



QUEZON CITY VETERINARY DEPARTMENT

CITIZEN'S CHARTER

2023

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## REDEMPTION OF IMPOUNDED ANIMALS

Impounded stray, feral, and confiscated animals within the territorial jurisdiction of Quezon City may be redeemed within three (3) days.

<b>OFFICE OR DIVISION</b>		City Pound Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Card				
Identification Card		Any Government Issued ID		
Photo of Impounded Animal				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure a Gate pass to Enter City Pound Area	Issue a Gate pass for person/s redeeming their animal	None	2 minutes	Receiving Clerk
Identify caught dog / cat	Render assistance	None	5 minutes	City Pound Personnel
Payment	Collect Payment	P 500.00 per day per pet	1 minute	Office Clerk
Redeem animal at the City Pound Area	Release impounded animal to the owner	None	5 minutes	City Pound Personnel

## SURRENDER/PICK-UP 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.

<b>OFFICE OR DIVISION</b>		City Pound Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Surrender / Pick-up Form		City Veterinary Department		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up Surrender / Pickup Form	Received Surrender / Pickup Form and interview the client	None	3 minutes	Receiving Clerk
Payment	Accept Payment	P 500.00	1 minute	Office Clerk
Wait for the scheduled pick-up of the surrendered animal	Schedule the date and time of pick-up of the surrendered animal	None	Within the week	City Pound Personnel



## MEAT HANDLERS ID

All meat handlers, meat cutting operators, dressers, cutters, vendors, processors, meat dealers, and butchers working or employed within the territorial jurisdiction of Quezon City are required to secure meat handlers license from the City Veterinary department.

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Dealers and Butchers working and/or employed within the territorial jurisdiction of Quezon City			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Handlers ID Form		City Veterinary Department		
2 pcs. 1x1 ID Picture				
Completion of Meat Handlers and Butcher's Seminar		City Veterinary Department		
Old Meat Handlers ID (Renewal)		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 200.00	1 minute	Office Clerk
Attend Meat Handlers and Butchers Seminar	Conducts Seminar to the client regarding proper handling of meat	None	30 minutes	Office Clerk
Claim Meat Handlers ID	Release the Meat Handlers ID	None	2 minutes	Releasing Staff

## MEAT TRANSPORT VEHICLE STICKER

All Vehicle that delivers meat and meat products are required to secure Meat Transport Vehicle Sticker

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City.			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Transport Vehicle Form		City Veterinary Department		
LTO Registration		Land Transportation Office		
Picture of the Vehicle (Front, Side, Back, Inside)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 500.00	1 minute	Office Clerk
Claim Meat Transport Vehicle Sticker	Release the Meat Transport Vehicle Sticker	None	2 minutes	Releasing Staff



## VETERINARY CLEARANCE

All Business Establishments and other businesses involved in meat trade and other channels within the territorial jurisdiction of Quezon City are required to secure Veterinary Clearance from the City Veterinary Department

### MEAT RELATED ESTABLISHMENT

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	Wet Markets, Flea Markets, Rolling Stores, Meatshops, Lechon houses and Stands, Places frequented by ambulant vendors, Supermarkets, Groceries, Restaurants, Canteens, Eateries, Catering Services, Hotels, Apartelles and the like, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Clearance Form		City Veterinary Department / QC Website		
Inspection Report Submitted by Meat Inspector		City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Old Veterinary Clearance (Renewal)		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 200.00	1 minute	Office Clerk
Claim Veterinary Clearance	Release the Veterinary Clearance	None	2 minutes	Releasing Staff

### VETERINARY CLINICS / HOSPITAL / GROOMING CENTER / PET SHOPS / PET BOARDING / PET CAFÉ / POULTRY SHOPS

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	Walk-in			
<b>WHO MAY AVAIL</b>	Veterinary Clinics, Hospital, Grooming Center, Pet Shops, Pet Boarding, Pet Café, Poultry Shops			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Clearance Form		City Veterinary Department / QC Website		
DTI/SEC Registration		DTI		
Barangay Clearance		Barangay		
PRC License and PTR of Veterinarian		PRC		
Identification Card		Any Government Issued ID		
Inspection Report Submitted by Meat Inspector		City Veterinary Department		
Old Veterinary Clearance (Renewal)		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 200.00	1 minute	Office Clerk
Claim Veterinary Clearance	Release the Veterinary Clearance	None	2 minutes	Releasing Staff



### VETERINARY HEALTH CERTIFICATE (SHIPPING PERMIT)

Transport of animals from Quezon City to any point of this country requires a shipping permit which can be obtained from the City Veterinary Department.

<b>OFFICE OR DIVISION</b>		Animal Care and Disease Control Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Health Certificate Form		City Veterinary Department		
Resident of Quezon City				
Vaccination Record				
The Animal shall be vaccinated not more that 1 year, but not less than 14 days				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Received and evaluate required documents	None	2 minutes	Receiving Clerk
Payment	Collects Payment	P 50.00 / per animal	1 minute	Office Clerk
Claim Veterinary Health Certificate	Release the Veterinary Health Certificate	None	2 minutes	Releasing Staff

### VACCINATION AND REGISTRATION

Pet owners must submit their dogs to mandatory registration and anti-rabies vaccination given for free. The registration card contains the permanent dog tag number, physical characteristics including age, color, sex, breed, and distinguishing marks, and all rabies vaccinations conducted on the dog.

<b>OFFICE OR DIVISION</b>		Animal Care and Disease Control Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring dogs / cats for anti-rabies vaccination	Render Assistance	None	1 minute	Receiving Clerk
Fill-up the record book	Check / Verify the record book	None	1 minute	Receiving Clerk
Submit dogs / cats for registration and dog tagging	Interview the pet owner about the health condition of the animal	None	5 minutes	Veterinarian
Wait until the dog is registered and tagged	Inject Anti-Rabies Vaccine	None	1 minute	Veterinarian



## SPAY AND NEUTER

Surgical sterilization of dogs and cats to control the population. It is a weekly program held in barangays.

<b>OFFICE OR DIVISION</b>		Animal Care and Disease Control Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up Registration Form	Check / Verify the Registration Form	None	1 minute	Receiving Clerk
Bring dog/cat to the Veterinarian in charge	The Veterinarian will interview the pet owner about the health condition of the animal. If the dog/cat is physically fit the Veterinarian will weigh, inject anesthesia and conduct the surgery	None	30 minutes	Veterinarian
Wait until the dog/cat is spayed/neutered	Issue prescriptions and ensure that the dog/cat is in safe condition	None	10 minutes	Veterinarian

## ADOPTION OF ANIMALS

Impounded animals not claimed for three (3) days from capture, if qualified to be tame shall be open for adoption

<b>OFFICE OR DIVISION</b>		Animal Care and Disease Control Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>		Walk-in		
<b>WHO MAY AVAIL</b>		All residents of Quezon City		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Any Government Issued ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure gate pass from the front desk	Assist the applicant/client	None	1 minute	Receiving Clerk
Choose an animal at the impound site	Assess, evaluate, and determine the person's capability and fitness to adopt the animal	None	5 minutes	City Pound Veterinarian/Pound Keeper
Fill up the adoption form at the City Pound	Receive adoption form filled up by applicant and submitted to City Pound Veterinarian for final assessment	None	3 minutes	City Pound Veterinarian/Pound Keeper
Payment of adoption fee	Accept Payment	P 500.00	1 minute	Office Clerk
Claim Animal Adopted	Release of the animal along with the legal documents	None	5 minutes	City Pound Personnel



## MEAT INSPECTION

Conduct ante-mortem and post-mortem inspection of animals intended for slaughter to ensure a disease-free and wholesome meat that will be delivered to different markets and meat establishments.

### POST-ABATTOIR (MARKET)

#### LOCAL MEAT

<b>OFFICE OR DIVISION</b>		Food Hygiene and Regulatory Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>				
<b>WHO MAY AVAIL</b>		Market		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Inspection Certificate (MIC)		National Meat Inspection Service and City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring carcass meat to single entry loading bay	Receive carcass meat	None	1 minute / head	Meat Inspector
Wait for the counter checking of meat	Counter check carcass meat	None	1 minute / head	Meat Inspector
Present Meat Inspection Certificate	Inspect and evaluate Meat inspection Certificate	None	1 minute / head	Meat Inspector

#### IMPORTED MEAT

<b>OFFICE OR DIVISION</b>		Food Hygiene and Regulatory Division		
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>				
<b>WHO MAY AVAIL</b>		Market		
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Meat Inspection (COMI)		National Meat Inspection Service and City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring carcass meat to single entry loading bay	Receive carcass meat	None	1 minute / head	Meat Inspector
Wait for the counter checking of meat	Counter check carcass meat	None	1 minute / head	Meat Inspector
Present Meat Inspection Certificate	Inspect and evaluate Meat inspection Certificate	None	1 minute / head	Meat Inspector



### ABATTOIR (SLAUGHTERHOUSE)

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

<b>OFFICE OR DIVISION</b>	Food Hygiene and Regulatory Division			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>				
<b>WHO MAY AVAIL</b>	Slaughterhouse			
<b>REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Shipping Permit		Bureau of Animal Industry		
Veterinary Health Certificate		City Health Department		
Meat Handlers ID		City Veterinary Department		
Meat Transport Vehicle Sticker		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
African Swine Fever Result		City Veterinary Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Shipping Permit and Health Certificate	Receive live animals and ask for the shipping permit and health certificate	None	1 minute / head	Meat Inspector
Present animal for Ante-Mortem Examination	Ante-Mortem Examination of animal	Ante-Mortem Fee/Permit Fee	3 minutes / head	Meat Inspector
Present slaughtered animal for Post Mortem Examination	Post-Mortem Examination of Slaughtered Animal	Post-Mortem Fee/Slaughter fee for public consumption	5 minutes / head	Meat Inspector
Present slaughtered animal for marking	Marking of the slaughtered animal	None	1 minute / head	Meat Inspector
Ask and receive Meat Inspection Certificate	Issue Meat Inspection Certificate	None	15 seconds / permit	Meat Inspector