walk-in/phone or radio client 2. Letter request	None	15 minutes - 1 hour	Dra. Indira A. Santiago Dra. Ma. Teresa A. Quintero

Approved by:


INDIRA A. SANTIAGO, DVM
Veterinarian III
 Acting City Veterinarian