



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL VETERINARY OFFICE

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    [ ] Yes    [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Pagbakuna, pagpurga, pagkapon at paggamot sa alagang hayop	Local Government Code of 1991				
2. Malawakang pagbakuna laban sa Hemosept, Hog cholera at NCD, pagpurga at pagkapon ng mga hayop sa barangay	Local Government Code of 1991				

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>3. Artificial Insemination ng baka at kalabaw</b>	Local Government Code of 1991				
<b>4. Artificial Insemination ng baboy</b>	Local Government Code of 1991				
<b>5. Request ng aalagaang hayop</b>	Local Government Code of 1991				
<b>6. Livestock and Poultry Production and Management Seminar</b>	Local Government Code of 1991				
<b>7. Pagbigay ng Animal Health Certificate para sa mga hayop na i-bibiyahen</b>	Local Government Code of 1991				



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: <u>PAGBAKUNA, PAGPURGA, PAGKAPON AT PAGGAMOT SA ALAGANG HAYOP</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Hayop na babakunahan o pupurgahin o kakapunin o susuriin		<b>Pagdulong ng request</b> - Pipirma sa log book ang kliyente.		2 minuto / kliyente	wala
Hayop na babakunahan o pupurgahin o kakapunin o susuriin		<b>Pakikipanayam at Pagsusuri</b> - Mag-uusap ang kliyente at ang attending Veterinarian/Technician tungkol sa pangangailangan.  - Pagsusuri sa hayop bago ibigay ang serbisyong kailangan.		10 minuto / hayop	wala
- Hayop na babakunahan		<b>Pagsasagawa ng serbisyong kailangan para sa alagang hayop.</b> - Pagbabakuna sa hayop *Kung ang hayop ay nabakunahan ng anti-rabies, mabibigyan ng Rabies Vaccination Certificate ang may ari.		- 10 minuto / hayop	wala

<sup>3</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



GOVERNMENT SERVICE: <u>PAGBAKUNA, PAGPURGA, PAGKAPON AT PAGGAMOT SA ALAGANG HAYOP</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> <li>- Hayop na pupurgahin</li> <li>- Hayop na kakapunin</li> <li>- Hayop na susuriin at gagamutin</li> <li>- Hayop na susuriin at gagamutin</li> </ul>		<ul style="list-style-type: none"> <li>- Pagpurga sa hayop.</li> <li>- Pagkapon sa hayop.</li> <li>- Pagsusuri at paggagamot sa hayop na may sakit.</li> <li>- Follow-up na paggagamot kung kinakailangan</li> </ul>		<ul style="list-style-type: none"> <li>- 10 minuto / hayop</li> <li>- 30 minuto / hayop</li> <li>- 15 - 30 minuto / hayop</li> <li>- 15 - 30 minuto / hayop</li> </ul>	
<b>TOTAL</b>				<b>22-42 minuto</b>	<b>wala</b>



<b>GOVERNMENT SERVICE: MALAWAKANG PAGBAKUNA LABAN SA HEMOSEPT, HOG CHOLERA AT NCD, PAGPURGA AT PAG KAPON NG MGA HAYOP SA BARANGAY</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request letter ng MAO o ng LGU Technician		<b>Itatala ang Request Letter.</b>		5 minuto / kliyente	wala
Request letter ng MAO o ng LGU Technician		<b>Pagdulog ng kahilingan.</b> - Pipirma sa log book ang kliyente/LGU.  - Mag-uusap ang kliyente at ang Officer of the Day tungkol sa pangangailangan na idinulog.		5 minuto / kliyente	wala
Request letter ng MAO o ng LGU Technician		<b>Para sa kaalaman at kaukulang aksyon</b>		5 minuto / kliyente	wala
Request letter ng MAO o ng LGU Technician		<b>Pagbibigay ng bakuna o purga na kailangan ng kliyente.</b>		15 minuto / kliyente	wala
Hayop na babakunahan, pupurgahin o kakapunin		<b>Pagbakuna, pagpurga at pagkapon ng mga hayop sa barangay.</b>		kalahating araw / barangay	wala
<b>TOTAL</b>				<b>4 oras at 30 minuto</b>	<b>wala</b>



<b>GOVERNMENT SERVICE: ARTIFICIAL INSEMINATION NG BAKA AT KALABAW</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
		<b>Pagdulong ng request.</b> - Pipirma sa log book ang kliyente.  - Mag-uusap ang A.I Technician at kliyente tungko Isa kahilingan at schedule.		5 minuto / kliyente	wala
		<b>Para sa kaalaman at kaukulang aksyon.</b>		5 minuto / kliyente	wala
		<b>Pagsasagawa ng Artificial Insemination (A.I.).</b>		15 minuto / hayop	wala
		<b>Pagsuri sa hayop pagkatapos ng 18 - 21 na araw.</b>		20 minuto / hayop	wala
<b>TOTAL</b>				<b>25 minuto/kliyente</b>	<b>wala</b>



<b>GOVERNMENT SERVICE: <u>ARTIFICIAL INSEMINATION NG BABOY</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
		<b>Pagdulong ng kahilingan at pag-uusap ng kliyente at A.I. Technician na nakaduty.</b>		5 minuto / kliyente	wala
		<b>Para sa kaalaman at kaukulang Aksyon.</b>		5 minuto / kliyente	wala
		<b>Pagsasagawa ng Artificial Insemination (A.I.)</b> - Pagsusuri ng hayop at paghahanda ng gamit.  - Artificial Insemination (A.I.)		20 minuto / hayop	wala
		<b>Pagsuri sa hayop matapos ang 18 - 21 araw.</b>		30 minuto / hayop	wala
<b>TOTAL</b>				<b>30 minuto/kliyente</b>	<b>wala</b>



<b>GOVERNMENT SERVICE: <u>REQUEST NG AALAGAANG HAYOP</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Form		Tingnan kung nasa listahan ng small farmer ang kliyente bago tanggapin ang application.			wala
Application Form		I-proseso ang application.			wala
Masterlist ng mga Qualified Recipient		Para sa kaalaman at kaukulang aksyon.		5 minuto / request	wala
		Pagbili ng hayop na ipapaalaga kung wala sa breeding station.		1 buwan / transaksyon	wala
Sedula		(kung available na ang hayop) Pagsagawa ng seminar sa tamang pag-aalaga, kaalaman sa nilalaman ng kontrata at pagpapirma ng kontrata.		1 oras / seminar	wala
		Pag-schedule ng pamimigay ng hayop. (Mula scheduling hanggang pamimigay ng hayop)		14 na araw / transaksyon	wala
		Pamimigay ng paalagang hayop at pagpapirma ng acknowledgement receipt.		14 araw, 3 oras & 5 minuto	wala
		Pagmonitor ng kalagayan ng paalagang hayop.		kalahating araw / barangay	wala
<b>TOTAL</b>				<b>14 araw, 3 oras at 5 minuto</b>	<b>wala</b>





<b>GOVERNMENT SERVICE: LIVESTOCK AND POULTRY PRODUCTION AND MANAGEMENT SEMINAR</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter / Request Form		<b>Itatala ang Request Letter o Request Form.</b>		5 minuto / kliyente	wala
Request Letter / Request Form		<b>Pagdulong ng request.</b> - Pipirma sa log book ang kliyente/LGU. - Pag-uusapan ang schedule ng seminar.		10 minuto / kliyente	wala
Request Letter / Request Form		<b>Para sa kaalaman at kaukulang aksyon.</b>		10 minuto / request	wala
		<b>Pagsasagawa ng Seminar.</b>		2 oras / seminar	wala
<b>TOTAL</b>				<b>2 oras and 25 minuto</b>	<b>wala</b>



GOVERNMENT SERVICE: <u>PAGBIGAY NG ANIMAL HEALTH CERTIFICATE PARA SA MGA HAYOP NA I-BIBIYAHE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
- Resibo (OR) - Request Form - Certification from Police Office - Inspection Report galing sa Mun./City Vet or Livestock Inspector.  <b>Dagdag na requirements:</b> <b>*Kung manok ang ibabiyah:</b> - Vaccination Certificate against Newcastle Disease  <b>*Kung pato ang ibabiyah:</b> - Laboratory result – Negative sa Avian Influenza	Provincial Ordinance no. 02, series of 2019	<b>Itatala ang Request at tingnan kung kumpleto ang iba pang papeles na kailangan bago tanggapin.</b>		5 minuto / kliyente	wala



<b>GOVERNMENT SERVICE: <u>PAGBIGAY NG ANIMAL HEALTH CERTIFICATE PARA SA MGA HAYOP NA I-BIBIYAHE</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
		<b>Pagsusuri.</b>		30 minuto / transaksyon	wala
		<b>Pagtala sa Animal Shippers Logbook.</b>		15 minuto / kliyente	wala
		<b>Pagbibigay ng Animal Health Certificate.</b>		5 minuto / kliyente	wala
<b>TOTAL</b>				<b>55 minuto/kliyente</b>	<b>wala</b>