



# VETERINARY INSPECTION BOARD

## CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

The Veterinary Inspection Board was established through R.A. No. 3865 which amended R.A. No. 1842. Its function was further amended with the enactment of R.A. 7160, otherwise known as the Local Government Code of 1991, which provides that the Office shall formulate measures to ensure the delivery of basic services which have to do with veterinary related activities such as in the outbreak of highly contagious and deadly diseases and in situations resulting in the depletion of animals for work and human consumption particularly those arising from and in the aftermath of man-made and natural disasters and calamities.

## **II. Vision:**

“Manila is an animal friendly city with healthy constituents.”

## **III. Mission:**

Anchored upon the principles embodied in the administrative agenda of the Honorable Mayor, mandated by the Local Government Code of 1991, and motivated by the sustained progress, of the City of Manila. VIB seeks to enhance, support and promote public health through the conduct of inspection of animal food products for human consumption and provision of animal care and welfare.

## **IV. Service Pledge:**

A healthy population of humans and animals.



## LIST OF SERVICES

	Page Number
<b>Research &amp; Laboratory Division</b>	
Veterinary Medical Services	184
Registration of Dogs	186
<b>Pound &amp; Animal Disease Control Services</b>	
Anti-Rabies Vaccination in the Field	188
Impounding of Stray Dogs	189
Adoption of Impounded Animals	190
Redemption of Impounded Animals	191
Disposal of Animals that were voluntarily surrendered by owners	192
<b>Food Hygiene &amp; Regulatory Services</b>	
Registration of Meat Handlers, Butchers, Entrail Workers & Other Slaughterhouse Private Workers	194
Slaughterhouse Facilities – Issuance of Meat Inspection Certificate	195
<b>Business Registration &amp; Inspection Service</b>	
Issuance of Veterinary Clearance to Operate a Meat Establishment	197
<b>Slaughterhouse Operation &amp; Maintenance Division</b>	
Serviceability of the VIB Complex Facilities and Utilities	199
<b>Feedback and Complaints Mechanism</b>	200
<b>List of Offices</b>	200



# RESEARCH AND LABORATORY DIVISION

## Veterinary Medical Services

Deals with the prevention, diagnosis and treatment of diseases, disorder and injury in animals. And promotes animal welfare by keeping pets healthy and long living.

<b>Office or Division:</b>	Research and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pet Veterinary Record		Clinic Reception Area		
Order of Payment		Clinic Reception Area		
Official Receipt		Collection Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out Pet Registration Form	1.1 Record the pet information	None	2 mins.	Receiving Clerk (Animal Clinic)
2.State the perceived problem of the pet	2.1 Conduct initial assessment of the health condition of the pet and issue order of payment	None	(Kindly turn to next page for the breakdown)	Veterinarian-in-Charge (Animal Clinic)
3. Proceed to the Collection Division to pay fees corresponding to the service to be rendered	3.1 Accept payment and issue Official Receipt	(Kindly turn to page 7 for the breakdown)	5 mins.	Collection Clerk (Collection Division)
4. Present Official Receipt to the Animal Clinic	4.1 Conduct consultation/ treatment/surgery/ administer anti-rabies vaccination and prescribe the medicines	None	Within the day	Veterinarian-in-Charge (Animal Clinic)
	4.2 Issue Vaccination Certificate	None	5 mins.	Veterinarian-in-Charge (Animal Clinic)
			Total – 12 mins.	
	<b>PROCEDURE</b>	<b>PROCESSING TIME</b>		
1	Deworming of roundworms & hookworms	5 mins.		
2	Deworming of tapeworms	5 mins.		
3	Outpatient Treatment	5 mins.		
4	Ear cleaning	5 mins.		
5	Tick & Mite Control	5 mins.		
6	Heartworm Prevention	5 mins.		
7	Wound dressing	10mins.		
8	Euthanasia	10mins.		
9	Obstetrics	5 mins.		



10	Vaccination	1 to 3 hours
11	Surgery (Tail Docking)	Depending on the case
12	Surgery/Spaying	Depending on the case
13	Castration	Depending on the case
14	Anal Sac and Resection	Depending on the case
15	Hernia Repair	Depending on the case
16	Mastectomy	Depending on the case
17	Auricular Hematoma	Depending on the case
18	Other minor surgery	Depending on the case
19	Other major surgery	Depending on the case
	<b>SERVICES</b>	<b>FEES TO BE PAID</b>
1	Deworming of intestinal parasites:	
	▪ Puppies	Php50.00/head
	▪ Adult Dogs	Php 150.00 for 10 kilos above (Depending on the weight)
2	Outpatient Treatment	Php 300.00/head
3	Ear cleaning	Php 50.00 –Php 250.00
4	Tick & Mite Control	Php 200.00/head
5	Heartworm Prevention	Php500.00 and above (depending on the weight)
6	Wound dressing	Php 120.00/head
7	Euthanasia:	
	▪ Dog	Php200.00/head
	▪ Cat	Php 200.00/head
8	Obstetrics:	
	▪ Natural delivery	Php 400.00
9	Extraction of dead fetus:	
	▪ 1small breed & medium built animals	Php 1,500.00
	▪ large & extra-large breed animals	Php 2,500.00
10	Vaccination:	
	▪ DHLP	Php 350.00
	▪ Rabies	Php 50.00
11	Surgery (Tail Docking):	
	▪ 1 week old	Php 50.00
	▪ 2-4 weeks old	Php 250.00
	▪ 5 weeks old and above	Php 550.00
12	Surgery/Spaying:	
	▪ small breed & medium built animals	Php800.00
	▪ large & extra-large breed animals	Php 1,500.00 – Php 2,500.00
13	Castration- small dogs & cats	Php 500.00/head
	Medium - XL animals	Php 2,500.00/head
14	Anal Sac Resection	Php 1,500.00/head
15	Hernia Repair:	
	▪ Umbilical	Php 800.00 –Php 2,500.00
	▪ Inguinal & Scrotal	Php 1,200.00
16	Mastectomy:	
	▪ small breed & medium built animals	Php 1,000.00
	▪ large & extra-large breed animals	Php 3,000.00
17	Auricular Hematoma	Php 500.00 – Php2,500.00/case
18	Other minor surgery	Php 800.00/case/patient
19	Other major surgery	Php 3,000.00/case/patient



## Registration of Dogs

One of the most important pillars in dog development. Ensures the continuing documentation of the dogs. It is like a birth certificate that lists down the date of birth of the dog, its sire and dam, color and specific markings.

<b>Office or Division:</b>	Research and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Ownership		Owner		
Proof of Purchase		Owner		
Deed of Donation/Gift		Owner		
Barangay Certificate		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Pet Registration Form	1.1 Conduct initial interview of the pet owner and issue Pet Registration Form	None	5mins.	Receiving Clerk (Research and Laboratory Division)
2. Fill out Registration Form	2.1 Assess the documents submitted and issue Order of Payment	None	10 mins.	Veterinarian-in-Charge (Research and Laboratory Division)
3. Proceed to the Collection Division to pay for pet registration fee	3.1 Accept payment and issue Official Receipt	Php 50.00/year/dog Php 10.00 for delayed registration	10mins.	Collection Clerk (Collection Division)
4. Present the Official Receipt to Research & Laboratory Division	4.1 Prepare and affix signature in the Pet Registration Certificate	None	2 mins.	Chief of Division (Research and Laboratory Division)
	4.2 Approve and affix signature in the Pet Registration Certificate	None	2 mins.	Chairman (Veterinary Inspection Board)
	4.3 Serve the Pet Registration Form to the pet owner	None	1 min.	Clerk (Research and Laboratory Division)
		Total – Php 60.00	Total – 30 mins.	



## **POUND & ANIMAL DISEASE CONTROL SERVICES**



## Anti-Rabies Vaccination in the Field

Rabies is a fatal virus and a public health problem. It is transmitted from animal to animal through bites and can be passed to humans as well. It is in this light that anti-rabies vaccination for dogs is intensified in different barangays in Manila.

<b>Office or Division:</b>	Pound and Animal Disease Control Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Owner		
Anti-Rabies Vaccination Request Form		Pound and Animal Disease Control Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Pound Area or call thru phone number 8708-99-47 to request for vaccination schedule.	1. Schedule the vaccination and assign vaccination team.	None	5 mins.	Receiving Clerk (Pound and Animal Disease Control Services)
2. Accomplish the Anti-Rabies Vaccination Request Form.	2.1 Coordinate the schedule with the requesting party. 2.2 Conduct vaccination in the field	None  Free	2 mins.  Within the scheduled day not to exceed 3 days	Chief of Division (Pound and Animal Disease Control Services) Vaccination Team (Pound and Animal Disease Control Services)
	Total	None	7 mins.	





## Impounding of Stray Animals

Stray cats and dogs have many negative impacts on city environment and human health. They cause noise pollution, feces garbage and harm both to humans and to themselves. To prevent this, city pound stray catchers impounded them for a certain period until they are claimed by their owners or adopted.

<b>Office or Division:</b>	Pound and Animal Disease Control Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Owner		
Impounding Request Form		Pound and Animal Disease Control Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Pound Area or call thru phone number 8708-99-47 to request for impounding.	1.1 Schedule the impounding and assign impounding team.	None	5 mins.	Receiving Clerk (Pound and Animal Disease Control Services)
2. Accomplish the Impounding Request Form.			2 mins.  Within the scheduled day not to exceed 3 days 2 minutes  10 mins.	Chief of Division (Pound and Animal Disease Control Services) Impounding Team (Pound and Animal Disease Control Services) Impounding Team (Pound and Animal Disease Control Services)  Veterinarian-in-Charge (Pound and Animal Disease Control Services)
			Total – 19 mins.	



## Adoption of Impounded Animals

The city pound is a government funded facility where stray cats and dogs are impounded for a certain period until they are claimed by their owners. However, if left unclaimed, impounded animals can be adopted after complying with all necessary documents.

<b>Office or Division:</b>	Pound and Animal Disease Control Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Barangay Certificate			Barangay	
1x1 Identification Picture			Owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Pound Area to submit complete documentary requirements.	1. Conduct initial interview of the pet owner and issue Animal Adoption Form.	None	15 minutes	Receiving Clerk (Pound and Animal Disease Control Services)
2. Accomplish the Adoption Form and attach required supporting documents.	2.1 Assess and review the documents and schedule the home visit to determine the capability to own an animal of the interested party.	None	15 minutes	Chief of Division (Pound and Animal Disease Control Services)
	2.2 Conduct the home visit and submit recommendation.	None	Within the scheduled day not to exceed 3 days	Veterinarian-in-Charge (Pound and Animal Disease Control Services)
3. Identify the dog to be adopted.	3.1 Issue Order of Payment if the requesting party is qualified to adopt.	None	15 mins.	Chief of Division (Pound and Animal Disease Control Services)
4. Proceed to the Collection Division to pay.	4.1 Accept payment and issue Official Receipt.	Php 500.00/dog	10 mins.	Collection Clerk (Collection Division)
5. Present the Official Receipt to the Pound and Animal Disease Control Services.	5.1 Release the animal to the requesting party.	None	5 mins.	Animal Keeper (Pound and Animal Disease Control Services)
		Total – Php 500.00	Total – 60 mins	



## Redemption of Impounded Animals

The owner of impounded stray cats and dogs may claim their pets anytime at the city pound upon payment of required fees.

<b>Office or Division:</b>	Pound and Animal Disease Control Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card/CTC		Owner		
VIB Certificate of Pet Registration		Owner		
Certificate of Vaccination		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Pound Area to submit complete documentary requirements.	1.1 Conduct initial interview of the pet owner and issue Pet Redemption Form.	None	15 mins.	Receiving Clerk (Pound and Animal Disease Control Services)
2. Fill-out the Pet Redemption Form.	2.1 Present the Individual Chart of Impounded Animals to the owner to identify their pet.	None	5mins.	Veterinarian-in-Charge (Pound and Animal Disease Control Services)
3. Identify the pet from the Individual Chart of Impounded Animals.	3.1 Issue Order of Payment.	None	2mins.	Animal Keeper (Pound and Animal Disease Control Services)
4. Proceed to the Collection Division to pay.	4.1 Accept payment and issue Official Receipt.	(Kindly check below for the breakdown)	10 mins.	Collection Clerk (Collection Division)
5. Present the Official Receipt to Pound and Animal Disease Control Services	5. Release the animal to the owner.	None	5 minutes	Animal Keeper (Pound and Animal Disease Control Services)
			Total – 37 mins.	
SERVICES		FEES TO BE PAID		
1	Redemption of Impounded Animals:			
	<ul style="list-style-type: none"> <li>▪ Large Animals</li> </ul>	Php 550.00/head <ul style="list-style-type: none"> <li>▪ Php 500/head + Php 50.00/head/ day for subsistence</li> </ul>		
	<ul style="list-style-type: none"> <li>▪ Small Animals</li> </ul>	Php 320.00/head <ul style="list-style-type: none"> <li>▪ Php 250/head</li> <li>▪ vaccination fee - Php 50.00/head</li> <li>▪ Surcharge - Php 10.00/head</li> <li>▪ Subsistence/day - Php 10.00/head</li> </ul>		



## Disposal of animals that were voluntarily surrendered by the owners

These animals are owner drop-offs from individuals who no longer want or can no longer keep their pets. Other times, these are reported strays - roaming at large - in the community. They are disposed of as seen fit.

<b>Office or Division:</b>	Pound and Animal Disease Control Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manila Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay		
Proof of Ownership		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Pound Area or call thru phone number 8708-99-47 to request for animal disposal and submit complete documentary requirements.	1.1 Conduct initial interview of the pet owner.	None	5 minutes	Receiving Clerk (Pound and Animal Disease Control Services)
2. Accomplish Animal Disposal Form.	2.1 Schedule impounding and assign impounding team.	None	2 minutes	Chief of Division (Pound & Animal Disease Control Services)
	2.2 Coordinate the schedule with the requesting party.	None	5 minutes	Receiving Clerk (Pound and Animal Disease Control Services)
	2.3 Conduct the impounding as scheduled.	None	Within the scheduled day but not to exceed 3 days	Impounding Team (Pound and Animal Disease Control Services)
	2.4 Prepare Individual Record of Impounded Animal.	None	5 minutes	
	2.5 Perform veterinary medical procedures to impounded animals and issue the Order of Payment.	None	2 minutes	Veterinarian-in-Charge (Pound and Animal Disease Control Services)
3. Proceed to the Collection Division to pay.	3.1 Accept payment and issue Official Receipt	(Kindly turn to next page for the breakdown)	10 minutes	Collection Clerk (Collection Division)
4. Present the Official Receipt to the Pound and Animal Disease Control Services	4.1 Schedule and perform the disposal	None	20 minutes	Veterinarian-in-Charge (Pound and Animal Disease Control Services)
			Total – 49 mins.	



	<b>SERVICES</b>	<b>FEES TO BE PAID</b>
1	Disposal of Impounded Animals:	
	▪ Large Animals	Php 500.00/head
	▪ Small Animals	Php100.00/head
	▪ Fowl/Poultry	Php10.00/head

## **FOOD HYGIENE AND REGULATORY SERVICES**

### **Registration of Meat Handlers, Butchers, Entrail Workers and Other Slaughterhouse Private Workers**



## Registration of Meat Handlers, Butchers, Entrail Workers and Other Slaughterhouse Private Workers

Inadequate hygienic practices during slaughtering or carcass handling result in high levels of microbial contamination in the meat thus impacting on public health through the sale of unsafe meat and reducing the shelf-life. Thus, it is in this light that this Office ensures that all meat handlers, butchers, entrail workers and other slaughterhouse private workers are properly registered and have undergone proper training with regards to good hygienic practices.

<b>Office or Division:</b>	Food Hygiene & Regulatory Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client;G2B – Government to Business			
<b>Who may avail:</b>	Manila Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Certificate		Manila Health Department		
2x2 Picture		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Food Hygiene & Regulatory Services	1.1 Issue Application Form to conduct official business at the Veterinary Inspection Board	None	2 minutes	Information Clerk (Food Hygiene & Regulatory Services)
2. Accomplish the Application Form & submit the complete documentary requirements.	2.1 Review the documents.	None	10 minutes	Chief of Division (Food Hygiene & Regulatory Services)
3. Attend the Orientation Seminar.	3.1 Conduct the Seminar.	None	3 hours	VIB Management Staff
	3.2 Issue Order of Payment	None	5 minutes	Chief of Division (Food Hygiene & Regulatory Services)
4. Proceed to the Collection Division to pay.	4.1 Accept payment and issue Official Receipt	Meat Dealers Php 500.00/yr Meat Handlers Php 100/year	30 minutes	Collection Clerk (Collection Division)
. Present the Official Receipt to Food Hygiene & Regulatory Services.	5.1 Prepare the Meat Handler's Registration Certificate.	None	30 minutes	Information Clerk (Food Hygiene & Regulatory Services)
	5.2 Sign and issue the Meat Handler's Registration Certificate	None	5 minutes	Chairman (Veterinary Inspection Board)
		Total –	4 hrs. & 22 mins.	



## Slaughterhouse Facilities – Issuance of Meat Inspection Certificate (MIC)

A document issued by deputized Veterinarians and Meat Inspectors to permit transport of wholesome meat anywhere in Manila.

<b>Office or Division:</b>	Food Hygiene & Regulatory Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Manila Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Veterinary Health Certificate (VHC)			Veterinary Inspection Board	
Certificate of Ownership			Owner	
Shipping Permit			Owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identify the animals to be slaughtered from the stockyard.	1.1 Count the number of animals to be slaughtered and submit report to the Veterinarian-in-Charge.	None	One (1) hour	Livestock Inspector (Food Hygiene & Regulatory Services)
2. Present the complete documentary requirements at the entrance area of the abattoir.	2.1 Conduct Ante-Mortem Inspections.	None	One (1) hour	Meat Inspector/Veterinarian (Food Hygiene & Regulatory Services)
3.1 Perform slaughter procedures 3.2 Present the carcass and entrails to the assigned Meat Inspector.	3.1 Monitor compliance with the procedures. 3.2 Conduct of Post Mortem Inspection.	None None	Two (2) hours 30 minutes	Meat Inspector/Veterinarian (Food Hygiene & Regulatory Services)
	3.3 Issue Order of Payment corresponding to the number of animals slaughtered.	None	2 minutes	Livestock Inspector (Food Hygiene & Regulatory Services)
4. Proceed to the Collection Division to pay.	4.1 Accept payment and issue Official Receipt.	Cattle Php 250/head Hog Php 55.00 /head	10 minutes	Collection Clerk (Collection Division)
5. Present the Official Receipt to the Food Hygiene & Regulatory Services.	5.1 Record the OR number in the abstract and prepare the Meat Inspection Certificate.	None None	10 minutes	Permit Server (Food Hygiene & Regulatory Services)
6. Receive the Meat Inspection Certificate (MIC).	6. Issue the Meat Inspection Certificate.	None	5 minutes	Meat Inspector/Veterinarian (Food Hygiene & Regulatory Services)
			Total – 4 hrs. & 59 mins.	



# **BUSINESS REGISTRATION AND INSPECTION SERVICES**





## Issuance of Veterinary Clearance to Operate a Meat Establishment

Inadequate hygienic practices of selling and handling of meat and meat products result in high levels of microbial contamination in the meat and its by-products thus impacting on public health through the sale of unsafe meat and reducing the shelf-life. Thus, it is in this light that this Office ensures that all meat establishments have passed the standards set and is compliant to all existing rules and regulations.

<b>Office or Division:</b>	Business Registration and Inspection Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Manila Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement from Business Promotion & Development Office (BPDO)		Business Promotion & Development Office (BPDO)		
Application for Business Permit		Business Promotion & Development Office (BPDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Records Section, Administrative Division.	1. Record the document and forward the same to the Interim Technical Services.	None	5 minutes	Records Clerk (Administrative Division)
2. Accomplish Application for Business Permit.	2.1 Prepare the Veterinary Inspection & Verification Report Form.	None	5 minutes	Interim Technical Services (Veterinary Inspection Board)
	2.2 Conduct inspection of the business establishment to verify if they are compliant with existing laws to engage in trading of raw food of animal origin.	None	Within 24 hours after confirmation of the applicant	Deputy Head (Interim Field Inspection & Collection Services-IFICS)
	2.3 Recommend for approval, disapproval or deferment of the issuance of the Veterinary Clearance to Operate depending on the result of the inspection and issue Order of Payment.	None	2 minutes	Deputy Head (Interim Field Inspection & Collection Services-IFICS)
3. Proceed to the Collection Division.	3. Accept payment and issue Official Receipt.	(Kindly see bnext page for the breakdown)	3 minutes	Collection Clerk (Collection Division)
4. Present the Official Receipt to IFICS.	4. Release the approved Veterinary Clearance to Operate (VCO).	None	2 minutes	Deputy Chief (Interim Field Inspection & Collection Services-IFICS)
			Total – 1 day & 17 mins.	



	<b>SERVICES</b>	<b>FEES TO BE PAID</b>
1	Veterinary Clearance to Operate	
	▪ Establishment	Php 3,000.00/year
2	Meat Handler's License	Php 100.00/head

## **SLAUGHTERHOUSE OPERATION & MAINTENANCE DIVISION (SOMD)**



## Serviceability of the VIB Complex Facilities and Utilities

Ensures availability of adequate and hygienic lairage facilities that are easy to clean and disinfect. These facilities must be properly equipped with necessary utilities (i.e. electricity and water) and compliant to standards set.

<b>Office or Division:</b>	Slaughterhouse Operation and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client; G2B – Government to Business			
<b>Who may avail:</b>	Manila Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Indorsement from Business Promotion & Development Office (BPDO)		Business Promotion & Development Office (BPDO)		
Application for Business Permit		Business Promotion & Development Office (BPDO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply for Authority to occupy space and use utilities.	1. Issue Application Form to Occupy Space and Use Facilities.	None	2 minutes	Receiving Clerk (Slaughterhouse Operation & Maintenance Division)
2. Fill-out the Form and attach the complete documentary requirements.	2.1 Review and assess the Form and other documents for submission to the Chair, VIB.	None	10 minutes	Chief (Slaughterhouse Operation & Maintenance Division)
	2.2 Approve and affix signature in the Application Form To Occupy Space and Use Utilities.	None	10 minutes	Chairman (Veterinary Inspection Board)
	2.3 Monitor ingress and installation of the required sub-meters when necessary.	None	Within the day	Chief (Slaughterhouse Operation & Maintenance Division)
	2.4 Issue Order of Payment.	None	5 minutes	Chief (Slaughterhouse Operation & Maintenance Division)
3. Proceed to the Collection Division to pay.	3. Accept payment and issue Official Receipt	(Kindly turn to next page for the breakdown)	5 minutes	Collection Clerk (Collection Division)
4. Present the OR to Slaughterhouse Operation & Maintenance Division	4. Record the OR number in the Individual Index Card	None	2 minutes	Receiving Clerk (Slaughterhouse Operation & Maintenance Division)
			Total – 34 mins.	



SERVICES		FEES TO BE PAID
1	Space	Php 1,500.00/month
2	Utilities	Php 500.00/utilities/month (minimum)
3	Vehicle Registration	Php 250.00/vehicle
		Total – Php2,250.00

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p><b>For feedbacks, you may contact us thru:</b>  <b>Tel. No. 8708-99-47 or e-mail:</b>  <a href="mailto:vibmanila@yahoo.com">vibmanila@yahoo.com</a> /  <a href="mailto:vib_manila@yahoo.com">vib_manila@yahoo.com</a></p>
How to file a complaint	<p><b>For complaint/s, you may contact us thru:</b>  <b>Tel. No. 8708-99-47 or e-mail:</b>  <a href="mailto:vibmanila@yahoo.com">vibmanila@yahoo.com</a> /  <a href="mailto:vib_manila@yahoo.com">vib_manila@yahoo.com</a></p>

Division	Address	Contact Information
Office of the Chairman	Veterinary Inspection Board Vitas St., Tondo, Manila	8708-99-47
Research & Laboratory Division		8708-99-47
Pound & Animal Disease Control Services		8708-99-47 8516-89-18
Food Hygiene & Regulatory Services		8708-99-47
Business Registration & Inspection Service		8708-99-47
Slaughterhouse Operation & Maintenance Division		8708-99-47
Collection Division		8708-99-47
Administrative Division		8708-99-47