



**Office of the City Veterinary
And Agricultural Services
(OCVAS)**



OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES

I. Mandate

The Office of the City Veterinary and Agricultural Services prepares and implements an integrated agriculture development plan for the city, promotes appropriate agricultural technology to maximize utilization and production of agricultural areas.

II. Vision

A modern agricultural and fishing community that is dynamic, technologically advanced and internationally competitive whose transformation is guided by the sound practice of resource sustainability, unassailable principles of social justice and zealous participation of the private sector.

III. Mission

To empower the farming and fishing communities and the private sector to produce sufficient, accessible and affordable food for every Batangueño and provide them with competitive livelihood that will generate a decent income for all.

IV. Service Pledge

We, in the Office of the City Veterinary and Agricultural Services are committed to provide the highest possible service performance and pledge to achieve the services offered to the citizen.



AGRICULTURAL ENGINEERING DIVISION

1. AVAILMENT OF FARM TRACTOR SERVICES FOR LAND PREPARATION

The Agricultural Engineering Division of OCVAS provides assistance to the use of farm tractors for land preparation. The services include plowing, harrowing, furrowing and planting with the use of mechanized corn planter. Under the Yellow Corn Sufficiency Program and Eggplant Production, availing of farm tractor services is free.

Office or Division:	OCVAS / AGRICULTURAL ENGINEERING DIVISION
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds directly to Ag. Eng. Division	1.1 Receives inquiry and asks relevant data: name, barangay, size of farm, farm location, implement needed, and contact no.	None	5 minutes	Agricultural Technician I Agricultural Engineer IV



	1.2 Provides temporary schedule of land preparation (depending upon the weather, soil condition and volume of requests) <i>*The farmer may wait several days before he/she receives tractor services</i>	None	5 minutes	Agricultural Engineer IV Agricultural Technician I
	1.3 Informs the final schedule thru telephone call 1 day prior to schedule	None	3 minutes	Agricultural Technician I Agricultural Engineer IV
2. Waits for the given schedule at the area of operation	2.1 Farm tractor operator cultivates the land and records the duration of the operation	None	Plow: 3-4 hours per hectare Harrow: 1-2 hours per hectare	Heavy Equipment Operator I Farm Worker I
3. Pays the rental fee for tractor services acquired <i>*Rental fee will only be collected to those whose farm areas were not planted after land preparation</i>	3.1 Checks the farmer’s record and computes the rental fee	P450.00 per hour of tractor operation	5 minutes	Agricultural Engineer IV Agricultural Technician I
	3.2 Prepares the Order of Payment to be given to the farmer	None	3 minutes	Agricultural Engineer IV Agricultural Technician I
	Total		6 hours and 16 minutes	

2.AVAILMENT OF POST – HARVEST FACILITY

Another assistance of the Yellow Corn Sufficiency Program is the provision of post-harvest facilities and equipment like automatic corn driers and moisture meters. The barangays covered by the YCSP are divided into clusters and each cluster appoints a cluster leader.

COOPERATIVE DIVISION



1. ASSISTANCE IN DOCUMENTATION AND REGISTRATION OF COOPERATIVES
COOPERATIVE DEVELOPMENT AUTHORITY (CDA) AND OTHER LICENSING
AGENCIES

Office or Division:	OCVAS / AGRICULTURAL ENGINEERING DIVISION
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds directly to Agricultural Engineering Division	Receives inquiry and asks relevant data: name, barangay, no. of sacks of harvested corn, etc.	None	2 minutes	Agricultural Engineer IV Agricultural Technician I
2. Requests corn sheller	Provides list of barangay coordinators and contact numbers to whom he/she may avail corn sheller	None	2 minutes	Agricultural Technician I
3. Requests corn dryer	3.1 Gives temporary schedule on corn drying depending on the date of harvest and volume of prior requests. <i>*The farmer shall not shell his/her corn without official schedule of drying.</i>	None	2 minutes	Agricultural Engineer IV Agricultural Technician I



	3.2 Receives shelled corn and loads to automated corn dryer	None	60 minutes	Engineering Aide I
	3.3 Operates the corn dryer until corn moisture content reaches to 11%	None	16-20 hours	Engineering Aide I
	3.4 Unloads dried corn and issues Gate Pass	None	60 minutes	Engineering Aide I
	Total:		22 hours, 6 minutes	

The Cooperative Division facilitates the documentation and registration of cooperatives in the CDA based on the group’s request and their need to be registered.

Office or Division:	Office of the City Veterinary and Agricultural Services – Cooperative Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Accomplished By-Laws and Articles of Cooperation		www.cda.gov.ph		
Accomplished Economic Survey		www.cda.gov.ph		
Name Verification		www.cda.gov.ph		
Core Management Team		www.cda.gov.ph		
Treasurer’s Affidavit		www.cda.gov.ph		
Chairman’s Certificate of the Availability of Service or business of the Cooperative		Requesting Cooperative		
Certification from OCVAS- Cooperative Division for PMES attendance		Cooperative Division		
Have undergone Pre-Coop Operation for at least six (6) months to one (1) year		Cooperative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Cooperative Division	Receives and asks the client about the purpose of the visit	None	5 minutes	Supervising Cooperative Development Specialist



2.Submits all the registration requirements	Checks the completeness, correctness and authenticity of the documents	None	25 minutes	Cooperative Development Specialist II
3.Submits corrected/ completed documents	3.1 Conducts final checking of documents submitted. 3.2 Submits documents to CDA personnel 3.3 Advice the client for approval	None	30 minutes	Supervising Cooperative Development Specialist Cooperative Development Specialist II
Total:		None	60 minutes	



1. PROVISION OF ORIENTATION AND MANDATORY SEMINAR TO COOPERATIVES

The Cooperative Division provides technical assistance in cooperative strengthening based on the priority needs and requests of the cooperative which includes Membership Seminar, Capability Building Seminar, Tutorials on Bookkeeping, Establishment of Book of Accounts, Conduct Pre-Audit Services, Preparation of Financial Statements and Preparation of Project Proposals.

Office or Division:	Office of the City Veterinary and Agricultural Services – Cooperative Division
Classification :	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Letter of Request addressed to Department Head		Requesting Cooperative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Cooperative Division	Asks the Client about the purpose of the visit	None	5 minutes	Supervising Cooperative Development Specialist Cooperative Development Specialist II
2. Submits Letter of Request	2.1 Receives the letter 2.2 Conducts interview/ discusses and replies to the queries of the client 2.3 Sets the schedule of requested seminar	None	30 minutes	Supervising Cooperative Development Specialist / Cooperative Development Specialist II
3. Invites participants, prepare the venue and	Conducts orientation seminar	None	4 hours	Cooperative Development Specialist II



other training materials needed in the training				
Total:		None	4 hours & 35 minutes	

AVAILMENT OF FINANCIAL ASSISTANCE (COOPERATIVES AND ORGANIZATION)

Financial Assistance is being provided by the government to cooperatives for them to be able to sustain their business operation and to finance their other livelihood projects.

Office or Division:	Office of the City Veterinary and Agricultural Services – Cooperative Division
Classification:	Simple
Types of Transaction	G2C Government to Citizen
Who may avail:	Registered Cooperative / Registered Farmers Association

Checklist of Requirements		Where to Secure		
BOD Resolution		Requesting Cooperative		
Project Proposal		Requesting Cooperative		
Form Plan and Budget		Requesting Cooperative		
Audited Financial Statements for two (2) years		Requesting Cooperative		
Certificate of Compliance		Requesting Cooperative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Gets, signs and submits the MOA	2.1 Prepares the MOA	None	2 days	Cooperative Development Specialist II / CDS
	2.2 Checks the correctness and completeness of signatures		30 minutes	
	2.3 Prepare vouchers and			



	other documents and have it signed by the concerned person			
3. Gets and sign the MOA with the concerned official of the organization	3.1 Notifies the client for approval; 3.2 Sign the MOA with concerned persons 3.3 Submits the completed document to the concerned department 3.4 Process documents 3.5 Notifies client thru telephone or text message	None	1 day 1 hour 20 days 5 minutes	Cooperative Development Specialist II City Budget, Accounting and City Treasurer’s Office Cooperative Development Specialist II
Claims the check from the City Treasurer’s Office and received schedule of payment	Issues the check and loan amortization or schedule of payment	None	20 minutes	City Treasurer’s Office Supervising Cooperative Development Specialist
	Total	None	23 days. 2 hours & 45 minutes	

4. AVAILMENT OF LIST OF COOPERATIVES IN BATANGAS CITY

The Cooperative Division makes list of all registered cooperatives in Batangas City. They provides marketing assistance to farmers engaged in entrepreneurial farming. Assists, monitors and supervise cooperative activities.

Office or Division:	Office of the City Veterinary and Agricultural Service – Cooperative Division
Classification:	Simple



Types of Transaction	G2C Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Letter Request		Requesting organization / group		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to cooperative division and submits letter of request	1.1 Receives the letter 1.2 Discuss with the client the purpose of such request 1.3 Prepares certification request 1.4 Prints and release the requested copy of list of cooperatives/certification	None	5 minutes 20 minutes 10 minutes	CDS / Admin Aide Cooperative Development Specialist II
	Total	None	35 minutes	

CROP PRODUCTION DIVISION

REQUEST FOR THE ISSUANCE OF NON - PRODUCTIVE CERTIFICATION FOR FRUIT BEARING TREES

The Crop production Division issues non-productive certification for fruit bearing tree/s.

Office or Division:	OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES – CROPS DIVISION
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who may avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
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1. Request Letter for cutting of tree/s		Requesting Client		
2. Certificate of no objection in cutting of tree/s		Barangay		
3. Tax Declaration / CTC of property where tree/s is/are located		City Assessor’s Office / Register of Deeds		
4. Application Form for cutting of tree/s		City ENRO		
5. Pictures of tree/s		Requesting Client		
6. Contact Number		Requesting Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Crops Division Office	Ask the client about his/her request	None	2 minutes upon arrival of the client/s	Supervising Agriculturist
2. Register in the client log book	2.1 Review the required documents 2.2 Refer the clients to the Agriculturist Concern	None	5 minutes upon the registration of the client/s	Sr. Agriculturist
3. Proceeds to the Agriculturist	3.1 Check the documents 3.2 Interview the client 3.3 Schedules the ocular inspection of the area	None	10 minutes	Agriculturist I
4. Assists the Agriculturist in the conduct of ocular	4.1 The Agriculturist conducts ocular inspection of tree/s within the area and instruct the client to return to the office after five (5) working days for the release of the certification	None	10 minutes inspection for every tree upon arrival to the sites 30 minutes 2 days	OCVAS Agriculturist Agricultural



inspection	4.2 Prepared the Certification after the ocular inspection 4.3 Processing of the Certification			Technician I
5. Proceed to OCV AS Office to get the certificate	Issue the certification to the clients	None	5 minutes	Agricultural Technician I
Total:			2 days, 45 minutes	

AVAILMENT OF FRUIT BEARING TREE SEEDLINGS

The Crop Production Division provides the fruit bearing tree seedlings to all residents of Batangas City. It aims to promote creation of mini forest and to provide another source of income to the residents.

Office or Division:	OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES – CROPS DIVISION
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who may avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
None	None



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to OCVAS - Crops Division Office	Asks the client about his/her request	None	2 minutes	Agricultural Technologist
2. Register in the Distribution Logbook of Fruit Tree Seedlings and Distribution form	2.1. Inform the client/s on the available fruit bearing tree seedlings 2.2 Issues gate pass for the release of seedlings	None	5 minutes	Agricultural Technician I Farm Foreman
	2.3 Proceeds to Plant Nursery and presents the gate pass to claim the seedlings 2.4 Submits the gate pass to the guard on duty for inspection	None None	5 minutes 2 minutes	Farm Worker II Utility Worker II
TOTAL:			14 minutes	

3. AVAILMENT OF VEGETABLE SEEDS

The Crop Production Division provides free vegetable seeds to all residents of Batangas City. It aims to promote backyard gardening and provide another source of income to the residents.

Office or Division:	OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES – CROPS DIVISION	
Classification:	Simple Transaction	
Types of Transaction:	Government to Citizen	
Who may avail:	Batangas City Residence	
Checklist of Requirements		
None		
Where to Secure		
None		



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to OCVAS - Crops Division Office	Asks the client about his/her request	None	2 minutes	Assistant City Agriculturist
2. Register in the Distribution Logbook of Vegetable Seeds and Distribution form	2.1 Inform the client/s on the available vegetable seeds 2.2 Give a paper pouch containing available vegetable seeds	None	4 minutes	Agricultural Technician I Utility Worker II
Total:			6 minutes	



FISHERY DIVISION

1. AVAILMENT OF TILAPIA FINGERLINGS

The Fishery Division distributes quality tilapia fingerlings to be able to cater the needs of fish farmer’s along Calumpang River in Batangas City.

Office or Division:	Office of the City Veterinary and Agricultural Services- Fisheries Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Logs to Visitors Log Book	1.1 Verifies address and contact number of the client 1.2 Informs the Aquaculturist	None	5 minutes	Agricultural Technician I
2. Approaches the Aquaculturist	2.1 Interviews the client 2.2 Informs and orients the clients about the service requested	None	10 minutes	Supervising Aquaculturist
3. Obtain schedule of Site Assessment	Agrees the client on time and day of site Assessment	None	5 minutes	Supervising Aquaculturist
4. Schedule pick up of Fingerlings	Orient the client on: 4.1 The characteristics of the strain of tilapia 4.2 The source and duration of pick up and the materials needed	None	10 minutes	Supervising Aquaculturist
Total:			30 minutes	



3. REGISTRATION OF FISHING BOAT 3 GROSS TONNAGE AND BELOW

Office or Division:	Office of the City Veterinary and Agricultural Services- Fisheries Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Barangay Certification		Barangay Hall		
Police Certification		PNP Maritime Police		
Picture of Boat together with the owner		Boat owner		
Latest Cedula		CTO- Batangas City Hall		
Government Issued ID		Boat owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For initial Registration: 1. Secure Boat Admeasurement: <ul style="list-style-type: none"> • Total Length • Total Breadth • Total Depth • Engine, Horsepower, Brand and serial number 	None	None	20 minutes	Resident Bantay Dagat in Boat Homeport
2. Secure Brgy. Certification	None	Depending on Brgy. Policy	15 minutes	Brgy Chairman of the Boat Homeport



<p>3. Submit the following:</p> <ul style="list-style-type: none"> • 1 pc 1x1 ID picture • 4pcs 2x2 ID picture • 3pcs photocopy of Brgy. Certification • 3pcs photocopy of Government issued ID 	<p>3.1 Assess and accept all the documents</p> <p>3.2 Compiled all the documents according to the requirements of NGA</p>	<p>None</p>	<p>15 minutes</p> <p>10 minutes</p>	<p>Agricultural Technologist</p> <p>Agricultural Technician I</p>
<ul style="list-style-type: none"> • 3pcs photocopy of latest cedula • 3pcs photocopy of boat picture together with the owner • Deed of Sale- if the boat is acquired from another person • Contact number of the boat owner 	<p>3.3 Assist the clients on Data entry to Juan Magsas aka Registration</p> <p>3.4 Assist the clients on data entry to PCIC Insurance</p>	<p>None</p>	<p>10 minutes</p>	<p>Agricultural Technician I</p> <p>Agricultural Technologist</p>



4.For renewal of Boat Registration: 4.1 Copy of Old Registration	None	None	None	
4.2 Secure PNP Maritime Police Certification	Prepare Endorsement for PNP Maritime Certification	Not applicable	10 minutes	Agricultural Technician I
4.3 Submit the PNP Maritime Police Certification	Compile all the documents and issue order of payment and instruct the client to have the O.R in 2 photocopy	P300.00 for F/B with 10HP above P200.00 for F/B with 10HP below P50.00 per penalties P50.00 per Non-motorized	10 minutes	Agricultural Technologist
4.4 Pay the require payment to the CTO			1 hour	CTO, One Stop Shop
4.5 Submit the Official Receipt to Fisheries Division	Assign the CN to the Boat, Take 1 copy of the OR. Assign dates in claiming the official Registration Certificate	None	10 minutes	Agricultural Technician I
Total:			2 hours & 40 minutes	



2.ISSUANCE OF AUXILLARY INVOICE AND TRANSPORT PERMIT

Checklist of Requirements		Where to Secure		
1. Name of Shipper, Address, and Courier		Client		
2. Consignee, Address, and Destination		Client		
3. List of Fishery Products for Transport and Volume A. For aquarium / Ornamental Fishes I. List of Species Collected		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the need requirements	1. Check / verify all the needed requirements		10 minutes	Agricultural Technician
	2. Issue Order and Payment		15 minutes	Agricultural Technician
2. Pay the require fees to the CTO		1. Permit to transport 20.00/50 kg 2. Inspection Fee 25.00/50 kg	1 hour	Agricultural Technician
3. Submit the OR to person responsible	3.Issue Auxiliary Invoice and permit to Transport		15 minutes	Agricultural Technician



VETERINARY SERVICES DIVISION

Office or Division:	Office of the City Veterinary And Agriculture Services (OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

1. ANIMAL INSEMINATION (AI) SERVICES

The Veterinary Services Division provides artificial insemination to swine, cattle, carabao and goats.

Checklist of Requirements			Where to Secure	
Government Issued Identification			Requesting Client	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Proceed to the Veterinary Services Division	Verify the service requested by the client.	None	2 minutes	Livestock Inspector I
Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and confirmed if his request is viable to the AI service as per signs shown by the animals to be served.	None	3 minutes	Livestock Inspector I
For Artificial Insemination of Swine, Dairy cow, cattle and water buffalo.	3.1 The AI technician shall process the semen to be used. 3.2 Conduct the insemination	None	1 hour	Agricultural Technologist Agricultural Technologist



	process in the barangay of client’s residence.			
For Natural Insemination In Goats.	4.1 Bring in “in heat” doe for natural insemination 4.2 Insemination Procedure	None	30 minutes	Livestock Inspector I
TOTAL			1 hour, 35minutes	

2. SECURING REGULATORY VETERINARY PERMITS – VETERINARY HEALTH CERTIFICATE/ANIMAL INSPECTION CERTIFICATE

Office or Division:	Office of the City Veterinary And Agriculture Services (OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence



Checklist of Requirements		Where to Secure		
1. Certificate of Animal Origin		Barangay of origin through Barangay Captain		
2. Transport Carrier License		Bureau of Animal Industry (BAI)		
3. BAI Accreditation		Bureau of Animal Industry (BAI)		
4. BAI Requirements		Bureau of Animal Industry (BAI)		
5. Handler’s License		Bureau of Animal Industry (BAI)		
6. Animals to be inspected		Requesting Client		
7. Vaccination Record (if required)		Requesting Client/ Farm Veterinarian		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division.	Verify the service requested by the client.	None	2 minutes	Livestock Inspector
2. Sign in the client log book with printed name, address, telephone nos. and signature.	2.1 Interview the client and check the requirements. 2.2 Conduct inspection of the animals to be transported. 2.3 Disinfection of the transport carrier.	None	20 minutes	Agricultural Technologist
3. Pay the animal inspection fee to the VSD-OCVAS	Issue the proof of payment	None	5 minutes	Agricultural Technologist
	Certificate Issued	None	2 minutes	Veterinarian II



4. Releasing of Certificate				
Total: TOTAL			29 minutes 29 minutes	

3. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (MEAT SHOP AND MEAT STALL)

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
1. Certificate of Zoning Compliance	City Planning and Dev’t. Office
2. Meat Handler’s License	OCVAS
3. Photos of Selling Area	Requesting Client
4. Market Clearance for Meat Stall	City Market Office
5. Lease of Contract if the Meat stall is inside the Talipapa	Talipapa Owner
6. Source of Meat for Meat Shop	Origin
7. DTI registration	Dept. Of Trade and Industry

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office.	Verify the service requested by the client.	None	2 minutes	Agricultural Technologist



2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Veterinarian II
3. Filling up of Application Forms.	Assist the client in filling up of the Application form.	None	5 minutes	Agricultural Technologist
4. Proceed to scheduling of stall visit with the Post-Abattoir Inspector.	Conduct of Ocular Inspection.	None	2 hours day	Meat Inspector Animal Keeper
5. Payment Handler’s Fee to VSD-OCVAS	Issue proof of payment	None	5 minutes	Agricultural Technologist
6. Availment of Clearance.	Evaluation and Release of veterinary Clearance.	None	2-3 days depending on the satisfaction of the outside office requirement	Veterinarian III
TOTAL:			2-3 days, 2 hours and 10 minutes	

4. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (FARM, FEEDMILL AND LOCALLY REGISTERED MEAT ESTABLISHMENT (LRME))

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

5. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (VETERINARY SUPPLY, POULTRY SUPPLY AND FEED SUPPLY)



Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
1. Certificate of Zoning Compliance	City Planning and Dev’t. Office
2. Provision of Footbath and Wheel Bath	Requesting Client
3. Environmental Clearance Certificate or Certificate of Non-Coverage	ENRO
4. License Nutritionist for Feed Mill	Requesting Client
5. Veterinary Consultant for Farm	Requesting client
6. DTI registration	Department of Trade and Industry
7. Meat Handler’s License for LRME	OCVAS
8. Photos of Biosecurity amenities for Farm	Requesting client

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office	Verify the service requested by the client	None	2 minutes	Veterinarian I
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Veterinarian II
3. Filling up of Application Forms	Assist the client in filling up of the Application form	None	5 minutes	Livestock Inspector
4. Proceed to the conduct of establishment visit with the Inspector	Conduct of ocular inspection	None	5-8 hours	Meat Inspector
5. Availment of Clearance	Evaluation and Release of veterinary Clearance	None	2-3 days depending on the satisfaction of the outside	Veterinarian IV

Checklist of Requirements	Where to Secure
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		office reqmts.	
TOTAL		2-3 days, 5-8 hours and 5 minutes	
1. Certificate of Zoning Compliance		City Planning and Dev't. Office	
2. Environmental Clearance Certificate or Certificate of Non-Coverage		ENRO	
3. Resident Veterinarian		Requesting Client	
4. DTI registration		Department of Trade and Industry	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office	Verify the service requested by the client	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Veterinarian II
3. Filling up of Application Forms	Assist the client in filling up of the Application form	None	5 minutes	Livestock Inspector
4. Proceed to the conduct of establishment visit with the Inspector	Conduct of ocular inspection	None	5 hours	Agricultural Technologist
5. Availment of Clearance	Evaluation and Release of veterinary Clearance	None	2-3 days depending on the satisfaction of the outside office reqmts.	Veterinarian IV
TOTAL			2-3 days, 5 hours and 5 minutes	



**6. SECURING REGULATORY VETERINARY PERMITS –
VETERINARY CLEARANCE (VETERINARY CLINICS AND
VETERINARY HOSPITALS**

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
5. Certificate of Zoning Compliance		City Planning and Dev’t. Office		
6. Environmental Clearance Certificate or Certificate of Non-Coverage		ENRO		
7. Resident Veterinarian		Requesting Client		
8. DTI registration		Department of Trade and Industry		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
7. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office	Verify the service requested by the client	None	2 minutes	Livestock Inspector
8. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Agricultural Technologist
9. Filling up of Application Forms	Assist the client in filling up of the Application form	None	5 minutes	Livestock Inspector
10. Proceed to the conduct of establishment visit with the Inspector	Conduct of ocular inspection	None	5 hours	Livestock Inspector/ Veterinarian III
11. Availment of Clearance	Evaluation and Release of veterinary Clearance	None	2-3 days depending on the satisfaction	Veterinarian IV



			of the outside office reqmts.	
TOTAL			2-3 days,5 hours and 5 minutes	

7. VETERINARY SERVICES FOR SMALL ANIMALS

Office or Division:	Office of the City Veterinary and Agriculture Services -Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Pet Registration		Barangay		
2. Pet Animal Health Record		Pet Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Clinic Office	Verify the service requested by the client	None	3 minutes	L:ivestock Inspector
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements	None	3 minutes	Veterinarian I
3. Proceed to the Attending Veterinarian	3.1 Conduct physical examination (weighing, body temperature) 3.2 Provide the services required (vaccination, deworming and other	None	15 -20 minutes	Veterinarian I and II Agricultural Technologist



	anti-parasitic services) 3.3 Update Veterinary records 3.4 Prescription of medicine			
4. Availing of veterinary medicine or supplements	Given as the need arises or upon availability of supplies	None	5 minutes	Veterinarian II
TOTAL			15-30 minutes	

8. VETERINARY SERVICES FOR LARGE ANIMALS

Office or Division:	Office of the City Veterinary and Agriculture Services -Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		1. Requesting Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Clinic Office	Verify the service requested by the client	None	2 minutes	Veterinarian I
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client	None	3 minutes	Veterinarian I and II Agricultural Technologist



3. Proceed to the Attending Veterinarian	3.1 Take the medical history of the sick animal. 3.2 Personally attend to treatment of the sick animal 3.3 Dispensing of veterinary medicines and supplements.	None	5 hours	Veterinarian II
4. Availing of veterinary medicine and supplements	Given as the need arises or upon availability of supplies	None	5 minutes	Veterinarian I
TOTAL			5 hours and 10 minutes	

9. CLAIMING OF PET ANIMAL IMPOUNDED

Office or Division:	Office of the City Veterinary and Agriculture Services -Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		1. Requesting Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Office	Verify the service requested by the client	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client	None	3 minutes	Agricultural Technologist



3. Proceed to the Attending Technician	3.1 Accompany the client to the pound and identify the pet 3.2 Issue an Order of payment to the client	None	10 minutes	Livestock Inspector
4. Pay the fee to the Veterinary Services Division (VSD)-OCVAS	Issue the proof of payment	P100.00 - P500.00 *Depends on the number of days impounded	5 minutes	Agricultural Technologist
5. Go back to the attending Technician	3.1 Get a copy of the Receipt from the client 3.2 Provide Warning Letter to the Client as per violation of Ordinance No. 10 S. 2018 3.3 Issue the gate pass for release of the animal	None	15 minutes	Livestock Inspector I
TOTAL			35 minutes	

10.SURRENDERING OF PET ANIMALS

Office or Division:	Office of the City Veterinary and Agriculture Services - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence



Checklist of Requirements		Where to Secure		
1. Government Issued Identification		Requesting client		
2. Certificate of “no bite incidents” for the period of 3 months from the Barangay Captain.		Barangay residence of the client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Office	Verify the service requested by the client	None	2 minutes	Veterinarian I
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client	None	3 minutes	Agricultural Technologist
3. Proceed to the Attending Technician	3.1 Educate the client of the consequences in the act of pet surrender 3.2 Assist the client in filling up the waiver form	None	10 minutes	Veterinarian II
4. Proceed to the Animal Pound	Assist the client in placing the pet in the pound cage.	None	15 minutes	Animal Keeper
TOTAL			30 minutes	

11. LIVESTOCK AND POULTRY DISPERSAL SERVICES



Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		Requesting client		
2. Endorsement Letter from the Barangay Captain		Barangay Residence of Client		
3. Letter of intent to avail the dispersal animal		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Office	Verify the service requested by the client	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and assess the requirements	None	3 minutes	Livestock Inspector
3. Subject to the technical evaluation if the request suit the purpose.	3.1 Conduct site inspection 3.2 Validate the information provided by the client 3.3 Provide recommendation as to result of the evaluation.	None	1 day	Livestock Inspector
4. Attend seminar on the care and management of animals to be recieved.	Conduct seminar on the care and management of the animals to be dispersed	None	2 days	Veterinarian IV
5. Prepare the pen or cage where the animals are to be kept or reared.	Provide technical assistance in the construction of the pen or cage.	None	2 weeks	Agricultural Technologist



6. Await for the final date of Distribution	Process Purchase Request at the start of the year	None	Inaccurate	Veterinarian I
TOTAL			Inaccurate/2weeks, 3days and 5 minutes	

12.LOAN PAYMENT FOR CATTLE FATTENING DISPERSAL

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division	Verify the service requested by the client	None	2 minutes	Livestock Inspector
2. Sign in the Client Log Book with printed name, address, telephone number, and signature	Interview the client	None	3 minutes	Agricultural Technologist
3. Pay the animal due of cattle dispersal	1. Issue proof of payment 2. Update the client’s payment record for cattle fattening dispersal	Annual Due	5 minutes	Agricultural Technologist
4. Issue client updated payment record	Issue updated payment records	None	10 minutes	Agricultural Technologist
TOTAL			25 minutes	



13. ASSISTANCE TO ANIMAL RAISERS IN CLAIMING INSURANCE BENEFITS FROM THE PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

Office or Division:	Office of the City Veterinary and Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Notice of Loss		Requesting client		
2. Certificate of the Barangay Chairman for the Loss of Animals		Barangay Captain of Barangay Residence		
3. Photos for Death Validation		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Office	Verify the service requested by the client	None	2 minutes	Livestock Inspector
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and assess the requirements	None	3 minutes	Veterinarian II
3. Proceed to the attending technician for the compliance of documents.	3.1 Assist the client in filling up the forms 3.2 Check the correctness of the filled up forms.	None	15 minutes	Agricultural Technologist
4. Submit all documents required.	4.1 Accept the documents, prepare veterinary Health Report and Death Certification of the insured animal	None	30 minutes	Livestock Inspector



	4.2 Submit the documents to the PCIC.			
5. Await for the notification of Approval from the PCIC	Keep in communication with PCIC for the progress of the application	None	Inaccurate	Veterinarian IV
TOTAL			Inaccurate/ 50 minutes	

14. SECURING MEAT INSPECTION CERTIFICATE OF LOCALLY REGISTERED MEAT ESTABLISHMENTS

Office or Division:	Office of the City Veterinary And Agriculture Services (OCVAS) - Veterinary Services Division
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Certificate of Animal Origin		Barangay of origin through Barangay Captain		
2. Transport Carrier Accreditation		OCVAS		
3. Meat Delivery Van Accreditation		OCVAS		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bringing of live animals in the Batangas City Slaughterhouse	Pre-inspection of live animals to be slaughtered as to physical health	None	3 hours	Meat Inspector I
2. Resting of Animals in the Corrals	Monitor the animal status in the corrals.	None	8 hours	Meat Inspector I



3. Actual Slaughtering	3.1 Monitor the activities of the butchers. 3.2 Conduct of Post-inspection of meat /carcasses 3.3 Prepares the Meat Inspection Report	None	15 minutes	Meat Inspector II
4. Request for the Meat Inspection Certificates	Issue the Meat Inspection Certificate	None	6 hours	Meat Inspector II
5. Provision of Meat Inspection Certificate to the Client	Distribution of Meat inspection Certificate to the Meat Vendors	None	2 hours	Meat Inspector II
TOTAL			19 hours and 15 minutes	

2. PROVISION OF AVAILABLE PERTINENT AGRICULTURAL DATA

Office or Division:	OCVAS - Research and Development Communication Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



RESEARCH DEVELOPMENT AND COMMUNICATION DIVISION

1. FARMERS’ INFORMATION AND TECHNOLOGY SERVICES (FITS)

Provisions of information assistance to farmers, students, researchers relative to Agriculture, Livestock and Fishery Program and Project.

Office or Division:	OCVAS - Research and Development Communication Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Research and Development Communication Division/ FITS Center and inquire about the available IEC materials	Asks relevant information about the client (name, address, occupation/ affiliation, contact number) and asks the client to sign in the Clients’ Logbook	None	5 minutes	Information Officer IV Information System Researcher I
2. Sign in the Clients’ Logbook and list down the requested IEC materials	2.1 Assists the client (if necessary) in signing in the Log Book		10 minutes	Administrative Officer IV
	2.2 Reviews the list of requested IEC materials and informs the clients which materials are readily available and which are not		5 minutes	Administrative Aide III



	2.3 Recommends other related and relevant reading materials		5 minutes	
3.Wait for the requested IEC materials	Gather and hand the requested materials over to the client		10 minutes	
Total:			35 minutes	
1.Proceed to the Research and Development Communication Division	Asks relevant information about the client (name, address, occupation/ affiliation, contact number) and asks the client to sign in the Clients’ Logbook	None	5 minutes	Information Officer IV Information System Researcher I
2.Sign in the Clients’ Log Book and ask for the needed data	<p>Informs the client(s) of the available data and provide them with the available requested data</p> <p><i>*If requested data are not available, may refer the client to other offices that might have the data they need</i></p>	None	10 minutes	Administrative Officer IV
3.Wait for the requested available data	Prepare and hand over the available data to the client	None	15 minutes	Administrative Aide III



Total:		30 minutes	
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HOME EXTENSION DIVISION

BARANGAY BASED LIVELIHOOD TRAININGS AND SEMINARS

Office or Division:	Office of the City Veterinary and Agricultural Services/Home Extension
Classification:	Simple
Types of Transaction:	G2C Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
With at least 15 participants from the Barangay	From the Barangay that requested

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Home Extension Division and inquire the livelihood program	Interview the client and ask the services needed	None	3 minutes	Home Management Specialist
2.Choose a training from the list of available trainings	Accept the request and provide the client with a list of available trainings to choose from and the schedule of the training	None	10 – 25 minutes	Supervising Home Management Specialist
3.Accepts the schedule	Provide the client with the livelihood training	None	1 day	Agricultural Technician



Total:		1 day and 18 minutes	
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1. IN – HOUSE TRAININGS AND SEMINARS

Office or Division:	Office of the City Veterinary and Agricultural Services/Home Extension
Classification:	Simple
Types of Transaction:	G2C Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Home Extension Division and inquire for the in-house trainings and seminars	Provide flyers and schedules of in-house trainings and seminars	None	3 minutes	Agricultural Technician
2. Attend the seminar on the confirmed date	Provide the clients with the scheduled chosen livelihood trainings	None	5 minutes	Home Management Specialist



Total:			8 minutes	

1. GAD ACTIVITIES FOR THE NGO’S AND OTHER INSTITUTIONS WITHIN BATANGAS CITY

Office or Division:	Home Extension Division
Classification:	Complex
Types of Transaction:	G2C Government to NGO’s/Institution
Who may avail:	NGO’s/Institutions

Checklist of Requirements			Where to Secure	
Request letter addressed to City Veterinarian			Requesting NGO’s/Institution	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Home Extension Division with approved request letter	Briefing of client about GAD training activities being requested and provide the training date	None	5 minutes	Agricultural Technician
2.Accepts training date	Give the check list of materials to be used in seminars	None	15 minutes	Home Management Specialist
3.Accepts checklist of materials and provide said materials on the	Deliver lecture and hands on demonstration and responds to	None	4 – 8 hours	Supervising Home Management Specialist



scheduled training	inquiries after the seminar			
Total:			4 – 8 hours and 20 minutes	

1.GAD ACTIVITIES FOR THE NGO’S AND OTHER INSTITUTIONS OUTSIDE BATANGAS CITY

Office or Division:	Home Extension Division
Classification:	Simple
Types of Transaction:	Government to NGO’s and other Institution
Who may avail:	NGO’s and Institutions outside Batangas City

Checklist of Requirements			Where to Secure	
Approved request letter addressed to the City Mayor			City Mayor’s Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	
1.Proceed to City Veterinarian/ Home Extension Division and Approved request letter	Present list of trainings to the client	None	3 minutes	Home Management Specialist
2.Accepts the recommendation	Briefing/discuss about the livelihood training requested and provide checklist of materials, tools, utensils, and	None	15 minutes	Supervising Home Management Specialist



	other equipment to be used for the training			
3.Accepts checklist	Finalization of the training dates / etc.	None	5 minutes	Agricultural Technician
Total:			23 minutes	

1.TECHNICAL ASSISTANCE FOR PRODUCT DEVELOPMENT/OR MARKET LINKAGES

Office or Division:	Home Extension Division
Classification:	Highly technical application
Types of Transaction:	G2C Government to Citizen
Who may avail:	Entrepreneurs

Checklist of Requirements			Where to Secure	
Sample Product			Produce from their enterprise	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Present product for quality evaluation	Initial Assessment of the quality of the product taste	None	10 minutes 30 minutes	Supervising Home Management Specialist
	Packaging and labeling	None	30 minutes	Home Management Specialist
2.Client will leave the sample product to be tested for shelf life	Shelf life		30 days	Agricultural Technician



Total:		30 days, 1 hour and 10 minutes	
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USE OF MACHINERIES – DEHYDRATION MACHINE, VACUUM SEALER, RETORT MACHINES, AND SEWING MACHINES

Office or Division:	Home Extension Division
Classification:	Simple
Types of Transaction:	G2C Government to Citizen
Who may avail:	Individual / Association and Cooperative

Checklist of Requirements			Where to Secure	
Letter of Request			Individual, association, and cooperative	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Client proceed to Home Extension Division and present letter of request for the use of machinery	The Home Extension Division staff discuss the rules and regulation of using the machines and provide a schedule on the availability of the machines	None	5 minutes	Home Management Specialist
2.Accept the recommendation and return on the scheduled date of use	Assist the client for the proper operation of the machine	None	1 Day	Agricultural Technician
3.Client will make sure that the machines and work area is clean before leaving	Checks the machines and work area	None	30 minutes to 1 hour	Supervising Home Management Specialist
Total			1 day and 1 hour and 5 minutes	

USE OF SHARED SERVICE FACILITIES



Office or Division:	Home Extension Division
Classification:	Simple
Types of Transaction:	Government to Association/ Cooperatives of Batangas City
Who may avail:	Members of the Association and Cooperatives of Batangas City

Checklist of Requirements			Where to Secure	
Request Letter			Individual, Association, and Cooperatives	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Home Extension Division and inquire for the use of shared service facilities	Home Extension Division Staff will orient the client about the rules and regulations of the production area and provide available schedule of use	None	30 minutes	Home Management Specialist
2.Accept the recommendation and return on the scheduled date of use	Home Extension staff will assist client in the production of the product to ensure that GMP is observed	None	1 day/or more until production is done	Agricultural Technician
3.Client will make sure that the area is clean before leaving	Checks the area	None	30 minutes – 1 hour	Supervising Home Management Specialist
Total:			1 day or more	

V.Feedback and Complaints

The Office of the City Veterinary and Agricultural Services contact points with different modalities (landline and email) to serve as complaint hotlines for general public are the following:



Administrative Division	723-4161
Agricultural Engineering Division	722-0908
Cooperative division	723-5847
Crop Production Division	984-1650
Fishery Division	984-0217
Home Extension Division	984-1649
Veterinary Services Division	723-8432
Research Development	
Communication Division	723-0660