



# **CITY GOVERNMENT OF CALAMBA**

## **CITIZEN'S CHARTER**

2024-1st Edition



## AGENCY PROFILE

### I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

*Dahil dito, ang Citizen's Charter ay naglalayon na:*

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

### II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

### III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





#### IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

*EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.*

**MEMBERS:**

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

**ABSENT:**

*NONE*

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**RESOLUTION NO. 218**  
**Series of 2023**

**Sponsor: Councilor DYAN DV. ESPIRIDION**

**A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".**

**WHEREAS**, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

**WHEREAS**, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

**WHEREAS**, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

**WHEREAS**, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

**WHEREAS**, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

**WHEREAS**, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

**WHEREAS**, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

**WHEREAS**, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

**NOW THEREFORE**, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

**CITY ORDINANCE NO. 758**  
**Series of 2023**

**AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.**

Be it ordained by the Sangguniang Panlungsod in session assembled that:

**SECTION I. TITLE.** This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

**SECTION II. PURPOSE.** This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

**SECTION III. LEGAL COMPLIANCE.**

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

**SECTION IV. IMPLEMENTING RULES AND REGULATIONS.** Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

**SECTION V. SEPARABILITY CLAUSE.** If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

**SECTION VI. REPEALING CLAUSE.** All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

**SECTION VII. EFFECTIVITY.** This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

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*Certified Enacted:*

  
**HON. ANGELITO S. LAZARO, JR.**  
*City Vice Mayor*

*Attested by:*

  
**ATTY. NOEL M. VILLANUEVA**  
*SP Secretary*

*Approved by:*

  
**HON. ROSELLER H. RIZAL**  
*City Mayor*



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





# **CITY VETERINARY SERVICES & SLAUGHTERHOUSE MANAGEMENT OFFICE**

## **External Services**





## 1. Isahan o Personal na Paglapit para sa pagbabakuna (walk-in)

Isahan o Personal na paglapit para sa pagbabakuna

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card (kung mayroon); 2. Malusog na alagang hayop tatlong buwan ang edad pataas		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Itala sa log sheet ang pangunahing impormasyon at health record ng alagang hayop	1.1 Suriin ang record ng hayop at I-asses ang estado ng kalusugan ng kung maaring bakunahan	Walang babayaran	5 minuto	Veterinary Office Staff City Veterinarian/ Veterinarian of the Day
	1.2 Bigyan ng Order of Payment para sa Dog Tag		2 minuto	Administrative Assistant V Veterinary Office Staff
2. Magbayad sa Treasury Office	2. Bigyan ng Opisyal na Resibo	Php 20.00 / dog tag	1 minuto	Administrative Aide VI Treasury Office
3. Ipakita ang resibo at hintayin mabakunahan ang alagang hayop	3. Bakunahan ang hayop at bigyan ng tag at vaccination card kung ito ay aso at vaccination card lamang kung ito ay pusa.	Walang babayaran	5 minuto	City Veterinarian/ Veterinarian of the Day
<b>TOTAL :</b>		Php 20.00 / dog tag	13 minuto	



## 2. Serbisyong Konsultasyon para sa mga Walk-In na kliyente

Ang Serbisyong Konsultasyon ay para lamang sa mga hayop na maaaring ma diagnose ang kundisyon at mabigyan ng lunas/ reseta batay sa pisikal na eksaminasyon at hindi na kinakailangan ng mga test sa laboratoryo o private clinics

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alagang Hayop, Vaccination Card (kung mayroon)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Itala sa log sheet ang pangunahing impormasyon ng alagang hayop		Walang Babayaran	3 minuto	Administrative Assistant V Veterinary Office Staff
2. Isanguni sa Beterinaryo ang kondisyon ng alagang hayop	2.1 Suriin ang kondisyon at aktuwal na pag-gagamot ng alagang hayop.		30 minuto	City Veterinarian/ Veterinarian of the Day
	2.2. Ipagkaloob ang gamot at/o reseta at ipaliwanag sa kliyente ang gagawin		5 minuto	
3. Tanggapin ang gamot at/o reseta				
<b>TOTAL :</b>		None	38 minuto	



### 3. Pag apruba sa kahilingan para sa Maramihang Pagbabakuna laban sa Rabis (Homeowners / Company etc.)

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sulat Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang surat kahilingan	1. Tanggapin at suriin ang surat kahilingan at itala sa logbook	Walang Babayaran	3 minuto	Administrative Assistant V Veterinary Office Staff
2. Hintayin ang pormal na communication (tawag, e-mail) ukol sa schedule kung kailan maisasagawa ang hinihiling na serbisyo	2. Pagtatakda sa araw at oras ng pagbabakuna		30 minuto	City Veterinarian Veterinarian IV
<b>TOTAL :</b>		None	33 minuto	





#### 4. Pag Apruba sa Tawag Panlabas ng Opisina para sa Gamutan ng Alaga para sa Pangkahayupang Produksyon

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tumawag o magsadya sa opisina.	1. Suriin ang tawag at i-tala ang mga pangunahing impormasyon ng kliyente	Walang Babayaran	3 minuto	Administrative Assistant V Veterinary Office Staff
2. Ibigay ang lahat na impormasyon na kinakailangan	2.1 Bigyan ng inisyal na pagsusuri ayon sa nakalap na impormasyon.		15 minuto	City Veterinarian Veterinarian IV Livestock Inspector II Agricultural Technician II
	2.2 Bigyan ng schedule ng pagbisita.		1 oras	City Veterinarian Veterinarian IV Livestock Inspector II Agricultural Technician II
	2.3. Bisitahin at suriin ang hayop na may sakit. Bigyan ng gamot kung mayroon o magbigay ng reseta			
<b>TOTAL :</b>		None	1 oras at 18 minuto	



## 5. Pag apruba sa Kahilingan para sa Veterinary Medical Supplies

Pagbibigay ng mga Veterinary Medical Supplies para sa pangkahayupang produksyon at maliliit na hayop

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Uri at bilang ng hayop, timbang ng hayop				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Itala sa log sheet ang pangunahing impormasyon	1. Kapanayamin ang kliyente para sa kinakailangang Veterinary Supply	Walang Babayaran	5 minuto	City Veterinarian Veterinarian IV
2. Tanggapin ang medical supplies o reseta at lumagda sa talaan	2. Ipagkaloob ang hiling na veterinary supplies  <b>Kung Meron:</b> Ibigay ang Medical Supplies  <b>Kung Wala:</b> Bigyan ng Reseta		3 minuto	Administrative Assistant V Administrative Aide IV
<b>TOTAL :</b>		None	8 minuto	



## 6. Pag apruba sa kahilingan para sa training at/o panghuhuli ng galang aso

Kahilingan sa paghuhuli ng mga alagang hayop

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sulat Kahilingan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan	1. Tanggapin at suriin ang sulat kahilingan at itala sa logbook	Walang Babayaran	3 minuto	City Veterinarian Veterinarian IV
2. Hintayin ang pormal na communication (tawag, e-mail) ukol sa schedule kung kailan maisasagawa ang hinihiling na serbisyo	2. Pagtatakda sa araw at oras ng training/ o panghuhuli		15 minuto	Administrative Assistant V Veterinary Office Staff
<b>TOTAL :</b>		None	18 minuto	



## 7. Pagtubos sa nahuling galang aso (City Pound)

Pagtubos sa mga nahuling hayop

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment 2. Official Receipt		1. Pound Keeper 2. City Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pumunta sa City Pound at kilalanin ang hayop na tutubusin	1.1 Ipakita ang nahuling hayop	Walang babayaran	5 minuto	Pound Keeper II
	1.2 Bigyan ng Order of Payment			Pound Keeper I
2. Magbayad sa Treasury Office)	2. Bigyan ng Opisyal na Resibo	Ayon sa Anti-Rabies Ordinance	2 minuto	Administrative Aide VI Treasury Office
3. Ipakita ang Opisyal na Resibo at hintayin maihanda ang hayop na mai-release	3.1 Bakunahan ang hayop ng Anti- <i>Rabies Vaccine</i> kung ito ay hindi pa bakunado at bigyan ng vaccination card.	Walang babayaran	15 minuto	Pound Keeper II Pound Keeper I
	3.2 Palagdain sa log-book na katunayang na na-release na ang asong nahuli			
<b>TOTAL :</b>		Ayon sa Anti-Rabies Ordinance	22 minuto	



## PENALTIES AND FEES “ANTI-RABIES ORDINANCE”

- 1<sup>st</sup> Offense – Php 100
- 2<sup>nd</sup> Offense – Php 300
- 3<sup>rd</sup> Offense – Php 500

- a. *Rabies Vaccination*
- b. *Issuance of Certificate of Registration*
- c. *Duty of the Owner / Possessor of Dogs*
- d. *Mandatory Leashing or Confinement of Dogs*
  
- e. *Liability of Owner of Biting Dog – Php 5,000*
- f. *Unauthorized Impounding, Trapping or Catching – Php 1,000 / Dog*

### **8. Pag apruba ng Kahilingan para sa Pag kolekta ng dugo para sa Farm Accreditation**

Serbisyo upang kuhanan ng dugo ang alagang hayop upang masuri at gamitin bilang isa sa mga requirements ng farm accreditation

<b>Office or Division :</b>	CVSSMD – Veterinary Services			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C -Government to Citizen			
<b>Who may avail :</b>	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farm Accreditation (kung for renewal), dokumento kaugnay ng farm (kung bago lang magpa accredit)		Personal records (kung for renewal); BAI Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang google form o pumunta sa opisina at magpatala	1. Suriin at itala sa logbook	Walang babayaran	5 minuto	Administrative Assistant V Veterinary Office Staff
2. Hintayin ang pormal na communication (tawag, e-mail) ukol sa schedule kung kailan maisasagawa ang hinihiling na serbisyo	2. Pagtatakda sa araw at oras		30 minuto	Veterinarian IV
<b>TOTAL :</b>		None	35 minuto	



## 9. Pagpapapirma ng Shipping Permit / Veterinary Health Certificate ng mga Hayop na ibibiyaha

Pag pirma ng isang Deputized Government Veterinarian sa Veterinary Health Certificate galing sa isang Pribadong Beterinaryo ng isang Kumpanya

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Shipping Permit Veterinary Health Certificates		Kliyente City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumen-tong papipir-mahan	1.1 Tanggapin at beripikahin ang dokumento at itala sa logbook ang mga detalye at lagyan ng control number at dry seal	Walang babayaran	5 minuto	Administrative Assistant V Veterinary Office Staff
	1.2 Lagdaan ang Shipping Permit o Veterinary Health Certificate		2 minuto	City Veterinarian Veterinarian III
2. Tanggapin ang dokumento	2. Ipagkaloob ang Shipping Permit o Veterinary Health Certificate		1 minuto	Administrative Assistant V Veterinary Office Staff
<b>TOTAL :</b>		None	8 minuto	



## 10. Kahilingan para sa Veterinary Health Certificate at Shipping Permit kaugnay ng pagbibiyaha ng Hayop

Pagbibigay ng Veterinary Health Certificate at Shipping Permit para sa mga hayop na ibibiyaha

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Shipping Permit Veterinary Health Certificates		Kliyente City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtala sa listahan at ibigay ang lahat ng impormasyon na kinakailangan	1.1 Suriin ang hayop at mga dokumentong kailangan at ihanda ang Veterinary Health Certificate at Shipping Permit	Walang babayaran	5 minuto	City Veterinarian Veterinarian III Administrative Assistant V Livestock Inspector II
	1.2 Bigyan Order of Payment			
2. Magbayad sa Treasury Office	2.1 Bigyan ng Opisyal na Resibo	Ayon sa Shipping Permit Fees	2 minuto	Administrative Aide VI Treasury Office
	2.2. Iproseso ang dokumento at lagdaan	Walang babayaran	10 minuto	City Veterinarian Veterinarian III
3. Tanggapin ang dokumento	3. Ipagkaloob ang Shipping Permit at Veterinary Health Certificate		1 minuto	Administrative Assistant V Livestock Inspector II
<b>TOTAL :</b>		Ayon sa shipping permit fess	18 minuto	



## SHIPPING PERMIT FEES

1. Panabong	- 5.00	6. Baka	- 20.00
2. Kabayo	- 20.00	7. Baboy	- 5.00
3. Pusa	- 20.00	8. Avian / Pigeon	- 0.50
4. Aso	- 20.00	9. Poultry Broiler, Layer Ducks	- 0.50
5. Kambing	- 5.00		

### 11. Pagpapatala para sa Pagkapon ng Pusa

Pagkapon sa mga alagang Lalaking pusa tuwing Lunes, mag aabiso kung ito ay ililipat ng petsa

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID, Valid email address, Malusog na alagang hayop anim na buwan ang edad pataas		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bisitahin ang Facebook Page ng Tanggapan para sa anunsiyo ng pagkapon		Walang babayaran		Administrative Assistant V Veterinary Office Staff
2. Magtungo at magpa rehistro bago ang nakatakdang araw ng pagkapon	2. Suriin ang mga nagpatala at gawaan ng pinal na listahan ng mga makakasama sa Gawain		5 minuto	
<b>TOTAL :</b>		None	5 minuto	



## 12. Pagpapatala para sa Spay and Neuter (Special Schedule na Gawain)

Pagkapon ng lalaking aso at pag aalis ng matres ng babaeng aso at pusa

<b>Office or Division :</b>		CVSSMD – Veterinary Services		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C -Government to Citizen		
<b>Who may avail :</b>		Mamamayan ng Calamba		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID, Valid email address, Malusog na alagang hayop walong buwan ang edad pataas		Kliyente		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bisitahin ang Facebook Page ng Tanggapan para sa anunsiyo ng spay and neuter		Walang babayaran		Administrative Assistant V Veterinary Office Staff
2. Punan ang google form	2.1 I-monitor ang bilang ng hayop na nagparehistro		30 minuto	
	2.2 Suriin ang mga nagpatala at gawaan ng pinal na listahan ng mga makakasama sa Gawain		5 minuto	
2. Hintayin ang anunsiyo ng schedule sa FB Page kung nakasama ang inyong alaga sa gagawaing spay and neuter	3. Ipost ang listahan ng mga may-ari na nakasama para sa nasabing spay and neuter		5 minuto	
<b>TOTAL :</b>		None	40 minuto	



## VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"><li>1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina</li><li>2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.</li></ol>
How feedbacks are processed	<ol style="list-style-type: none"><li>1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.</li><li>2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw</li><li>3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente.</li></ol> <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i><a href="mailto:chrnocalamba2001@gmail.com">chrnocalamba2001@gmail.com</a></i></p>
How to file a complaint	<ol style="list-style-type: none"><li>1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.</li><li>2. Isulat ang reklamo at kung sino ang inirereklamo.</li></ol>
How complaints are processed	<ol style="list-style-type: none"><li>1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.</li><li>2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto</li></ol>
Contact Information of ARTA, CCB, PCC	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC : 8888 CCB : 0908-8816565 (sms) : <a href="mailto:contactcenterngbayan@gov.ph">contactcenterngbayan@gov.ph</a> : 1-6565