

City Veterinary Office

Sitio Seabreeze, Brgy.Pusok,Lapu-Lapu City

Tel. No. 341-2612



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City Veterinarian
Lapu-Lapu City

Citizen's Charter Report



**Submitted on
March 2026**



FRONTLINE SERVICES

A. DOG AND CAT REGISTRATION CERTIFICATE – Walk In/On-call Clients

Who may avail of the service:

All dog and cat owners in the City of Lapu-Lapu

Requirements:

Accomplished Form

Fees/Charges:

NONE (one-time registration)

₱100.00 (Re-Issuance of Green Card)



Schedule of Service Availability:

Monday – Friday : 8:00am – 5:00pm except Holidays

HOW TO AVAIL OF THE SERVICES

STEPS	Follow These Steps Clients	Follow These Steps Personnel	It Will Take You	Please Approach
1	<u>WALK-IN CLIENTS:</u> Present the accomplished Registration Certificate or Green Card	Give the Registration Form to be accomplished	within 30 mins.	CVO personnel

STEPS	Follow These Steps Clients	Follow These Steps Personnel	It Will Take You	Please Approach
2	Present the pet to be registered	Conduct Registration to pet and Issue the Registration Certificate or Green Card	Within 30 minutes	CVO personnel
3	Get the Registration Certificate or Green card and keep it for the next visit			

STEPS	Follow These Steps Clients	Follow These Steps Personnel	It Will Take You	Please Approach
1	<p><u>ON-CALL CLIENTS:</u></p> <p>Wait for the Scheduled date thru call</p>	<p>Log all the request and arrange the schedule for home service immediately to the field personnel</p> <p>Call the client and inform of the home service schedule</p>	Response within 3 working days thru call	CVO personnel
	<p>Home Service: Fill-up forms and submit to CVO Staff</p>	Check entries, Conduct Dog/Cat Registration	Within 30 mins.	CVO personnel
	Get Registration Certificate or Green Card with Tag Number from the CVO Staff and keep it for the next visit	Issue Registration Card with corresponding Tag Number	Within 30 mins.	CVO Personnel



Frontline Services:

B. DOG AND CAT ANTI-RABIES VACCINATION (Walk-In / On-call Clients)

Description: This service is mandated by the City Ordinance No. 275-2005. The City Veterinary Office conducts campaigns against rabies, a fatal disease caused by animal bites.

WHO MAY AVAIL OF THE SERVICE:

- 1. Pet Owners in the City of Lapu-Lapu**



REQUIREMENTS:

1. Dog and Cat Registration Certificate or Green Card

Note: Dog and cat must be three (3) months old and above

FEES/CHARGES:

None

SCHEDULE OF SERVICE AVAILABILITY:

Monday – Friday: 8:00am – 5:00pm except HOLIDAYS



HOW TO AVAIL OF THE SERVICES:

STEPS	Follow These Steps Clients	Follow These Steps Personnel	It Will Take You	Please Approach
1	<u>WALK-IN CLIENTS:</u> Present the Registration Certificate or Green Card	Check master list	Within 30 mins.	CVO Personnel
2	Present Pet to be vaccinated	Administer vaccine to the pet	Within 30 mins.	CVO Personnel

STEPS	Follow These Steps	Follow These Steps	It Will Take You	Please Approach
	Client	Personnel		
1	<p>For On-Call Clients</p> <p>Wait for the scheduled date thru call</p> <p>Home Service: Fill-up Forms & submit to CVO field staff</p> <p>Get Vaccination Certificate with Tag Number from field staff</p>	<p>Log all requests and arrange the schedule for home service immediately to the field personnel</p> <p>Call the client and inform of the home service schedule</p> <p>Check Entries, Conduct Dog Vaccination</p> <p>Issue Vaccination Certificate with Tag Number</p> <p>Record the details in the Dog Registry Book per barangay</p>	<p>Response within 3 working days thru call</p> <p>within 3 working days</p> <p>within 30 mins.</p> <p>within 30 mins.</p> <p>Within 30 mins.</p>	<p>CVO Personnel</p> <p>CVO Personnel</p> <p>CVO Personnel</p> <p>CVO Personnel</p> <p>CVO Personnel</p>



C. RECEIVING VOLUNTARILY SURRENDERED UNWANTED PETS

Description: This service allows pet owners who no longer want to take care of their pets due to illnesses and may be risk to human lives

WHO MAY AVAIL OF THE SERVICE:

1. Pet Owners in the City of Lapu-Lapu

REQUIREMENT/S: If Registered, present the Registration Certificate or Green Card

FEES/CHARGES: ₱1,000.00

SCHEDULE OF SERVICE AVAILABILITY:

Monday – Friday, 8:00am – 5:00pm, except HOLIDAYS

HOW TO AVAIL OF THE SERVICES:

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
1	<p><u>Walk-In Clients:</u></p> <p>Present the dog for surrender</p> <p>Fill-up Surrendered Forms</p> <p>Submit accomplished forms to CVO staff</p>	<p>Record the request in the Logbook with all the information of the requesting party / client</p> <p>Secure the accomplished form</p> <p>Check entries</p>	within 30 mins.	<p>CVO Personnel</p> <p>CVO Personnel</p> <p>CVO Personnel</p>

HOW TO AVAIL OF THE SERVICES:

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
	If Registered, Surrender the Green Registration Certificate			CVO Personnel
2	Place the dog in the City Pound Cage	Assist the owner in the city pound area	Within 30 mins.	CVO Personnel

HOW TO AVAIL OF THE SERVICES:

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
1	<p><u>For On-Call Clients</u></p> <p>Call the City Veterinary Office and state request</p>	<p>Record Transaction and interview the details of the requesting party stating: Name, Address, Contact Number and reason for surrendering, number of dogs, ask for the sketch of the house if needed.</p> <p>Inform the field personnel immediately for the scheduled date</p>	Within 20 working days	CVO Personnel

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
2	Take note of the scheduled date thru call from the Office of the City Veterinarian	Inform the requesting party of the scheduled date to pick up the surrendered pet/s through call	Within 3 weeks to respond from receipt of the call	CVO Personnel
3	During Home Service: Fill up FORMS	Provide Forms	Within 30 mins.	CVO Personnel
4	Submit filled-up forms to impounding officer	Check Entries	Within 30 mins.	CVO Personnel
5	Present the pet/s to be surrendered Surrender the Green Registration & Vaccination Certificate	Pick-up the dog/s and place it in the Dog pound	Within a day depending on the character of the dog/cat	CVO Personnel



D. ADOPTION OF IMPOUNDING PET/S

DESCRIPTION: This service allows interested parties to adopt dog/s or cat/s which have been impounded and were not claimed by owners

WHO MAY AVAIL OF THE SERVICE: General Public

REQUIREMENTS: 1 Valid ID

FEES/CHARGES: ₱250.00 per pet



SCHEDULE OF SERVICE AVAILABILITY:

Monday – Friday, 8:00am – 5:00pm, except HOLIDAYS

HOW TO AVAIL OF THE SERVICE:

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
1	Visit the CVO to choose the pet at the City Pound Center and fill-up Adoption Form & Registration Form	Check the filled-up form and evaluate the client	Within 30 mins.	CVO Personnel
2	Pay Adoption Fee	Issue Official Receipt	Within 30 mins	CVO Personnel

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
	Wait until your chosen pet is vaccinated and collared and Registration and Vaccination certificate issued	Register and Vaccinate the dog	Within 30 mins.	CVO Personnel
		Issue Registration & Vaccination Certificate and give reading materials on responsible pet ownership	Within 30 mins.	CVO Personnel
		Record in the Dog Registry Book/barangay		



STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
3	Bring your new pet at home			



E. CONDUCT DOG IMPOUNDING OPERATIONS OF UNWANTED/STRAY DOGS/CATS

WHO MAY AVAIL OF THE SERVICE: Residents in the City of
Lapu-Lapu

REQUIREMENTS: 1. 1 Valid ID
2. Accomplished Releasing Form

FEES/CHARGES: Penalties

1st Offense – ₱500.00/pet

2nd Offense – ₱1,000.00/pet

3rd and succeeding Offense – ₱2,000.00/pet

SCHEDULE OF SERVICE AVAILABILITY :

Monday – Friday: 8:00am – 5:00pm, except HOLIDAYS

HOW TO AVAIL OF THE SERVICES

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
1	Visit/Call / Make letter request address to the City Veterinarian	Record request with the client's details: Name, Address, Contact number	Within 30mins.	CVO Personel
2	Wait for the schedule through call/letter reply from the CVO	Schedule Impounding operations	Within 20 working days	CVO Personnel
		Inform the brgy officials about the operation, ask assistance	2-3 days before operations	CVO Personnel



STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
		Conduct Dog Impounding Operations to stray/roaming pet/s giving priority to unwanted dogs	Within a day	CVO Personnel
		Place impounded dogs to city pound cages until owners claim within 10 days Unclaimed Dogs: Screened for Adoption Purposes	Within a day	CVO Personnel



STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
3	<p><u>For Claimed Pets</u> Visit the Animal Welfare Section:</p> <p>Fill-up Promissory Note with Brgy. Captain's Signature if the owner WAIVE for the payment fee of P500.00/pet</p>	<p>Conduct IEC on responsible pet ownership and penalties on Rabies Program Implementation, give leaflets,etc.</p>	Within 1 day	CVO Personnel
4	<p>Pay Impounding Fee to the City Treasurer's Office</p>	<p>Get a copy of the Official Receipt</p>	Within 30 mins.	CVO Personnel

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
5	Present the OR to the Impounding Officer	Secure the documents for REGISTRATION & VACCINATION	Within 30 minutes	CVO Personnel
	Take your dog home	Issue Registration and conduct Vaccination to unregistered & unvaccinated pets (Check Dog Registry Book for confirmation) Release the impounded dogs		CVO Personnel

SLAUGHTERHOUSE REGULATIONS



**Office of the City Veterinarian
Public Health Regulatory Division**



A. CONDUCT ANTE-MORTEM-POST MORTEM INSPECTION TO ANIMALS FOR SLAUGHTER

Description: All animals intended for Human consumption shall be brought to the City’s slaughterhouse for inspection. This is done to ensure that only healthy animals are slaughtered and those deemed unhealthy are separated and dealt with accordingly.

WHO MAY AVAIL: Meat Suppliers/Dealers

SCHEDULE OF SERVICE AVAILABILITY:

**Daily (including Holidays) 6:00am – 2:00pm, 2pm -10pm
10pm – 6:00am (Night Shift)**

REQUIREMENTS:

1. Shipping Permit (specifying the origin of the animal)
2. Veterinary Health Certificate (Specifying that the animal for slaughter is healthy)
3. Certificate of Ownership – Large Animals/Goat

Fees/charges: Slaughterhouse collectors

Permit Fee to Slaughter	Large Cattle	₱15.00/head
	Hogs	₱10;00/head
	Goat /Sheep	₱10.00/head
Slaughter Fee	Large Cattle.....	₱50.00/head
	Hogs.....	₱25.00/head
	Goat/Sheep.....	₱20.00/head
	All Others.....	₱ 2.00/head
Corral Fee.....	Large Cattle	₱25.00/head
	Hogs	₱20.00/head
	Goat/Sheep	₱20.00/head
	All Others.....	₱10.00/head
Ante-Mortem Inspection Fee	Large Cattle.....	₱20.00/head
	Hogs.....	₱10.00/head
	Goat/Sheep.....	₱ 5.00/head
Post-Mortem Inspection Fee	Large Cattle.....	₱40.00/head
	Hogs.....	₱35.00/head
	Goat/Sheep.....	₱15.00/head

HOW TO AVAIL OF THE SERVICES

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
1	Hog Owners: Present the Veterinary Health Certificate (VHC)/Shipping Permit upon entering the Main Gate	For Hog Animals: Check the documents as to the origin, owner, VHC /Shipping permit, Certificate of Ownership	within a day	CVO Livestock Inspector assisted by the Security Guard on duty
2	For Cattle/Goat: VHC/Shipping Permit Certificate of Ownership	Conduct ANTE-MORTEM Inspection to all animals delivered	Within a day depending on the number of animals for slaughter	CVO Livestock Inspector assisted by the guard on duty

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
3	Pay Corresponding Fees to the City Treasurer's Office thru authorize representative	City Treasurer's Office representative will issue Official Receipt	Within a day	Slaughterhouse collector
4	Present animal/s for slaughtering	Conduct Post-Mortem Inspection on Meat and Internal Organs to ensure that meat is safe for human consumption	Within a day depending on the number of slaughtered animals	CVO Meat Inspector

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
		Livestock Scaler- Weigh carcass and record	Within a day depending on the number of carcass	Slaughterhouse personnel
		Stamping and Branding of Carcass as “Inspected and Passed” Issue Meat Inspection Certificate (MIC)per carcass		CVO Meat Inspector CVO Meat Inspector



STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
		Issue Gate Pass to Meat Van Drivers	Within a day depending on the number of carcasses	Slaughterhouse personnel
4	Meat Van Drivers: Receive and deliver the carcass to its destination.	Guard on Duty Received Gate Pass and check the no. of carcasses carried on the meat delivery van	Within 30 mins.	Security Guard



B. CONDUCT POST-ABATTOIR MEAT INSPECTION

Description: All meat coming from abattoir other than those owned by the City of Lapu-Lapu and sold in public market and supermarket of the city.

WHO MAY AVAIL: Meat Suppliers/Dealers with NMIS
Accredited Meat Transport Van

SCHEDULE OF SERVICE AVAILABILITY:

**Daily (including Holidays) 6:00am – 2:00pm, 2pm – 10pm
10pm – 6:00am (Night Shift)**

REQUIREMENTS:

- 1. COMI (Certificate of Meat Inspection) from an Accredited Slaughterhouses**



Regulatory Service Fees/Charges: City Veterinary Post-Abattoir Collectors

Chicken	₱0.50/head
Hog	₱10.00/head
Chevon	₱3.00/head
Cattle	₱15.00/head
Frozen Imported Meat	₱1.00/kilo
Dismembered Meat (Meat Cuts)	₱1.00/kilo
Accredited Lechon Establishments	₱50.00/head
(Head)	

POST-ABATTOIR REGULATION

STEPS	Follow These Steps Client	Follow These Steps Personnel	It Will Take You	Please Approach
1	<p>NMIS: Accredited Meat Transport Van Representative</p> <p>Present the Certificate of Meat Inspection (COMI)</p>	<p>Check the COMI documents as to the no. of entries</p> <p>Conduct Meat Inspection</p>	<p>Within 30 minutes</p> <p>Within 30 minutes</p>	<p>Post-Abattoir Collector</p> <p>Post-Abattoir Meat Inspector</p>
2	Pay the Regulatory Service Fee	Issuance of Official Receipt after inspection	Within 30 minutes	City Veterinary Collector
3	Proceed to destination after issuance of Official Receipt			



Thank you very much
and More Power