

VISION

A beautiful green province with ecologically balanced environment inhabited by empowered, God-loving citizens harmoniously existing with each other sharing the fruits of, among others, sustainable agricultural development under governance of a unified leadership transforming our beloved province to the major agri-eco tourism hub of Northeast Luzon in the near future.



MISSION

It is the mission of the Provincial Veterinary Office to ensure fast delivery of veterinary and other related services, so as to contribute to the upliftment of the quality of life of Quirinians towards the vision of the province.

Republic of the Philippines
 PROVINCE OF QUIRINO
 Cabarroguis

CITIZEN'S CHARTER
 INFORMATION BILLBOARD

PROVINCIAL VETERINARY OFFICE

Frontline Services	STEP	Step by Step Procedure		Person Responsible	Maximum Waiting Time	Requirements / Supporting Documents	Fees Collected if any	Location
		CLIENT	SERVICE PROVIDER					
A. TREATMENT OF ANIMALS AGAINST VARIOUS DISEASES (Walk-in Clientele)	1	Register in the Logbook		Officer of the day / Admin. Personnel	5 mins.	Walk-in Clientele Logbook	NONE	Prov'l Veterinary Office Capitol Hills, Cabarroguis, Quirino
	2		Conduct interview re: Medical History	Officer of the day / Admin. Personnel	30 mins.	Medical Record		
	3		Facilitate means of transportation to the location of animal	Officer of the day / Admin. Personnel	30 mins.			
	4		Conduct physical check-up / diagnosis	Dr. Marcelino G. Delson Jr. Dr. Melanie R. Ascaño	30 mins.	Medical Record		
	5		Prescribe appropriate drug	Dr. Marcelino G. Delson Jr. Dr. Melanie R. Ascaño	10 mins.	Prescription Pad		

	6	Procure drug		Authorized Personnel			
	7		Restrain the animal		30 mins.		
	8		Administer drugs	Dr. Marcelino G. Delson Jr. Dr. Melanie R. Ascaño Authorized Personnel	30 mins.	Medical Record	
	9		Post treatment instructions	Dr. Marcelino G. Delson Jr. Dr. Melanie R. Ascaño Authorized Personnel	30 mins.	Medical Record	
A. TREATMENT OF ANIMALS AGAINST VARIOUS DISEASES (Walk-in Clientele)	1	Call or text service provider.		Technical Personnel			NONE
			Facilitate means of transportation to the location of animal	Technical Personnel	2 hours		Prov'l Veterinary Office
		Register in the Client Index Card.		Technical Personnel	5 mins.	Client Index Card	Capitol Hills, Cabarro-
			Conduct interview re: Medical History Conduct physical check-up / diagnosis	Technical Personnel	30 mins.	Medical Record Medical Record	guis,
			Prescribe appropriate drug	Technical Personnel	10 mins.	Prescription Pad	Quirino
		Procure drug		Technical Personnel			
			Restrain the animal		30 mins.		
			Administer drugs	Technical personnel	30 mins.	Medical Record	
			Post treatment instructions	Technical Personnel	30 mins.	Medical Record	
B. DEWORMING OF ANIMALS		Register in the Logbook		Officer of the day / Admin. Personnel	2 mins.		
	1	Submit request letter			2 mins.		NONE
	2	Confirm Deworming schedule		Officer of the day / Admin. Personnel	5 mins.		Prov'l Veterinary Office

	3	Facilitate means of transportation to the location of animal		Officer of the day / Admin. Personnel			Capitol Hills, Cabarroguis, Quirino			
	4		Assist / prepare chute	Technical Personnel	30 mins.					
			Submit animals for deworming							
	5		Restrain the animal			30 mins.				
	6		Administer Dewormer	Technical Personnel		1 min.		Drenching Gun (Dewormer)		
	7			Technical Personnel		1 min.		Ropes		
	8		Post deworming instructions	Technical Personnel				2 mins.		
			Register in the Logbook		Officer of the day / Admin. Personnel			2 mins.		
C. VACCINATION OF ANIMAL AGAINST VARIOUS DISEASES	1		Submit letter request				NONE	Prov'l Veterinary Office Capitol Hills, Cabarroguis, Quirino		
			Received letter request	Officer of the day / Admin. Personnel					2 mins.	
	2									
	3		Confirm vaccination schedule	Officer of the day / Admin. Personnel		5 mins.			Medical Record	
	4		Facilitate means of transportation to the location of animal		Officer of the day / Admin. Personnel				10 mins.	
		5		Assist / prepare chute	Technical Personnel				20 mins.	
				Submit animal for vaccination						5 mins.
	6		Restrain the animal						15 mins.	
	7		Administer vaccination	Dr. Marcelino G. Delson Jr.		5 mins.			Vaccines, drugs, syringe 1cc	
	8			Dr. Melanie R. Ascaño						
9			Authorized Personnel							
10		Post vaccination instructions	Dr. Marcelino G. Delson Jr.		5 mins.	Medical Record				
		Register in the Logbook		Officer of the day / Admin. Personnel		2 mins.				
D. CASTRATION OF ANIMALS	1		Conduct interview re: Medical History	Dr. Melanie R. Ascaño		5 mins.	NONE	Prov'l Veterinary Office		
	2		Facilitate means of	Technical Personnel		10 mins.				

		transportation to the location of animal					Capitol Hills, Cabarroguis, Quirino
	3		Conduct physical check-up / diagnosis	Dr. Marcelino G. Delson Jr. Dr. Melanie R. Ascaño Authorized Personnel	20 mins.	Rectal Thermometer	
	4		Prescribe appropriate drugs	Dr. Melanie R. Ascaño	5 mins.	Prescription, 2NA	
			Restrain the animal		15 mins.		
	5		Conduct castration	Dr. Melanie R. Ascaño Authorized Personnel	10 mins.	Snout holder, nose twist, rope, surgical blade, scalpel holder, surgical silk, forcip, antiseptic, ATS, drugs, vitamin	
	6						
	7						Administer drugs
	8		Post treatment instructions	Dr. Melanie R. Ascaño Authorized Personnel	5 mins.		
E. NATURAL BREEDING (Large Animal)	9	Register in the Logbook		Officer of the day / Admin. Personnel	2 mins.		
	1		Evaluate / request	Johnny M. Buyagawon Technical Personnel	10 mins.	Resolution, cedula, picture	NONE
	2		Refer Breeder	Dr. Marcelino G. Delson Jr. William Serrano Jr. Freddie O. Libatique Johnny M. Buyagawon	30 mins.		Prov'l Veterinary Office Capitol Hills, Cabarroguis, Quirino
	3						
F. ARTIFICIAL INSEMINATION (Large Animal)		Register in the Logbook		Officer of the day / Technical Personnel	2 mins.		
	1		Receive / Confirm request	Officer of the day / Technical Personnel	30 mins.		NONE
	2	Facilitate mobility to the location of animal		Technical Personnel	15 mins.		Prov'l Veterinary Office Capitol Hills, Cabarroguis, Quirino
	3		Assist / prepare chute	Technical Personnel	30 mins.		
	4		Conduct Artificial Insemination	Johnny M. Buyagawon Freddie O. Libatique	30 mins.	Catheter, semen, gloves, straw sheaths, AI gun, soap,	

G. ISSUANCE OF CERTIFICATES	5			William Serrano Jr.		hot water ,thermometer	P25/hd	Prov'l Veterinary Office Capitol Hills, Cabarro- guis, Quirino
		Register in the Logbook		Officer of the day /	2 mins.			
		Request for shipping permit		Admin. Personnel				
	1		Interview/ prepare permit / certificate	Officer of the day /	15 mins.			
	2			Admin. Personnel				
	3	Facilitate mobility to the location of animal.		Venancio R. Sadang III/ Technical Personnel	5 mins.			
	4		Inspect animals to be shipped	Venancio R. Sadang III/ Technical Personnel	5 mins.	Official Receipt		
H. TECHNICAL CONSULTATION	5		Sign Health Certificate	Dr. Marcelino G. Delson Jr.	2 mins.	Health Certificate	NONE	Prov'l Veterinary Office Capitol Hills, Cab., Quirino
		Register in the Logbook		Officer of the day /				
	6			Admin. Personnel				
	1	Request for consultation						
	2		Provide information materials	Dr. Marcelino G. Delson Jr. / Technical Personnel	5 mins.	IEC materials		
	3		Dialogue / lecture	Dr. Marcelino G. Delson Jr. / Technical Personnel	30 mins.			
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SERVICE PLEDGE

We, the officials and employees of the Provincial Veterinary Office, pledge to deliver quality public services as promised in the Citizen's Charter.
We will provide prompt and reliable service to our clients.

NICANOR E. REYNO
Farm Worker I

ALBERTO A. PIMENTEL
Laborer I

MANOLO V. SAGUN

Livestock Inspector II/ Anthrax
Control Program Coordinator /
Rabies Control Program Coordinator

WILLIAM B. SERRANO JR.

Laboratory Inspector II / BLBLP /
SRGIP Coordinator

JOHNNY M. BUYAGAWON

Agricultural Technician I / Unified
National Artificial Insemination
Program Coordinator / Fasciola Control Program Coordinator

ORLAN O. SONGCUAN

Administrative Aide V / Surra
Control Program Coordinator

MELANIE R. ASCAÑO, DVM

Meat Inspector I / Bird Flu /
Vet. Drug & By Products
Coordinator

ALBERT G. OLIDAN

Livestock Inspector II / Livestock
Survey / Hemosept Control
Program Coordinator

ROMEO S. VALDEZ

Administrative Officer V /
Techno Demo Coordinator

MARCELINO G. DELSON JR., DVM

Provincial Veterinarian

RODRIGO C. DE JESUS

Administrative Aide I

ROWENA N. LIBATIQUE

Agricultural Technician I /
Provincial Agri-Pinoy
Report Officer

MARAQUITA C. PONCHAOHAN

Laboratory Inspector II /
Provincial Livestock Coordinator
/ Provincial
Technical Assistant for
Nutrition